

# Practice Newsletter

## June 2024



### **Practice Hours**

7.30 am – 6.00 pm Monday, Tuesday  
8.00 am – 6.00 pm Wednesday, Thursday & Friday

### **Practice Closures**

The Practice is closed between 12.00pm and 1.00 pm every Tuesday for staff training.

The Practice will also be closed all day from 12pm on Tuesday the 25<sup>th</sup> of June for additional training. We will re-open as normal on 8am on Wednesday the 26<sup>th</sup> of June.

### **MMR Vaccines**

We are sending out messages to patients who show no record of having an MMR or only having had one and are eligible for two. Please contact the surgery to book or decline.

If you would like to have more information, please visit.

<https://www.gov.uk/government/publications/think-measles-patient-leaflet-for-young-people/measles-mumps-and-rubella-mmr-guidance-for-young-people>

### **Phone lines**

We kindly ask unless you need to book an appointment for that day please call after 9am. This will help the number of calls coming in and reduce waiting times if you call is not for an appointment that day.

## **Pride Month**



An Annual LGBT Pride Celebration

Every year, during the month of June, the LGBT community celebrates in a few different ways. Across the globe, various events are held during this special month as a way of recognising the influence LGBT people have had around the world. Why was June chosen? Because it is when the Stonewall Riots took place, way back in 1969.

<https://www.northern-pride.com/pride23>

## **Summer Reading Challenge.**

<https://summerreadingchallenge.org.uk/>

The Summer Reading Challenge is an educational competition held annually in the UK by The Reading Agency. It first began in 1999 with the intention of encouraging primary school children to read books during the summer holiday. Participants are awarded stickers and medals based on the competition's theme per tier.



# We have BIG News

We have some exciting news, which we have been informing our patients via text and letter.

Teams Medical Practice and Glenpark Medical Practice are proposing a merger to form **one partnership whilst still retaining the two surgery sites**. This will ensure that both practices are financially secure and can continue providing high-quality services to the local community. We hope this merger will take place on 1st July 2024.

**Why are we merging?** The NHS, in particular General Practice, is under increasing pressure. We need to look at innovative ways to provide high quality care for our patients and new ways of working at scale to be sustainable. The partners at Glenpark and Teams share similar values and are geographically very close, with overlapping practice boundaries.

This is an exciting opportunity which will help to create a stable partnership and sustainable, long-term primary health care. Subject to approval from Northeast and North Cumbria Integrated Care Board (ICB), the new Partnership would run services from **both existing sites** (Glenpark and Teams). There are no proposed redundancies or job losses for our staff.

Any Questions you have there is information on the website and in the waiting room.



# Diabetes Awareness Week 2024



## **June 9 - June 15**

Diabetes U.K. organises Diabetes Week. The charity has a long history of campaigning; it was founded in 1934 by the writer H.G. Wells and Dr. R.D. Lawrence, who were themselves diabetics. The week is all about creating awareness of the condition and encouraging people to share their experiences of living with diabetes. Many other groups and organizations take part in diabetes week, hosting a wide variety of informative and fundraising events.

Raising awareness of diabetes and what changes people can make to reduce their risk is the main aim of the charity. They are also involved with campaigning, funding research, and offering support and advice to current sufferers. Diabetes U.K. has many useful resources for professionals who are involved in diabetic health care, including information on best practice and up to date research discoveries.

Diabetes is predicted to become a huge crisis for the future health of the U.K.'s population. It is a health condition that can have a major impact on one's life and once at an advanced stage, diabetes can cause a host of other health complications. Knowledge of the causes of diabetes is a prerequisite to reducing the risk of becoming a diabetic.

Diabetes afflicts more people in the U.K. than any other serious health condition. There are 4.6 million Type 1 sufferers, and an estimated 12.3 million people are potential type 2 diabetics. Help to raise awareness, participate in an event, or alternatively share your experience online.

