

Wearside Medical Practice
Pallion Health Centre
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Sunderland
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Wearside Medical Practice Patient Newsletter

FINAL CQC REPORT HAS BEEN PUBLISHED

RATING: GOOD

We are very proud to announce that following our recent follow up CQC visit, the practice has been rated as "Good". We will continue to work very hard to maintain our rating but also to enhance the care to our patients. We would like to thank patients from our Patient Participation Group, our clinical and non-clinical staff including visiting Locum GPs that helped us achieve this rating. A special thank you to Julia Haswell (Interim Manager) and Janet Rutherford, SCCG who supported the practice with valuable guidance.

If you wish to read the comprehensive report; please go to www.Wearsidemedicalpractice.co.uk.

Thank you all for your support.

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OPENING HOURS

MONDAY 08:00—
06:00PM

TUESDAY 08:00—
06:00PM

WEDNESDAY
08:00—06:00PM

THURSDAY 08:00—
06:00PM

FRIDAY 08:00—
06:00PM



PRACTICE RECRUITMENT ONGOING.....

The practice is actively recruiting for 2 Full-time Salaried General Practitioners and also 2 Full-time Nurse Practitioners. We are also in the process of recruiting a part-time Administration Assistant and an Administration Appren-

tice to complement our Practice Team. We will keep you posted and once recruited, we will introduce our new members of staff.

FOOD COLLECTION

WE STILL COLLECT DONATIONS FOR THE LOCAL FOODBANK.

THE FOLLOWING ITEMS ARE GREATLY WELCOMED:

- NAPPIES
- LADIES SANITARY TOWELS
- SOAP/SHOWER GEL
- RICE/PASTA
- UHT MILK
- TINNED VEGETABLES (E.G. TOMATOES, PEAS, BEANS ETC)
- CEREALS
- TEA/COFFEE
- SUGAR/FLOUR

UNFORTUNATELY, WE WOULDN'T BE ABLE TO TAKE FRESH ITEMS LIKE FRUIT AND VEGETABLES. WE APPRECIATE ANY DONATIONS AND WOULD LIKE TO THANK PATIENTS AND STAFF FOR THEIR CONTRIBUTIONS THEY HAVE ALREADY MADE.

CONGRATULATIONS ELLIE.....

We would like to congratulate Ellie, our HCA, who successfully completed her HCA Career Scheme placement in April. Ellie supports our GPs and Nursing Team, Linda and Kim, on a daily basis. She takes bloods, BP, weight and height. She carries out the administration during Baby Clinics and will commence running her own clinics for NHS Health Checks in the foreseeable future once her training for this has been completed. She leads on the Carers' identification and carries out Carers' Health Checks. If you are a carer, then please let Ellie know, as she will be able to refer patients to the Sunderland Carers' Centre for additional support.

Well done Ellie!!



Welcome To THE TEAM

TRAINING SESSIONS—THE SURGERY WILL CLOSE FOR STAFF TRAINING FROM 12NOON AND RE-OPEN THE FOLLOWING DAY.

18TH July 2018, 5th September 2018, 14th November 2018, 5th December 2018, 13th February 2019 and 6th March

ONLINE ACCESS SERVICE

On 9th and 10th July 2018 from 8.30am onwards, the practice will actively promote the Online Access Service. We will receive support from our local NECS desk, Project Manager and his colleague Phoebe, will be on site to answer questions around this specific service.

The Online Access Service has been going for a number of years now but uptake is still very slow.

If you decided to enrol for the Service then we would require two forms of Identification (one with a picture and another confirming the address).

The Service is ideal for patients as it allows you to book appointments, order your repeat prescription and view your medical records.

Proxy access would be required if patients are carers for another patient registered at the practice. This would require the patient and carers signature and only access to repeat prescription ordering and booking appointments would be given.

Please speak to our reception team if you would like to find more about this



reception team if you would like service.

WELCOME

KIM MCCAFFERY— PRACTICE NURSE

Kim joined our Practice back in April 2018. and completes our nursing team.

Kim is a highly experienced Practice Nurse with a special interest in Women's Health. Kim works on a Monday/ Tuesday/Wednesday and Friday.

WELCOME

HENNY CARMICHAEL— PRACTICE MANAGER

Henny joined the practice mid June 2018. She has been working in General Practice since 1995—the last 16 years as a Practice Manager. Henny works from Monday to Friday.

TEST RESULTS

FOR TEST RESULTS, PATIENTS CAN RING BETWEEN 2PM—4PM. WE ADVISE PATIENTS TO LEAVE IT AT LEAST 3 WORKING DAYS AS SOME TESTS MAY TAKE LONGER TO COME BACK.

YOU CAN ALSO REGISTER WITH THE ONLINE ACCESS SERVICE AS YOU WILL BE ABLE TO REVIEW YOUR TEST RESULTS RATHER THAN HAVING TO RING THE PRACTICE.

PRESCRIPTION ORDERING AND ELECTRONIC PRESCRIPTION SERVICE

For prescription ordering, patients need to contact the surgery between 10am—12noon and 2pm—4pm. Please leave 48 hours for your prescription to be processed.

The volume of calls are very high and we are encouraging patients to register with the Online Access Service. You can order your prescription at any time 24/7 with this service. If you wish, you could also nominate a local pharmacy and your prescription will be sent electronically.

If you would like further information around this service then please speak to one of our receptionists.

Wearside Medical Practice Patient Participation Group needs you !!

The practice has a well-established PPG that means on a quarterly basis. We would like to welcome more patients to the group. If you wish to join, then please speak to Henny, Practice Manager.

COMPLIMENTS AND COMPLAINTS

We work very hard in the surgery and at times, we don't always get it right. For any complaints, concerns, compliments please speak to the Practice Manager, Henny, who will be happy to help.

