



Primary Health Care Centre, Chopwell

Winter 2018



Practice Opening Hours:

Mon	9am - 1pm 2pm - 6pm
Tues	9am - 1pm 2pm - 6pm
Wed	9am - 1pm 2pm - 6pm
Thurs	9am - 1pm
Fri	9am - 1pm 2pm - 6pm

Patient Participation Group

Would you be interested in joining our Patient Participation Group?

Please ask to speak to Miss Samantha Cromar or Roshan Hassan and they can register you.

Prescriptions

All prescriptions will need to be requested:

Online: please ask at reception for a registration form.

In Writing: Using either re-order slip or on a piece of paper with your name and date of birth added.

The Practice does not accept prescriptions over the telephone due to safety reasons.

Newsletter

THINK PHARMACY FIRST SCHEME

We know that people visit their GP with minor illnesses which their local pharmacist could help with. By visiting your local pharmacy, you could save yourself the time and with no appointment needed, you can just walk in at a time convenient to you. Your local Pharmacist can see you for the following minor illnesses:

- Aches and pains
- Allergies
- Cold & Flu
- Ear care
- Eye care
- Stomach Ache
- Head Lice
- Any skin or mouth problem

For further information on the Think Pharmacy First Scheme, you can visit www.newcastlegatesheadccg.nhs.uk.

You may also wish to visit their the 'Think Pharmacy First' Facebook Page or Twitter page @NHSngccg

SAME DAY HELP FOR YOUR POORLY CHILD

If your child has become unwell in the last few days and you would like urgent advice then please contact the surgery and we will arrange for a clinician to speak to you and if necessary to see your child, today - this could save you an unnecessary trip to A+E or a Walk-in Centre. Can we also make you aware of the 'Little Orange Book', which provides expert help for parents and carers on how to manage common problems in babies and small children.



GDPR- How we use your information:

Our GP practice holds information about you and this document outlines how that information is used, with whom we may share that information, how we keep it secure (confidential) and what your rights are in relation to this.

The Health Care Professionals (HCP) who provide you with care, maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP surgery, Community clinics or staff etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

What kind of information do we use?

- Details about you, such as address and next of kin and carer information etc
- Any contact the surgery has had with you such as appointments, clinic visits, emergency appointments and so on
- Notes and reports about your health.
- Details about your treatment and care.
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other HCPs, relatives or those who care for you.

Flu Campaign

Please make an appointment for a flu vaccination if you are eligible. We still have supplies available.



Has arrived at our Practice!

eConsult provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7. Helping to relieve pressure on GPs by giving patients access to round-the-clock support and alternative treatment providers.



Do...Get it all out at the beginning of the appointment.....

If you have two items to discuss, list them at the beginning rather than say, 'And while I'm here' or 'there were just a couple of other things'. If you list them at the start the GP can plan out the time.

Don't...Come in with a huge list of stuff...

If you have four items it'll probably take you six to eight minutes to talk about all of them. The GP then has to think about each problem, examine you and prescribe the right treatment- all in a couple of minutes.

Cramming in too much into 10 minutes is a false economy, making it more likely that the GP will make a mistake.

We will be closed: Christmas Day, Boxing Day and New Year's Day

Our usual opening times will apply on all other week days. Please ensure you have sufficient supplies of regular medication to last the holiday period. Please remember that our standard turnaround time for repeat prescription request is 48 working hours. We cannot guarantee to have prescriptions ready the same day.

Online Access

Did you know that you can book appointments, order prescriptions and look at your summary care record online? Please ask at reception for an online access registration form.