**If you can not attend your appointment can you please let the surgery know so that we can offer the appointment to a patient who really needs it.**

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

**We have had a massive increase in patients not turning up for their appointments. This has a huge cost effect on the NHS.**

## **Patient Information**

### **Updating Information**

If you have changed your contact details, address etc, can you please make sure you inform the practice. This helps us to keep your record up to date. Please note if you are in the NE9 and NE10 postcodes you are classed as out of area. You can stay with practice but would not be eligible to any GP home visits. If you move outside the Gateshead area such as Newcastle, Sunderland or Northumberland and you have any children under 5, you are pregnant or housebound you would have to move practices as our services do not visit outside the Gateshead areas.

### **Physio Appointments**

Did you know we have a physio team that works alongside our practice team. We can refer you to them over the phone and they will call you either that day or a few days later and arrange an appointment for you. They can issue sick notes, organise pain relief and further investigations if required.

### **E-Consults**

You can ask for help with a specific problem/condition or general advice. You will be asked the same questions a doctor would ask in a face-to-face appointment. Just fill out a simple form and get advice and treatment by the end of the next working day. You might not even need to come to the surgery. You can also seek pharmacy advice without needing to see a GP. You can do this anytime, anywhere even from your mobile. Visit our practice website for more details.

### **Appointments**

Can we please kindly ask if you are calling the practice for sick notes, annual reviews, nurse's appointments, can you call back after 10 am. This will help reduce waiting in the queue and help us to deal with patients who need a same day appointment.

Please note just a phone call is still classed as a GP appointment. Be aware that if you are having chest, abdominal pain, ear ache the GP advises a face-to-face appointment as this can require an examination. Staff will guide you and let you know accordingly.

Please note that we are training practice. This means that we teach doctors in training to gain experience and students to allow them to gain medical experience. Our GPs in training are fully qualified and are training to work in a GP practice under supervision from our partner GPs.

**Please note A&E is for life threatening illnesses/injures only!**



## **Zero Tolerance – Abusive or Aggressive Behaviour**

**Our staff come to work to care for others, and it is important for all members of our staff to be treated with courtesy and respect.**

Aggressive or violent behavior towards our staff will not be tolerated under any circumstances. Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behavior will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list.

### **Prescriptions**

**MAKE SURE YOU ORDER IN PLENTY TIME FOR THE BANK HOLIDAYS.**

Please note we **do not** do urgent prescriptions. You can order your medications up to 7 days in advance. The process will take 24-hours to process medications. This allows time for the doctor to sign the prescription off and then for the pharmacy to get it ready. If you are calling after 4 pm on Friday, please note your medications won't be ready until the Tuesday as we are not open weekends. We have a lot of prescriptions to process on Monday morning from the weekend, so your patience is appreciated.

