

**Crawcrook Medical Centre
and
Greenside Branch Surgery**

Spring Newsletter 2017



**Ongoing Changes to Crawcrook Medical Centre and
Greenside Branch Surgery and how this will affect our
patients.**

Crawcrook Medical Centre and CBC Health are now working in partnership, to deliver good patient care and primary care services to the people of Crawcrook. (<http://www.cbchealth.co.uk/>).

CBC Health have seconded Alyson Wilson Operations Manager to work alongside Melanie Shotton the Practice Manager.

Nurse Practitioner Nicola Grant has joined the Practice.

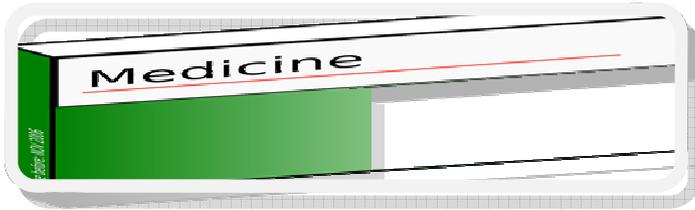
The Care Quality Commission recently visited the Practice and identified a number of weaknesses which we are now addressing. One of the weaknesses was the limited availability of appointments. As a result of this we will be concentrating on making appointments available in the core day (8am to 6pm) rather than have a limited number available at 7.30am and after 6pm. Patients will still be able to book to see a GP in Extra Care at Blaydon or Central Gateshead Practices, appointments are available until 8pm Monday to Friday and 9am until 2pm on a Saturday and Sunday. You can make these appointments by ringing the Practice on 0191 4135473.

In order to improve the service we would appreciate it if you could complete the Practice questionnaire. Please ask at reception for a copy if there are none available in the waiting room.

Many thanks

Alyson Wilson

Repeat Prescriptions



We would like to remind patients that repeat prescriptions can be ordered using the following methods:

- Booking online using our Website
- Pharmacy Order and delivery
- Placing white copy of prescription into the box in the reception area.
- Consider repeat dispensing if your medications are stable and unlikely to change.
- Post.

Please don't forget to allow a 48 hour turnaround for all prescriptions.

Staffing - Hellos and Goodbyes



It is with sadness that we have said goodbye to Toria Mitchell who has moved on to pursue a career in Care in Community and also our Nurse Practitioner Janet Thomas. We would like to thank them for their hard work and commitment and wish them good luck for the future.



On a brighter note we would like to say a big hello to Ben Huddleston and George Driver who have joined our Admin team as apprentices. We look forward to working with them.

Friends and Family



Thank you to all of the patients who have already completed the Friends and Family test, we appreciate your feedback and would encourage you to continue completing these as we do take on board all of your comments and your input is important to the Practice.

Patient Participation Group



Our Patient Participation Group meets bi-monthly, it aims to communicate between ourselves and the Practice population. If you would like to become a member please contact Jean Ward either by telephone or email: jean.ward4@nhs.net.

May we give our thanks and appreciation to our existing members.

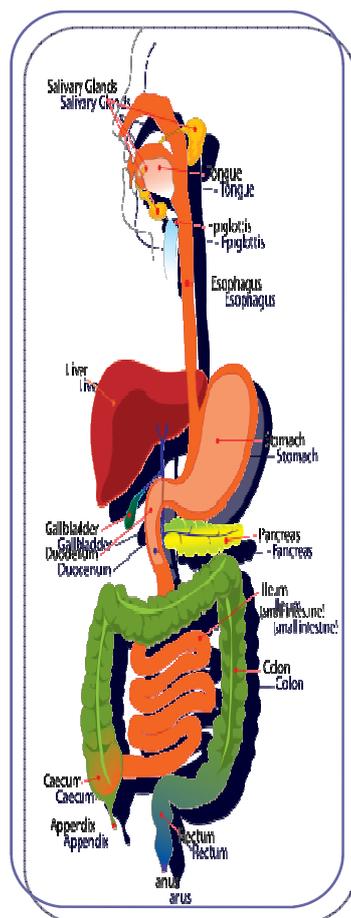
The dates for the next patient participation meeting is 6th April 2017 from 6pm to 7pm.



It is vitally important that we have your correct contact details at all times, if you are unsure, can you please check with the receptionist or complete the Updating information forms which are available in the waiting room.

Many thanks for your help with this.

Are you living with a Long Term Condition?



We have changed the way we organise appointments and provide support for people who have long term conditions by putting in place a new way of working called **Care and Support Planning**. We mentioned this in our last newsletter.

What is Care and Support Planning? This way of working aims to give you the opportunity to get more out of your annual review appointments by reorganising the way things happen and giving you more information before you see your Nurse or Doctor. It should help you to talk about:

What is important to you
What you can do to look after your health and stay well
What support you may need

Who is it for? Anyone who has two or more long term conditions like Diabetes, Heart Disease, Hypertension, Mental Health, and Asthma to name a few.

Why change things? This way of working is being put into place across a number of Surgeries in the area and is nearly always preferred by patients. It will help both you and the Doctor or Nurse make the best use of the time you have in your Care and Support Planning appointment. All the important tests and results needed at your appointment will be available to you as well as your Doctor/Nurse before the appointment. This will give you a chance to

think through what questions you want to ask, what things mean and identify your key concerns which you want to talk about.

What does this mean for me? This means that your Care and Support Planning review will usually take place over two separate appointments and you will need to think about what you want to get out of these visits.

What happens at the first appointment? At the first appointment you will be asked to attend the Surgery to have any checks or tests (e.g. blood tests, breathing tests) done with a Healthcare Assistant. At this appointment the Healthcare Assistant will arrange a convenient time for your next appointment which will be with a Nurse, Nurse Practitioner or Doctor.

What happens next? Your test results from this appointment will be sent to you with an explanation of what they mean. This is printed on yellow paper. There will also be a space on the letters for you to make notes. This letter will also confirm details of your next appointment. This will give you a chance to think about what you would like to talk about at your Care and Support Planning appointment (your second appointment). It's helpful if you bring this letter to your Care and Support Planning appointment.

What happens at the care and support planning appointment? At your Care and Support Planning appointment you will be able to ask questions and talk about what's important to you, and your Doctor or Nurse will raise any issues they are concerned about. Once you both agree on one or two priorities, you will get the chance to work out a plan and identify any support you need to help you look after your health.

Please look out for the notice board in the surgery explaining this in more detail!