

Practice Newsletter

February 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 meeting.

Patient Information

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.

Teams Medical Practice Feedback

We would love your feedback. Let us know what you think. We are sending patients I want great care texts. This gives you the chance to share your feedback. We also have forms in the waiting area or ask reception.



Patient Information

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.

Annual Reviews

When you receive your invitation you to come for your annual review can you please make sure you are booking this appointment within the month. Nurse's appointments can be booked in up to 4 weeks in advance.

If you require your blood pressure, weight and height please be aware that we have a machine in the waiting area that's free of charge for patients to use during practice opening hours. Please note we close 12 pm till 1 pm every Tuesday for staff meetings.

Prescriptions

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.

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.

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.

Nurse Appointments

Please note we are short on nursing team appointments at the moment. If you cannot attend your appointment, then please let us know as soon as possible so we can try offer the appointment to someone else. Nurse appointments can range in length up to 40 minutes depending on the appointment type so missing this appointment could have given the nurse an extra 4 appointments.

Staff changes

Dr Roshan has left the practice now. We wish him all the best of luck on his new job role.

We have two new doctors in training starting with us this month. Dr Cook and Dr Sivanesarwan. They will be with us full time for 6 months.

Cancelling an Appointment

It is important that you inform the reception staff if you are unable to attend your appointment, this will allow that appointment to be offered to another patient. If you fail to notify the Practice that you are unable to attend, you will be sent a letter informing you that you have defaulted from your appointment. Persistent defaulters may be removed from the list.

You can also complete our appointment cancellation notification request form. This can only be used if your appointment has been arranged for more than 24 hours in advance. (Excluding weekends and public holidays). You can also text to cancel your appointment.

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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.

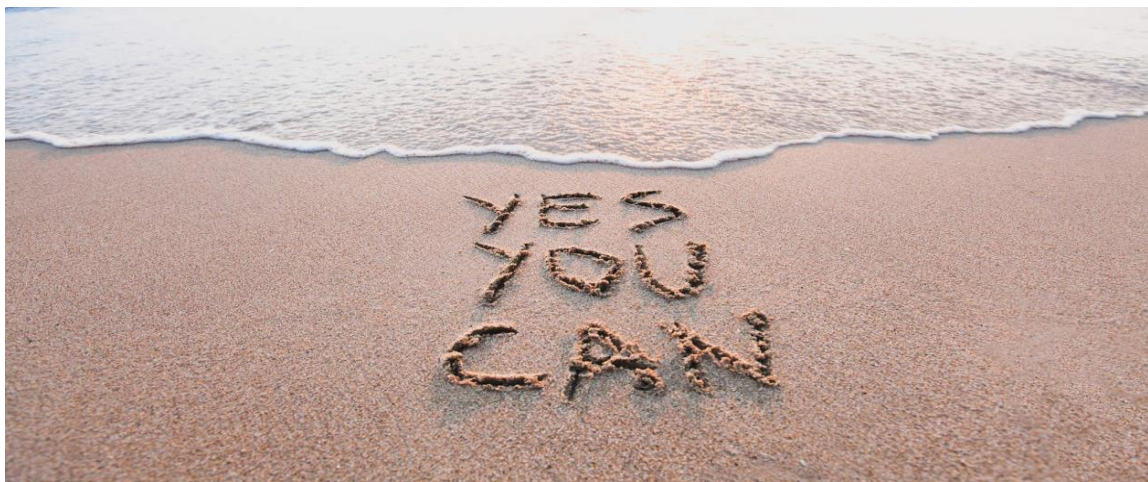
Practice Walking Group

The Walking Group meet every Thursday at 10.00 am outside of the Practice.

The Group 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.



Boost Your Self-Esteem Month

Boost Your Self-Esteem Month is an annual initiative designed to empower individuals to enhance their self-esteem and self-worth. It serves as a reminder that self-esteem is essential for overall well-being and personal success. During this month, people are encouraged to engage in activities and practices that contribute to building and maintaining a positive self-image.

It encourages people to develop a positive self-image and embrace their worth and abilities. This month-long observance provides opportunities for self-reflection, personal growth, and building a healthier sense of self.

WHAT'S NEW?

MONDAY	8.30am-10.30am <u>_(begins Oct)</u> 10.00am-12.00pm 1.15pm – 2.30pm 6.30pm – 8.00pm	FREE BREAKFAST CLUB YOUR VOICE COUNTS KARAOKE CAFÉ MULTISPORTS (<u>age 5-11</u>)
TUES	10.00am – 12.00pm 1:30pm – 2:30pm <u>(bookings only)</u> 11.30am – 3.00pm 5.00pm - 7.30pm	MEET, MAKE, AND CREATE GENTLE EXERCISE CLASS ADVANCE MENS GROUP KIDZ FOOTBALL
WEDS	09.30am- 11.30am 12.00pm = <u>2.15pm</u> 4.30pm = <u>6.15pm</u> 6.30pm - 7.30pm (<u>begins Oct</u>)	CITIZENS ADVICE DROP IN MUSICAL CAFÉ TEAMS KIDZ (age 5-11) TEAMS TEENZ (12+)
THURS	11.00am- 1.00pm 5.00pm - 8.00pm 5.00pm – 7.00pm	FRIENDSHIP GROUP DISABILITY DISCO KIDZ FOOTBALL
FRIDAY	12.00pm-3.30pm	YOUR VOICE COUNTS
SATURDAY	9.00am – 10.00am 10.00am-11.00am 2.00pm onwards	<u>FOOTBALL</u> (age 4-5) PRESCHOOL FOOTBALL 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

