

Crawcrook Medical Centre and Greenside Branch Surgery Newsletter Winter 2016



We would like to thank our Patient Participation Group members for all of their hard work and dedication over the last 12 months.

We would also like to thank our patients for bearing with us during difficult times.

The Group meets bi-monthly between 6pm and 7pm and aims to communicate between ourselves and the Practice population. They have supported us through our CQC visit and recently they arranged for a visit to the Practice from Dementia Friends where a group discussion was held about dementia and how we could make the Practice Dementia Friendly. Further details of this meeting are available on our Website.

If you would like to join our group please contact Jean Ward on jean.ward4@nhs.net for more Information. The next meeting is scheduled for 2nd February 2017

CHRISTMAS AND NEW YEAR OPENING HOURS

The surgery will be closed on Monday 26th and Tuesday 27th December but will open as usual at 8am on Wednesday 28th December. We will also be closed on Monday 2nd January and re-open on Tuesday 3rd January at 7.30am.

If you require medical attention during this closure then the below facilities are available:

Blaydon Walk in Centre is open as normal 8am to 10pm

Hexham General Hospital Urgent Care Centre 8am until midnight

RVI and Queen Elizabeth Hospitals Accident and Emergency Departments are open 24 hours as normal.

Lloyds Pharmacy in Crawcrook and Greenside will be open as usual with the exception of 25th, 26th and 27th December and 1st and 2nd January where it will be closed.



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 reception
- Consider repeat dispensing if your medications are stable and unlikely to change
- Post

Please ask our reception staff if you have any queries/questions.

PLEASE ENSURE YOU HAVE ENOUGH MEDICATIONS TO SEE YOU OVER THE FESTIVE SEASON!

We say a fond farewell to 2 of our Administration staff. Rita Wilson retires after 22 years with us and Helen Tree has left after 4 years to pursue her career as a Nursery Nurse. Helen and Rita have been valued members of our team and we wish them well.



It is also with sadness that we say goodbye to one of partners Dr Stella Jacobs will be leaving us in mid January due to relocation. Dr Jacobs will be greatly missed by the whole team as well as her patients and we would like to take this opportunity to thank her for all of her commitment to the Practice and to wish Dr Jacobs and her family well in their new venture.

To Linda Brown, Linda has joined our Nursing Team, She will be familiar to some of our patients as she helped us out earlier this year as a locum and has now joined our team on a permanent basis.



REVIEWS FOR LONG TERM CONDITIONS

Many of you will by now have had first-hand experience of our recall system for patients who have long term or enduring conditions such as asthma and diabetes. The reason for introducing this system was to improve our service to patients by reducing unnecessary requests for patients to attend the surgery for routine checks and to streamline the service for monitoring these conditions. Now as you can imagine this was a mammoth task, and it has taken us a little while to get all the systems that go on in the background working efficiently. A Change such as this can take up to a year or so before the benefits can be seen.

These checks are very important as it helps the GPs and Nurses plan your care and update or amend your medication. Some patients may feel this isn't necessary but the Clinicians managing your care would be failing in their duty towards you and their responsibility to their registration bodies by not doing this.

We hope that you have found this a positive experience, and if not would ask that you bear with us whilst we aim to get it right! We would be very happy to have your comments or thoughts as to how you have been affected by these changes.

Newcastle Gateshead Clinical Commissioning Group have put together the Little Orange Book which offers expert advice on helping the parents of babies and young children when they are poorly. Pick up your free copy from our Receptionist.



SEASONAL FLU VACCINES

If you have not already had your flu vaccination then please contact our reception team to see if you are eligible to receive this.

FRIENDS AND FAMILY

Thank you to all our patients who have 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.

