

Practice Newsletter

April 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 meetings.

Prescription Line

Please can we remind all patients. When you are leaving a message on the automated line. Can you please make sure you are leaving a clear message with your name, date of birth and nominated pharmacy. This is to ensure we are ordering your medication correctly and for the right patient.

Patient Reminder:

If you have borrowed a blood pressure monitor from us. Can you please kindly return this after 7 days unless be asked to keep longer. We have a short supply of these and lots of patients waiting for theirs. Please pass back to the reception desk with your completed diary.

Alcohol Awareness Month

April is Alcohol Awareness Month, an opportunity to update your knowledge about alcohol use disorder (AUD) and the adverse impact of alcohol misuse on health and society. Alcohol-related problems continue to take a heavy toll on individuals, families, and communities. Researchers estimate that each year there are more than 178,000 alcohol-related deaths, making alcohol a leading preventable cause of death in the United States. In addition, more than 200 disease and injury-related conditions are associated with alcohol misuse.



DNAs

We have had a huge increase in patients not attending appointments there. If you are not receiving reminders for your appointments, please let a member of the admin team know so that we can investigate this further for you in the hope this helps to reduce the number of unattended patients.

We are very short on nurse's appointments at the moment. If you are unable to attend, please let the surgery know in plenty of time so we can offer the appointment to another patient.

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. 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.

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.

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.

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.

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.

