



Practice Newsletter

August 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 12.00 pm – 1.00 pm every Tuesday for staff training.

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, earache 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!

Prescription Line

When ordering your prescriptions please leave clear message with your name, date of birth and the medication you require followed by the pharmacy you would like this to go to. Please allow up to 5 days from acute items to be processed this because it needs to be authorised by the GP who started you on the medication.

We do not issue urgent prescriptions so please make sure you order your medication in plenty time.

Allow at least 48 hours for your prescriptions to be processed and sent to the chemist.

If you are on any controlled drugs and are needing these early or extra for going away the GP may ask for proof of travel before these can be issued. If controlled drugs are lost, you must contact the police for a crime number.

Any prescriptions ordered after 6pm on a Friday will not be processed until we reopen on Monday morning and issued at your chemist 48 hours after.

If you have had any changes made to your medications in hospital, please allow us time to receive your discharge summary before these changes can be processed.

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 behaviour 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 behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list.

We have some new doctors in training starting:

Dr Allingham, Dr Ashab, Dr Uwagboe, Dr Oliver.



Dr Ashab

This is Md Arif Ashab, a GP trainee starting his third year.

This is my third GP rotation.

Dr Uwagboe

My name is Marylyn Uwagboe

I am in my second year of GP training and have been in 2 different GP practice settings before this. I qualified as a doctor in 2016 and have been practicing ever since. I love learning new things and meeting new people.

Dr Oliver

I'm Andy I'll be in my third and hopefully final year of GP training. I have a BSc in Physiology as well as the MBBS and spend as much of my spare time as possible outdoors!

August Awareness Month

World Cancer Support Month, observed annually in August, stands as a beacon of solidarity and hope for those affected by cancer across the globe.



Each month you will see a new awareness month in the waiting area.
Full of information on each awareness.

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

Big Local Gateshead

1-4pm

WE'RE PLAYING OUT



CLASSIC
STREET
GAMES

THIS SUMMER COME PLAY OUT AT ONE
OF OUR THREE STREET LOCATIONS:

Thurs 8th Aug-High Teams-Northumberland Street

Thurs 15th Aug-Low Teams-On or near Morris Street

Thurs 22nd Aug-Racecourse Est-On or near Cartmel Grove

0191 466 1500

hello@blgateshead.org.uk

Practice Walking Group

The Walking Group meet every Thursday at 10.00 am outside of the Practice and is led by our Practice Health Champions.

The walk is just over one mile and walked at a leisurely pace, over a flat route. The group chat about the local area and its history along the way.

At the end of the walk the group gather for a cup of tea/coffee at a local venue.

There is no need to book - everyone is welcome.

