



# PATIENT NEWSLETTER

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[www.prudhoemedicalgroup.com](http://www.prudhoemedicalgroup.com)

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## HEALTH TRAINERS

If you're living in Northumberland and over 16 you can use the service for up to 12 weeks. We have Health trainers working at the practice employed by Northumbria Healthcare NHS Foundation Trust who can work with you on one-to-one basis or in a group. They can work with you by coming up with a plan of action to help you achieve your health goals: They can help by:

- Identifying ways of improving your lifestyle and help you to plan and carry out those changes
- Providing information on healthy eating, weight management, making nutritional meals and snacks
- Introducing you to an exercise class or activity and come with you if it will help
- Offering encouragement and support to maintain your new healthy lifestyle
- Taking your blood pressure and carbon monoxide readings
- Signposting you to other local services
- Drawing up a personal health plan for you

Please ask one of our receptionists for more information.

## 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](http://www.nhs.uk)

## HADRIAN EXTRA CARE HUB



**HADRIAN EXTRA CARE HUB** – For patients who prefer to be seen in the evenings or on Saturdays a new service is being provided in collaboration with other local practices. Appointments are available, between 6:30 and 8pm, Monday to Friday and from 9am to 5pm on Saturdays staffed by local GPs.

If you would prefer to be seen during these times, appointments must be booked in advance – just ask our receptionist for an appointment in the Hadrian Extra Care Hub . If you need to cancel an appointment when our practice is closed please ring **01434 636950** and leave a message.

## CARERS

A carer is someone who looks after a family member, partner or friend in need of help because they are ill, frail or have a disability (Carers UK). The care they provide is unpaid.

Carers come from every walk of life, all cultures and can be any age  
Caring is usually not something they choose, it happens to them  
Caring may creep up slowly or may happen overnight  
Many don't recognize themselves as carers !

Being a carer can affect your health and well being  
It is important that we support and value your role as a carer – we can involve the carer in discussions/decisions about the treatment of the patient and provide information about medical conditions, medication and where to find further help and guidance

Our practice "Carer's Champion" is Anthony Hockey  
Our staff try to identify people who are carers and may need more support and can signpost them to support services such as Carers Northumberland  
You can "self identify" and register as a carer at any time  
There is a carers information stand in the entrance foyer

Registering with Carers Northumberland is free – their website can be found at [www.carersnorthumberland.org.uk](http://www.carersnorthumberland.org.uk)

## ONE CALL      01670 536 400

Onecall brings together adult social care and healthcare staff from Northumbria Healthcare NHS Foundation Trust with Northumberland County Council staff from children's services, and partners in Northumbria Police. The priority of this service is to provide help at the earliest opportunity before a situation becomes more serious.

Onecall aims to help the most vulnerable people to keep safe and well

24 hours per day, 7 days per week

For example if you need help with:

- Living safely and independently at home
- Looking after someone who is ill or disabled
- Caring for a child or young person
- Family support if you are concerned about a child or young person
- Reporting abuse or neglect of a child
- Reporting abuse or neglect of an adult
- Finding alternatives if you can't live at home
- Recovering from an illness or injury at home

When you first contact Onecall, the staff will work with you to direct your call to the right person. Depending on your query they may need to gather more information about what is wrong before directing you to someone who can help you. The Onecall team includes social workers, community nurses, therapists, early help workers, specialists in mental health, telecare and home improvement.

## WEST NORTHUMBERLAND HEALTH WALKS

West Northumberland Health walks provide short (2-3 mile) walks on a weekly basis from 8 towns and villages across West Northumberland. All the walks are free and there is no booking procedure. Individual programmes for each group are available from the co-ordinator on 01670 622368 or email: [loliver@activenorthumberland.org.uk](mailto:loliver@activenorthumberland.org.uk)

All the walks are led by trained volunteer leaders and the co-ordinator always welcomes enquiries from anyone interested in training to be a leader.

We are now offering shorter walks (10-30) minute walks for beginners or people who feel they can't manage a full hour. The walks are aimed at getting people started, and those with health problems that prevent them from completing the full walk. They will happen once per month within the groups we already have, there will be a dedicated person to walk with you and take you back to the start as necessary. Please contact walks co-ordinator if you are interested in this kind of walk.

This summer there will be a series of walks for adults with dementia and other special needs. Anyone can join our usual walks but these will have more support from trained and sympathetic leaders. For more information please contact scheme coordinator.

## 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 under the section “Have your say”**

## 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](mailto:prudhoemedicalgroup@nhs.net)

## APPOINTMENT REMINDERS BY TEXT (SMS)

To assist in reducing the number of DNAs (did not attend) 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.

## ONLINE ACCESS

Over **38%** 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 online 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.

## ELECTRONIC PRESCRIBING



If you get regular prescriptions, the Electronic Prescription Service (EPS) may be for you. EPS makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice. Choosing a pharmacy or dispensing appliance contractor to process your EPS prescription is called nomination and all of our local pharmacies will happily discuss nomination with you. Local pharmacies also offer free delivery services to our patients.



Do we have your correct contact details? Please let us know if you or any family members change address or any of your contact numbers.

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