

LATEST NEWS

STAFF NEWS

Dr Althea Carr is currently on maternity leave and due to return to work in June 2017. We have Dr Rebecca Kenyon covering Dr Carr's sessions for six months.

GP Registrars

This practice trains junior doctors known as GP Registrars. They are fully qualified doctors and have already done training in hospitals. You can expect them to provide a full range of GP services. If they are not certain about what to do they will ask more senior colleagues for advice.

Dr Mark Clements will be joining us from the beginning of February to August 2017 as our new GP Registrar. Dr Clements trainer will be Dr John Green.

Dr Laura Kamali our existing GP Registrar will be with us until July 2017.

We welcome our new receptionist Deborah who is working part time and is a valuable part of our reception time.

WHAT DO OUR NURSES DO?

District Nurses – Our team of highly skilled district nurses led by our Community Matron Angela Matfin. This team looks after our patients in the community and post hospital discharge. They look after the population of the local Prudhoe GP practices. They run clinics at Oaklands Health Centre for dressings and ear syringing. They also look after the housebound and those requiring palliative care, working collaboratively with the GP's.

Practice Nurses – Our highly experienced and skilled practice nurses and health care assistants look after our patients who need regular monitoring as either a preventative measure or as a means of controlling a long term condition. Our nurses each have different skillsets so our receptionists need to ask you why you need to see a nurse so that they can arrange an appointment with the appropriate clinician.

EXERCISE ON REFERRAL – Healthy Life

Becoming more active can help with a range of medical problems such as blood pressure, depression and weight control

Active Northumberland's Healthy Life scheme offers supervised exercise classes, gym sessions and water aerobics at local leisure centres.

For more information call Healthy Life on 01670 622370 or ask your GP or Practice Nurse about whether you would be suitable for the scheme.

BANK HOLIDAYS

Over Bank holiday weekends you can contact NHS **111** at any time of the day. This service is available 24 hours a day, 365 days a year. Calls are free from landlines & mobile phones.

If you need to see a GP when the practice is closed, please contact NHS **111**, who will help you to arrange an appointment to see the out of hours GP service provided by Northern Doctors Urgent Care.

For access to the out of hours dental service ring NHS **111**.

Or you can access information on the NHS Choices website at www.nhs.uk

FRIENDS AND FAMILY TEST

Starting in December 2014 there was a new questionnaire for patients to complete when they have visited the surgery - called the Friends and Family test. This is similar to the questionnaire which has been used in hospitals for the past few years.

Patients asked for their feedback will have to decide whether they would be extremely likely to recommend the Practice at one end of the scale, through to they are extremely unlikely at the other.

The information from the Friends and Family test will be collected both by the Practice to help us with our future planning and on-going improvements, and by the Department of Health who are trying to get a view across the country about how patients feel about their local surgeries.

We would be grateful for your support in completing the questionnaire in reception or complete electronically on our website

PATIENT PARTICIPATION GROUP

Did you know that Prudhoe Medical Group has a Patient Participation Group? It has been running since 2009 under the enthusiastic leadership of Alan Greenall. Patient Participation Groups are a really important way that patients can influence the planning and running of their primary care services. They influence changes within the practice, the community and the whole of the county.

Our group meets about once every two months on a Thursday evening at 5.00 pm. We are always keen to have new members with new ideas. If you can't make the meetings please let us know and we can include you in the group by email. We achieved an "outstanding" rating for our recent CQC visit who were very impressed with the work the PG had done over the years, from alcohol awareness events, to health books in the Spetchells Centre to influencing the commissioners to start a county wide Patient Group.

If you are interested please contact Tony or Ann at prudhoemedicalgroup@nhs.net

PLEASE HELP US TO REDUCE DNAs (did not attend)

96% of our patients attend for their appointment

We are now monitoring this on a weekly basis. Please help us to reduce waiting times for appointments by letting us know if you cannot attend your appointment. These appointments can then be offered to other patients.