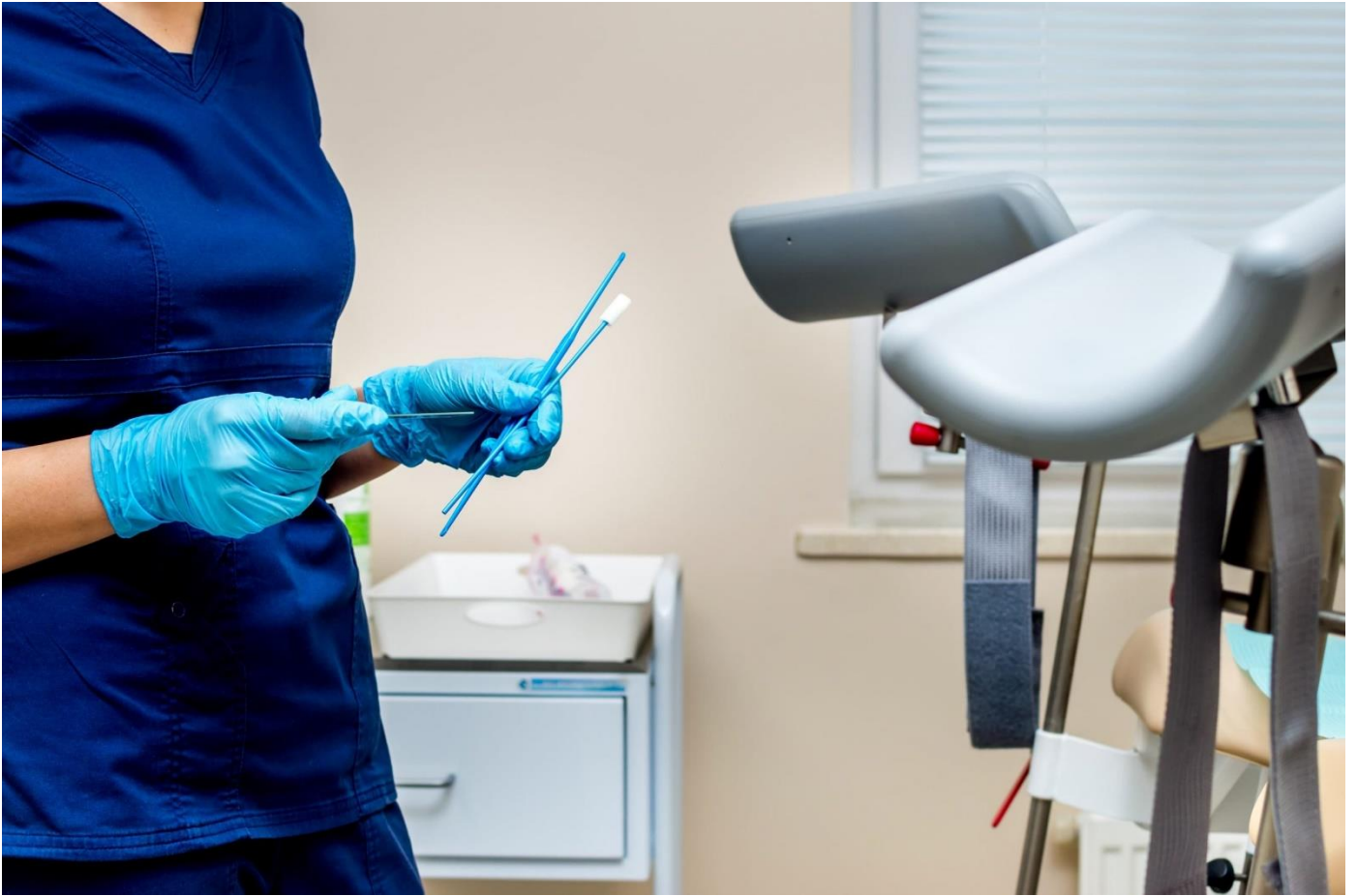
If you have been discharged from hospital and your medications have been changed, please allow time for us to receive the changes from the hospital. We cannot issue any hospital prescriptions until we have all the documents required.

### **Patient feedback**

We are sending out text messages for patient feedback. If you get a text, please click on the link, and submit your review. Your feedback helps the practice to improve our services. There are also forms in the waiting room, why not fill one out while you wait.

iWantGreatCare

Submit Feedback



## Cervical Screening Awareness Week 2024

### **June 17 - June 23**

Cervical Screening Awareness Week is an annual event which will run from the 19th to the 24th of June 2024. The week aims to highlight the importance of regular cervical screening for women's health.

Cervical cancer is the most common form of cancer in women under 35 with two women in the UK per day dying from the disease. Regular cervical screening appointments can prevent up to 75% of instances of cervical cancer, saving 5000 lives per year. Despite this, many women are reluctant to have this test done with a quarter of women not responding to their screening invitation. Cervical Screening Awareness Week is organised by the charity Jo's trust, a charity dedicated to women affected by cervical cancer or abnormalities.

Cervical Screening Awareness week aims to encourage all women to have regular cervical screening as well as to provide information and reassurance around any fears or embarrassment that women may have concerned taking the test.

During the week there will be information stands at GP surgeries, workplaces and sports centers, fundraising events and a social media campaign where women are urged to tell their stories relating to cervical cancer and cervical screening.

More information about Cervical Screening Awareness Week and information about cervical cancer and cervical screening itself can be found on the Jo's Trust website [www.jostrust.org.uk](http://www.jostrust.org.uk) or from your local GP's office.



