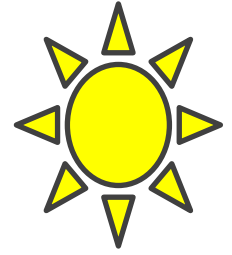


Practice Newsletter March 2024



Practice Opening Hours

We are open Monday & Tuesday 7.30am till 6pm, Wednesday, Thursday, and Friday 8am till 6pm.

Practice Closures

We are closed every Tuesday from 12pm till 1pm for staff meeting.

We are also closed on Wednesday the 13th of March for staff training from 12pm and will re-open Thursday morning at 8am.

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.

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 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.

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.

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.

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 maybe 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.

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.

Ovarian Cancer Awareness Month

**Ovarian Cancer
Awareness
Month**



Take giant steps towards making ovarian cancer a survivable disease.

- Ovarian cancer affects the ovaries. It mostly affects women over the age of 50.
- It can affect anyone who has ovaries.
- The ovaries are 2 small organs that store the eggs needed to make babies.
- Sometimes ovarian cancer runs in families.
- The symptoms of ovarian cancer, such as bloating, are not always obvious.
- Ovarian cancer is often diagnosed late, but early diagnosis can mean it is more treatable.
- You can still get ovarian cancer if you've had your ovaries removed because it can also affect your fallopian tubes, or the lining inside your tummy (peritoneum).

All information can be found on the NHS website:
<https://www.nhs.uk/conditions/ovarian-cancer/>

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.