APPOINTMENT REMINDERS BY TEXT (SMS)

To assist in reducing the number of DNAs (did not attends) our appointment system will send you a SMS/text reminder the day before your appointment. If you would have a mobile number and wish to sign up to this service please complete the online form on our website or ask at reception. Please update us if you change your contact numbers.

FIT NOTES AND PROOF OF FITNESS

Self certification – employers can ask you to complete a form SC2 if you have been off work for 4 or more days in a row. They should provide you with this form or you can download one from the www.gov.uk website.

Employees only need a Fit Note (previously called a 'sick note') from a doctor if you have been off sick for more than 7 days in a row (including non-working days). If you have been in hospital they should provide this for you when you are discharged.

ONLINE ACCESS

Over **35%** of our patients are signed up to use our Online Access to book/cancel appointments and order repeat medication. We now offer extended online access to enable patients to view a summary of your medical record. Information that is currently available on line is repeat medication, acute medication issued in the last 12 months, medications that have been discontinued in the last 6 months, allergies, sensitivities and adverse reactions.

If you would like to apply for online access please discuss with one of our reception team, or download this information from the practice website: www.prudhoomedicalgroup.com which you can email back to us at prudhoomedicalgroup@nhs.net

Because of the importance of keeping your personal information secure, we will need to verify your identity and explain the risks involved before providing online access to your medical record.



Electronic Prescribing

Electronic Prescribing Service (EPS) is an NHS Service. It gives you the chance to have your GP send your prescription electronically to the place you choose to get your medicines or appliances from. Saving you time in collecting from the surgery and provide a safe way for them to get to the pharmacy. **Please ask reception for further details to sign up.**

HEALTHWALKS

Active Northumberland Healthwalks are **FREE** and have been set up to encourage groups and individuals to make walking a regular part of their lives.

Walking can help and/or prevent high blood pressure, type 2 diabetes and arthritis.

Regular walks can also help combat depression, loneliness and weight problems. As well as being a great way to exercise, the walks are an excellent way of meeting others.

Further info

<http://www.walkingforhealth.org.uk/>

SELF CHECK IN SYSTEM

When you arrive at the surgery for your appointment, please make sure that you check in using the touchscreen before you take a seat so that the doctor or nurse knows that you are waiting.

This is a much quicker process and avoids queuing at the reception desk. If you would prefer not to use or cannot use the touch screen to check-in please discuss with one of our receptionists.

If you do not check in on arrival you may miss your appointment time.

DO WE HAVE YOUR CONTACT DETAILS?

We have been trying to contact many patients by telephone recently to offer them a flu vaccination. This has highlighted that we have quite a few patients where the telephone numbers we hold are out of date. Please make sure that we have at least one working number for you - landline and/or mobile. You can check the numbers we hold on Appointments Online or with a receptionist.



HEARING AID/LOSS SUPPORT SERVICES FOR PATIENTS

Action on Hearing Loss offer a hearing aid support service at the surgery to help with maintenance of NHS hearing aids. This clinic is on the 2nd Thursday every 2 months from **10:30-12:30**

This charity-run project is free (but donations are welcome) and could save you a trip to Hexham Hospital. This means that Audiology at Hexham can concentrate on more complex issues.

The Clinic can:

- Provide new batteries or tubing for hearing aids (NHS aids only). Hearing aids should be re-tubed every 6 months or so to maintain a good quality of sound and comfort.
- Clean hearing aids
- Give advice on how to look after and fit your aids & keep them working to their full potential.
- Provide general information on hearing loss – you may be struggling on the phone or your family and friends may tell you they are repeating themselves all the time.

They can provide you with information about equipment that might help, or what you should do next.

They will not be able to test your hearing and can only help with NHS provided hearing aids.