# WHAT'S NEW?

MONDAY	9.30am – 12.00pm		YOUR VOICE COUNTS
	12.00pm – 2.00pm		MOOD BOOSTER, BINGO & BARGAINS
	1.00pm – 3.00pm	*NEW*	TODDLER SOFT PLAY
	5.00pm – 6.00pm		MULTISPORTS FOR PRIMARY KIDS
	6.00pm – 8.00pm		FOOTBALL
TUES	10.00am – 12.00pm	*NEW*	COMMUNITY SUPPORT
	10.00am – 11.00am		WALKING FOOTBALL (Taking names)
	12.00pm – 1.00pm		TAI CHI <b>£5</b>
	11.30am – 3.00pm		ADVANCE MENS
	5.00pm – 7.30pm		KIDZ FOOTBALL
WEDS	09.30am- 11.30am		CITIZENS ADVICE DROP IN
	12.00pm – 2.15pm		MUSICAL CAFÉ <b>£2</b>
	4.30pm – 6.15pm		CORNERSTONE KIDZ (age 5-11) <b>£1</b>
THURS	11.00am – 1.00pm		FRIENDSHIP GROUP
	5.00pm – 7.00pm		KIDZ FOOTBALL
	5.00pm – 8.00pm		DISABILITY DISCO
	5.00pm – 7.00pm		KIDZ FOOTBALL
			YOUR VOICE COUNTS
FRIDAY	12.00pm – 3.30pm		YOUR VOICE COUNTS
	5.30pm – 6.30pm	*NEW*	FOOTBALL COACHING (11 – 16 YEARS)
	6.30pm – 8.30pm		PARTY HIRE AVAILABLE
SAT	9.00am – 10.00am		FOOTBALL (age 4-5)
	10.00am – 11.00am		PRESCHOOL FOOTBALL
SAT+SUN	2.00pm onwards		PARTY HIRE AVAILABLE

EVERY WEEK DAY :

\* FREE LAPTOP ACCESS

\* CAFÉ OPEN AND NEW2U SHOP

**CALL 0191 4781003**

**ALL NEW TEAMS LIFE CENTRE' FACEBOOK**

[WWW.TEAMSLIFECENTRE.ORG](http://WWW.TEAMSLIFECENTRE.ORG)



Gateshead  
**FAMILY**  
**HUBS**

# Gateshead FAMILY HUBS



**Monday  
1 - 3pm**

**Toddler Softplay**

**Monday  
5 - 6pm**

**Multisports**

**Wednesday  
4:30 - 6:15pm**

**Cornerstone Kids  
(Primary Ages)**

**Thursday  
5pm - 8pm**

**Accessible Disco**

**Friday  
5:30 - 6:30pm**

**Football Coaching with  
Ben Clark (11 - 16 years)**

**Saturday  
10:15 - 11am**

**Preschool Football**

**Every Weekday  
10-2pm**

**New2U Charity Shop**

**TEL 0191 4781003**



Helping our community to thrive

# Big Local Gateshead POP-UP SHOP

**Our shop is moving into your neighborhood!**  
Our aim is to end food waste in Teams by making surplus food available at very low cost to anyone who comes along. We usually stock plenty of fruit & veg, bread, ready meals, meat, and sweet treats. Come and grab your food for the week and stop in for a free cuppa!

**EVERY FRIDAY 1-3pm**



**Starting Mar 15th we will be based at Tyne View Health Hub, just off Rose Street NE8 2LS.**







**Heartbroken to Healed**



**Grief Recovery Method Specialist**

Certified by The Grief Recovery Institute



# Love and Loss

**A monthly cafe for the bereaved and heartbroken. Supported by TADA**

Come along and join me, Julie Shepherd, Grief recovery specialist for tea & cake, with a chance to talk about your grief, love and loss in a safe and friendly space....no need to book....just turn up!

## Session includes

- ✓ Tea & Coffee
- ✓ Cake
- ✓ Friendly welcome
- ✓ Time to chat

## When

1 - 2.30pm 2nd Thursday of every month

## Where

Come to the main house @  
Bensham Grove Community Centre.  
Sidney Grove, Gateshead, NE8 2XD

**Contact Us** M 077 78 79 80 14 [www.heartbrokentohealed.co.uk](http://www.heartbrokentohealed.co.uk) E [Julie@heartbrokentohealed.co.uk](mailto:Julie@heartbrokentohealed.co.uk)

