

Wearside Medical Practice
Pallion Health Centre
Hylton Road
Sunderland
SR4 7XF
Tel: 0191-5689510

December 2018
Volume 2, Issue 1



Wearside Medical Practice Patient Newsletter

RECRUITMENT UPDATE.....

We are delighted to inform our patients that from 10th December 2018 our permanent Nurse Practitioner Dana Bird will take up her post. Dana will work on Mondays, Tuesdays, Wednesdays and Fridays.

We are also awaiting the start of our newly appointed Health Care Assistant Susan who will cover Ellie's role whilst she is on maternity leave.

Susan is due to start on 18th December 2018.

We would like to welcome both new members of staff.

INSIDE THIS ISSUE

Recruitment update	1
Online Access Service	3
DNA appointments	3
Opening hours	3
Updating your details	4
Test results	4
Food collection	4
Christmas Raffle.....	4
Join our PPG.....	5
EPS and prescriptions.....	5

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**



ONGOING IMMUNISATION CAMPAIGN

THE PRACTICE IS STILL BUSY WITH THIS YEAR'S IMMUNISATION CAMPAIGN. PATIENTS THAT ARE ELIGIBLE FOR THE FLU, SHINGLES OR PNEUMONIA VACCINATION, PLEASE ARRANGE AN AP-

POINTMENT WITH OUR RECEPTIONIST. IF YOU DON'T WISH TO HAVE THE VACCINATION, PLEASE LET US KNOW, SO THAT WE ARE ABLE TO UPDATE YOUR MEDICAL RECORDS. THANK YOU.

CHRONIC DISEASE REVIEW INVITATIONS
PATIENTS WILL RECEIVE THEIR INVITE IN EARLY DECEMBER. PLEASE CONTACT THE SURGERY AND ARRANGE AN APPOINTMENT FOR YOUR BLOOD SAMPLING AND SUBSEQUENT ANNUAL REVIEW APPOINTMENT.

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

DID NOT ATTEND

The practice recently carried out an audit on appointments that were not cancelled by patients. The period we looked at was from May 2018 including October 2018.

1015 appointments had been missed by patients.

We are currently reviewing our non attendance policy in the practice and will give patients an update once this has been finalised.

We urge our patient population to ring the practice and cancel their appointment if its no longer required. The appointment can then be offered to another patient who needs to see the GP, Nurse or HCA.

Thank you for your cooperation.

CHRISTMAS OPENING TIMES:

THE SURGERY WILL BE OPEN AS FOLLOWS DURING THE CHRISTMAS AND NEW YEAR PERIOD.

Monday 24th Dec 2018 - 8:00—6:00pm

Tuesday 25th and Wednesday 26th December 2018 closed

Thursday 27th December 2018 8:00—6:00pm

Friday 28th December 2018 8:00—6:00pm

Monday 31st December 2018 8:00—6:00pm

Tuesday 1st January 2019 closed

Wednesday 2nd January 2019—8:00—6:00pm

WE WOULD LIKE TO WISH OUR PATIENTS A VERY MERRY CHRISTMAS AND A HAPPY 2019!!

TRAINING SESSIONS—THE SURGERY WILL BE CLOSED FOR STAFF TRAINING FROM 12NOON on 5th December 2018 AND RE-OPEN THE FOLLOWING DAY at 8:00am.

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 re-
to find more about this



ception team if you would like
service.

UPDATING YOUR DETAILS AT THE PRACTICE:

WE HAVE NOTICED THAT A LOT OF OUR PATIENTS' RECORDS AREN'T UP TO DATE WITH THE MOST CURRENT CONTACT DETAILS. THE RECEPTION TEAM WILL BE RUNNING A SMALL PROJECT FROM THE FRONT DESK IN THAT THEY WILL BE HANDLING OUT UPDATE SLIPS TO ALL OF THE PATIENTS. WE WOULD BE GRATEFUL IF YOU COULD COMPLETE THIS AND LEAVE WITH OUR RECEPTION TEAM.

CHRISTMAS HAM- PER RAFFLE

From 3rd December 2018, the practice will sell raffle tickets in order to raise funds for MacMillan.

A ticket will cost 50p per strip. Please see our reception team if you wish to purchase tickets.

Good luck!!

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.

For the Christmas period, we urge patients to order their prescriptions in good time.

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. Our next meeting will be held on Thursday 13th December 2018 between 1pm-2pm.

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.

Pharmacist clinics—Patrick

The practice has started to commence clinics which are run by our Pharmicus Pharmacist Patrick. Patients currently under review are:

- Patients on Atorvastatin
- Polypharmacy
- Benzodiazepines

Any queries, please contact the surgery and we will pass this onto Patrick.