For more information, or if you are not sure this service is for you, please call **Anne Shilton** on **01670 513606** (leave a message if necessary) or text **07425 672178** or contact heartohelp.northoftyne@hearlingloss.org.uk

CARERS NORTHUMBERLAND

You may look after a husband, wife, partner, child, parent, another relative or a neighbour or friend. You probably don't stop to think about yourself while you're so busy every day.

You are not alone. There are an estimated 35,500 carers living in Northumberland.

Carers Northumberland is a charity dedicated to improving the lives of carers by responding to the needs of carers, informing carers of their rights and entitlements, supporting carers to access help for the person they care for, reducing the social isolation that so many carers feel and empowering carers to have a voice.

- See more at: <http://www.carersnorthumberland.org.uk/#sthash.VeVFMW3W.dpuf>

[Carer Information Sheets](#)

[Carer Support Activities](#)

[Carer Registration Form](#)

Please see below for a link to the spring addition of the Carers Northumberland Newsletter;

<http://www.carersnorthumberland.org.uk/news-events/newsletters/>

Also below, is the link to carers events in your area.

<http://www.carersnorthumberland.org.uk/news-events/support-groups/>

CARER IDENTIFICATION

Do you look after someone who is ill, frail or has a disability? Please let us know so that we can record you as a Carer on our computer system.

Please let reception know.

CITIZENS ADVICE BUREAU

Spetchells Centre
58 Front Street
Prudhoe
Northumberland, NE42 5AA
Tel: **03444 111 444**

www.citizensadvice.org.uk

Advice session times: Mon & Wed 10am-4pm, Tues & Thurs 10am-2pm
Telephone advice times: Mon-Fri 10am-4pm

DOCTOR AVAILABILITY *(on a typical working week updated Jun16)*

| | Morning Appointments | Afternoon Appointments | Extended Access * Appointments | Pre-bookable Telephone / Online Appointments |
|------------|---|---|---|---|
| Mon | Drs Quilliam, Thornton, Green, Carr, GP Registrar | Drs Quilliam, Green, Thornton, GP Registrar | | Drs Quilliam, Thornton, Green, Carr, GP Registrar |
| Tue | Drs Egan, Thornton, Green, Carr, GP Registrar | Drs Quilliam, Green, Jennings, GP Registrar | Early AM 7.30 start Drs Egan, Thornton, Green, Carr | Drs Quilliam, Egan, Thornton, Green, Carr, Jennings, GP Registrar |
| Wed | Drs Quilliam, Green Jennings | Drs Quilliam, Egan, Jennings GP Registrar | | Drs Quilliam, Egan, Jennings, GP Registrar |
| Thu | Drs Thornton, Green, Jennings, GP Registrar | Closed <i>(On-call area cover and staff training)</i> | Early AM 7.30 start Drs Quilliam, Green, Jennings | Drs Thornton, Green, Jennings |
| Fri | Drs Egan, Thornton, Carr, GP Registrar | Drs Egan, Thornton, Carr, GP Registrar | | Drs Egan, Thornton, Carr, GP Registrar |

Travel Clinic

We run a Travel Clinic every week. This service is offered to enable patients to access up-to-date travel advice, including information about appropriate vaccinations, malaria prevention, advice about protection from the sun and other travel health and safety issues. Ideally appointments should be made at least 4-6 weeks prior to travel. However, late is better than never and some courses of vaccines have provision for an accelerated schedule if we have appointments available. To help our Nurses to plan your individual programme of vaccinations please ask for a travel form when you make your appointment. Please fill this in and hand back to us before your appointment so that the Nurse can look at it before your appointment.

Non NHS Work

This is not a priority for our team so it may take up to 3 weeks for us to provide insurance reports, to complete holidays cancellation forms etc.
Please also be aware that we cannot guarantee to turn around sick note requests within 48 hours, nor can we provide sick notes in advance. Many thanks.

Thank you for taking the time to read through our newsletter, any suggestions from patients for future newsletters please let us know.