

# Practice Newsletter

## June 2020



### **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.

### **Healthwatch – Covid-19 survey**

Healthwatch is the independent voice of local people, its statutory role is to share their experience of health and social care services to inform and shape decisions that are made on their behalf both locally and nationally. In response to COVID-19, health and social care services have had to drastically change the support they offer the public. It is therefore important to understand how these changes are working for people.

Healthwatch Newcastle and Gateshead have created a survey to find out from patients about experiences of using health and social care services during the period of Covid-19.

Please click the link to complete the survey

<https://www.surveymonkey.co.uk/r/covidexperiences>

This feedback will be shared anonymously with Healthwatch England and local health and social care service providers. This is so they can learn from peoples' experiences of COVID-19 and to inform any policy review and learn lessons for the future.

### **Attending the practice for appointments.**

We are asking, where possible, for you to attend your appointment at the practice at your actual appointment time. We have limited space in the waiting area and due to social distancing measures that we have had to put in place, we can only have a maximum of 8 people in the waiting area at one time.

Please wait until your appointment time before knocking on the front doors of the practice.

Please attend with a face covering, this can be any covering eg a scarf where possible.

Attend on your own if you can. We know this is not always possible.

Keep a 2 metre distance between yourself and others when entering the practice, in the waiting area and when talking to reception staff.

Use the hand sanitiser in front of reception on entering the practice.

**Do not attend the practice if you have a high temperature, a new, continuous cough and a loss or change to your sense of smell or taste.**

**Practice Closures** - Please note the practice is closed between 1pm-2pm every Monday and closed all afternoon from 12.30pm on the following dates for staff training: - 10<sup>th</sup> June 2020.

Would you like to leave a review about the practice? You can review us on Facebook -

<https://www.facebook.com/teamsmedicalpracticegateshead/> Or

[https://www.google.com/search?q=teams+medical+practice&rlz=1C1GCEU\\_enGB841GB841&oq=teams&aqs=c\\_hrome.2.69i60j69i57j69i59j0l2j69i60l3.2503j0j7&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=teams+medical+practice&rlz=1C1GCEU_enGB841GB841&oq=teams&aqs=c_hrome.2.69i60j69i57j69i59j0l2j69i60l3.2503j0j7&sourceid=chrome&ie=UTF-8)

Do you think you have a gambling addiction and need help? Is gambling getting in the way of the life you want to live?

If you are concerned about your gambling or you are a family member needing support, **GamCare** provide FREE support for gamblers as well as friends and family who are affected.

Find help and support today. NECA in partnership with GamCare provides a range of short and longer term treatment options, either over the phone or face to face. Services are free, flexible and confidential.

NECA gambling services can be contacted on 0191 5623309 or on the national helpline 08008020133.

**Gamblers Anonymous UK** [Gamblers Anonymous UK](#) runs local support groups that use the same 12-step approach to recover from addiction as Alcoholics Anonymous. There are also [GamAnon](#) support groups for family and friends.

Depo injections – we are currently not giving the depo injections to patients. If you are due your depo we ask that you contact us and you will be added into a nurse telephone appointment and they will contact you to discuss alternatives.

Protect yourself from unwanted pregnancies and STIs. We offer free condoms to our patients. Contact our reception team for more information.

### **Ordering medication**

Medication can be ordered via our 24 hour a day prescription line. This is an automated service where you leave your details and which items you require. Please remember to speak clearly and leave your full name, date of birth and address.

The number for the prescription line is 01914608472.

You can also order repeat items online if you are registered for our online services. You can register yourself on the patient access website or app or on the NHS app.

We are sending all medication electronically to your chosen pharmacy. Please leave details of which pharmacy you wish to nominate for your prescriptions when you place your order, if you have not already done this.

If you have been informed your medication has been issued as a repeat dispensing prescription or put onto batches you do not need to order the prescription from us. You would instead give your chosen pharmacy a curtesy call to ask them to make up your next prescription. This will enable the pharmacy to get your prescription ready for collection instead of having to wait for them to get this ready if you haven't called ahead.