

# Practice Newsletter

## January 2025



### Happy New Year from Everyone at Teams Medical Practice

#### **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.

#### **Practice Walking Group**

Come along and join the Teams Practice Health Champions Walking Group.

The group meet every Thursday at 10 am at the Practice.

The walk is just over one mile and walked at a leisurely pace, chatting about the local area and its history.



## **Patient Information**

### **Cancelling an Appointment**

It is important that you inform the reception staff if you are unable to attend your appointment. We are very short on appointments now especially with our nursing team. So, by cancelling your appointment in timely manner can 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/text informing you that you have missed 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).

### **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 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!**

# Dry January 2025

## WHAT IS DRY JANUARY?

Established in 2013 by the UK charity Alcohol Concern, DRY JANUARY is the non-profit organisations flagship campaign which has been changing the conversation about alcohol over the past number of years.

Taking part in the campaign is a chance to ditch the hangover, reduce the waistline, and save money by giving up alcohol for 31 days.

### Doing Dry January:

- Enables you to take control of your relationship with alcohol.
- Drives a conversation about alcohol: why do we drink it, what does it do, and how can we reduce the harm it can cause?



## Prescriptions.

Please note **WE DO NOT DO URGENT PRESCRIPTIONS.** Make sure you are ordering your medications on time. This means allowing time for us to get your prescription, request to the GP then sent it to the pharmacy. Once we have sent it to the pharmacy it's up to them how long it can take so, please be patient and order on time. You can order 7 days in advance to allow plenty time for your request to be processed.

Any medication request made after 6pm will not be picked up until the next working day.

### **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.

# Community Support for Autism - Neurodiversity Group



Do you want support, or simply to connect with like minded people like yourself. Have you recently been diagnosed or waiting to be diagnosed with a neurodiversity disorder and wanting to be part of your community and set up a group tailored around you.

Why not come along and design this group with us.

In Partnership with Your Voice Counts, Blaydon Youth Community Centre:

Venue: Blaydon Youth & Community Centre, Shibdon Rd, Blaydon-on - Tyne. NE21 5LU

Every second Tuesday in the month starting on Tuesday 14<sup>th</sup> January.

10 am - 12 noon.

For further information, we can be reached through our office:

0191 283 2546. Our peer support workers will be happy to discuss how we can support you.



supporting people, communities and GPs

Service provided by South Tyneside and Sunderland NHS Foundation Trust



# Blues Busting Festival

## Teams Life Centre

Saturday 26th January

2025 11am - 2pm FREE!

Live music. Food. Soft Play. Local Stalls  
and Mental Health Information. Feel Good

This Winter

[Christinefrazerbenshamgrove@gmail.com](mailto:Christinefrazerbenshamgrove@gmail.com) 0756596969334

