

Practice Newsletter

January 2023



Happy New Year from Everyone at Teams Medical Practice

Practice Hours

7.30 am – 6.00 pm Monday, Tuesday

8.00 am – 6.00 pm Wednesday, Thursday & Friday

Following recently updated guidance, patients are no longer required to wear a facemask when visiting the Practice. However, if you are displaying any Covid symptoms or have a respiratory illness/infection please continue to wear a facemask when visiting the Practice. If you prefer to continue wearing a facemask, you are welcome to do so.

Practice Closures: The Practice is closed between 12.00 pm – 1.00 pm every Tuesday for staff training.

We are closed on the 25th of January for staff training from 12pm. We will re-open as normal at 8am on Thursday 26th of January.

Dr Porter has now left the surgery. She has finished her placement with us, and we wish her all the best as she moves on in her career.

We have a new phone system, which we hope will address difficulty around getting through to the surgery during busy periods.

The improvements of this system include:

Less engaged tone

We have 3 lines coming into the practice and a queueing system for 30 calls. You will only hear the engaged tone once we reach more than 33 calls in the queue. While you are in the queue you will hear useful information on how to order medication and other services available.

Queue monitoring

We will be able to see how many patients are waiting for reception to answer the phone. This means we will be able to increase the number of call handlers to help manage demand.

Patient Information.

New Blood Pressure Machine: This is located at the back of the waiting area and is free to use at any time during surgery hours. If you have been asked to take a blood pressure reading, feel free to come and use the machine and hand in the slip to reception if you need any help just ask a member of the reception team.

Script line: We do not take requests or queries over the telephone. Please use the script line for all medication/queries. The number is 0191 4608472. This gets checked Monday to Friday 8am till 6pm. Any messages left after 6pm

Pill checks and Depos: Please note these appointments can be booked up a month in advance.


Reviews: If you receive a letter for your annual review following your long-term conditions. Please make sure you are booking this review in a timely manner to make sure your medication review stays in line to avoid any issues with these being ordered in time.

Pharmacy help: Please seek advice for your local pharmacies before consulting with the GP. Ask them about their minor ailment scheme.

Pharmacies can answer your questions on prescription and over the counter medicines.

All pharmacies provide the following services:

- Non-prescription medicines like paracetamol.
- Disposal of unwanted or out of date medications.
- How to take medication safely
- Helping you understand the correct dose of a new medicine and how often you need to take it.
- If you are aged 18-65 you can seek advice for your pharmacy for a UTI.
- Emergency Contraception.



← A&E Department

Summer cough
Should be at the pharmacy

Stomach ache
Should see a GP

Unsure or confused about an illness
Should call NHS 111

Minor cuts and sprains
Should be at the Minor Injuries Unit

Sunburn
Should treat themselves at home from their medicine cabinet

Severe chest pain
Shouldn't have been in a queue

Do you know where to go when you need medical advice?

Think first before you choose

A&E
for genuine life-threatening emergencies

999
when someone is seriously ill or injured & their life is at risk

NHS 111
Dial 111 FREE
24 hours a day,
365 days a year,
or 111 online

Pharmacy
Speak to your pharmacy team to get advice right then & there

Looking to get fit this new year?

Slimming world are here to help.

Join Aimee

Tuesday 6pm at Teams Community Centre

Wednesday 4:30pm and 6.00pm at Bensham Grove Community Centre

Saturdays 8am and 9:30am at Wesley Memorial Methodist Church

Call her all the information on 0770273154.



Dry January 2023

WHAT IS DRY JANUARY?

Established in 2013 by the UK charity Alcohol Concern, DRY JANUARY is the non-profit organisations flagship campaign which has been changing the conversation about alcohol over the past number of years.

Taking part in the campaign is a chance to ditch the hangover, reduce the waistline, and save money by giving up alcohol for 31 days.

Doing Dry January:

- Enables you to take control of your relationship with alcohol.
- Drives a conversation about alcohol: why do we drink it, what does it do, and how can we reduce the harm it can cause?



Teams Life Centre - What's New in 2023?

MONDAY	10.00am – 1.00pm	Back to Basics Cookery (Prebook only)
	1.15pm – 2.30pm	KARAOKE CAFÉ
TUES	11.30am – 3.00pm	ADVANCE MENS GROUP
	6.00pm - 7.30pm	SLIMMING WORLD
WEDS	09.30am- 11.30am	CITIZENS ADVICE DROP IN
	12.00pm - 2.15pm	MUSICAL CAFÉ
	4.30pm - 6.00pm	TEAMS KIDZ (age 5-11)
THURS	11.00am- 1.00pm	FRIENDSHIP GROUP
	5.00pm - 8.30pm	DISABILITY DISCO
	5.00pm – 7.00pm	KIDZ FOOTBALL
FRIDAY	9.00am – 5.00pm	MBC Ceramic Arts
FRIDAY	5.00pm – 7.00pm	KIDZ FOOTBALL
SATURDAY	COMING SOON	EXERCISE CLASS
	2.00pm onwards	PARTY HIRE AVAILABLE

EVERY WEEKDAY: * FREE LAPTOP ACCESS

*** CAFÉ OPEN AND NEW2U SHOP**

Call 0191 478 1003 for more details.