



Practice Newsletter

September 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.

We are closed from 12pm for staff Training on Thursday the 26th of September and will re-open Friday the 27th of September at 8am.

Did you know about Extended Access?

Gateshead Extra Care Service now provides additional appointments with local GPs. This service offers telephone and some face-to-face appointments at:

- **QE – Outpatients**

Monday to Friday 09:00-14:00 & 15:00-20:00, Saturday 10:00-15:00 & 15:00-20:00 and Sunday 10:00-15:00

- **Blaydon – Blaydon Practice**

Monday to Friday 09:00-14:00 & 15:00-20:00 and Saturday 09:00-14:00

Please contact us to make an appointment, the receptionist will ask you the symptoms before booking as some problems are not appropriate for these appointments. The receptionist will inform if this is a telephone or face to face appointment.

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!

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.

Important Reminder for all patients.

If you are given a Blood pressure machine from the surgery, can you please make sure you are returning this within the week (We have a lot of patients waiting for these and only a short supply of machines).

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 48-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

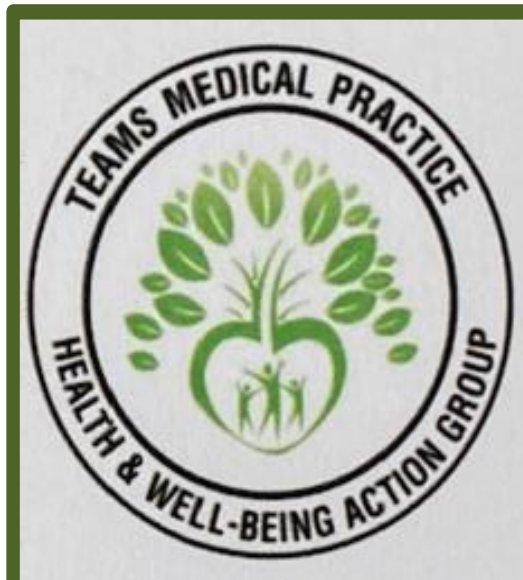
Practice Walking Group

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.

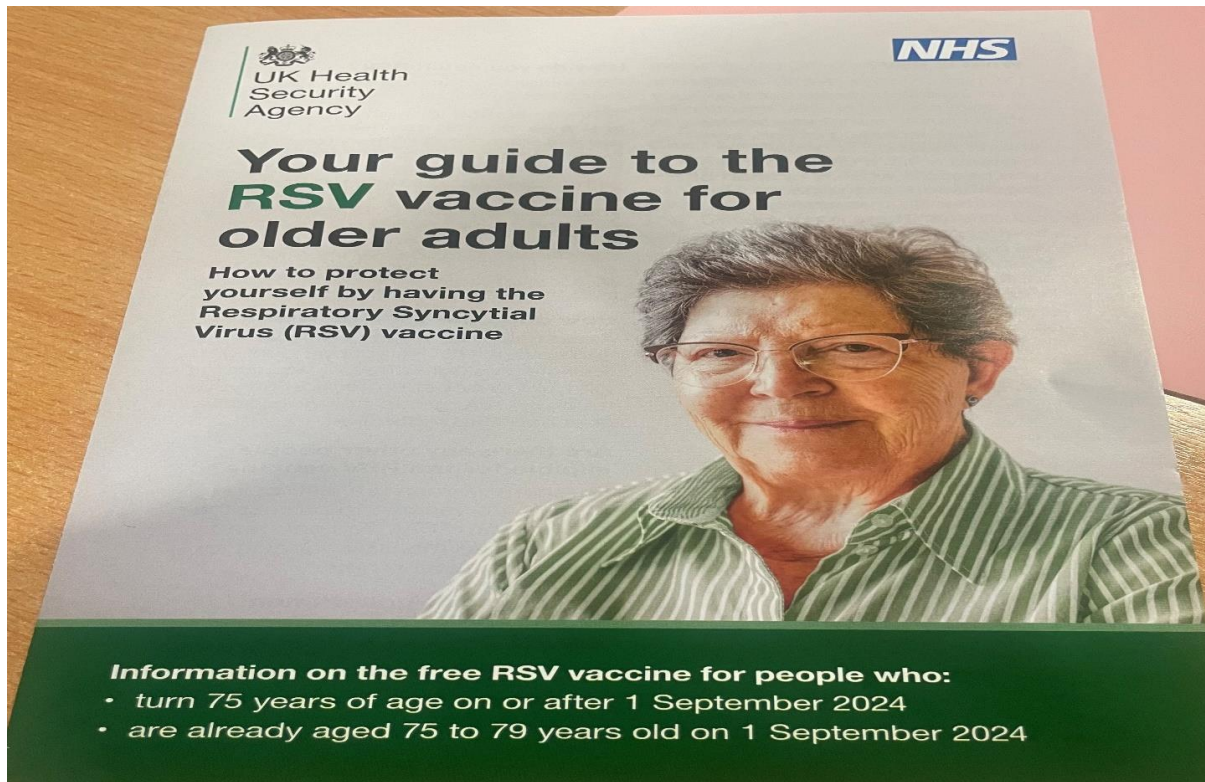
At the end of the walk the group gather for a cup of tea/coffee at a local venue.

There is no need to book - everyone is welcome.



RSV Vaccine Information

More information is in the waiting area.



September Awareness



Month

Our new display in waiting room. This month is Alzheimer's disease month.

Whats on at Teams Life Centre

WHAT'S NEW?

MONDAY	9.30am – 12.00pm		YOUR VOICE COUNTS
	12.00pm – 2.00pm	*NEW*	LUNCH CLUB AND BINGO
	1.00pm – 3.00pm	*NEW*	TODDLER SOFT PLAY
	5.00pm – 6.00pm		MULTISPORTS FOR PRIMARY KIDS
	6.00pm – 8.00pm		FOOTBALL
TUES	10.00am – 11.00am	*NEW*CG	WALKING FOOTBALL
	11.30am – 3.00pm		ADVANCE MENS
	5.00pm – 7.30pm		KIDZ FOOTBALL
WEDS	09.30am- 11.30am		CITIZENS ADVICE DROP IN
	12.00pm – 2.15pm		MUSICAL CAFÉ £2
	4.30pm – 6.15pm		CORNERSTONE KIDZ (age 5-11) £1
THURS	11.00am – 1.00pm		FRIENDSHIP GROUP
	5.00pm – 7.00pm		KIDZ FOOTBALL
	5.00pm – 8.00pm		DISABILITY DISCO
	5.00pm – 7.00pm		KIDZ FOOTBALL
FRIDAY	12.00pm – 3.30pm		YOUR VOICE COUNTS
	5.30pm – 6.30pm	*NEW*	FOOTBALL COACHING (11 – 16 YEARS)
	6.30pm – 8.30pm		PARTY HIRE AVAILABLE
SAT	9.00am – 10.00am		FOOTBALL (age 4-5)
	10.00am – 11.00am		PRESCHOOL FOOTBALL
SAT+SUN	2.00pm onwards		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

