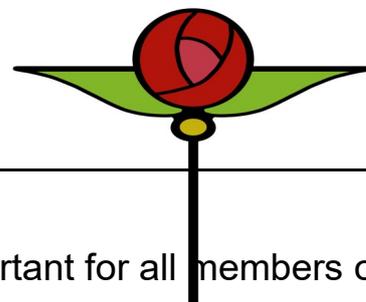


# Roseworth Newsletter Jan2020



## **Zero Tolerance**

Our staff come to work to care for others and it is important for all members of the public and our staff to be treated with courtesy and respect.

In line with the rest of NHS, and to ensure this is fully observed, we have a Dignity at Work and Zero Tolerance Policy. This means that rude, aggressive or violent behaviour towards our staff or any member of the public within our practice premises will not be tolerated under any circumstance.

If this behaviour does occur, this may lead to the police being notified or patients being removed from our list. Thank you

## **FLU**

If you are 65 and over or have a chronic disease please support your local GP by having your Flu Jab here at Roseworth Surgery. If you go to the pharmacy or private provider the income for providing the vaccine goes to the private provider and not back into the NHS to provide better services & access.

## **Electronic prescribing service ( EPS)**

Choose a Pharmacy of your choice and have your prescription sent there direct.

## **Repeat Dispensing (RD)**

If your on stable medication we can send 1 years worth of medication direct to the pharmacy for you ask at Reception for details.

Dr. Stephen Turley    Dr. Christopher Burdon

Dr. Christopher Collins. Dr. Andrea Younghusband

Dr. Kirin

Tel:0191 213 2392

Fax: 0191 284 4010

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**Synchronise your medication**

We can synchronise your medication so it all runs out together, all you have to do is count every tablet you have and tell the reception staff and they will do the rest.

**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.

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 they are displayed at the front desk so please take a copy.

**Same Day urgent appointments for adults**

We offer same day urgent appointments for adults with complex medical conditions & those over the age of 65

Anyone not in this category may be offered an appointment at our extended access hubs ( they have been set up and funded by the Government to help General Practice meet demand) they are located:

**Molineux Centre**

**Westgate Road**

**Ponteland Road**

**Lemington Centre**

You will be seen by a GP and will be booked into a scheduled appointment by our Reception team.

**Patient Participation Group PPG**

If you would like to be a forum member and shape the way we deliver our service please let the reception team know. **Quarterly Meeting** are to be held at Roseworth Surgery from 1—2pm .All new members are welcome Future dates: 17/3, 16/6, 29/9, 15/12/2020

**Changes to our team!**

GP rotation for GPR & F2 Doctors , Feb & April, August

Dr Ben Malla, Dr Amna Freoz, & Dr Jonathan Wild they are GP Registrars

Dr Tehreem Afzal, is our Foundation level 2

We have recruited a new career start nurse Aime Rowswell she started 16.12.2019

## **Non Attendance**

As a practice we have approximately 200 unattended appointments every month

We deal with non attendance and lateness proactively so that our services are not strained we will send a letter if a patient had missed 3 appointments in the last 6 months before further action is considered

Wasted appointments may mean another patient who wants to see their GP or nurse can not.

We respectfully request all unwanted appointments are cancelled at least 1 hours in advance of the appointment time then it can be used for someone else who may be on the waiting list.

## **GP Online services**

You can now access your patient record online.

You are now able to book /cancel appointments with the GP,  
order repeat medication

View blood results

You can now also request full access of your records from the information governance team, just ask at reception for details.

## **Did you know you can self refer into these services**

### **Social Navigators**

They can help with

- Finances, Benefits, Exercise, Mobility, Wellbeing & lifestyle
  - Loneliness, Isolation, Housing & welfare.

As at reception for more information.

### **TIMS**

TIMS is a triage service that offers self care & fast access for a range of back, neck, joint or general muscle conditions

To self refer ring 01914452643 & tell them your NHS Number or

self refer <https://www.tims.nhs.uk/>

### **Talking Therapies**

Talking Helps Newcastle aims to help residents of Newcastle who may be experiencing mental health difficulties. Are you feeling low? Anxious? Stressed? We can help.

to self refer click on link <https://www.talkinghelpsnewcastle.org/self-referral/>

**Future Training dates where the Surgery will be closed.**

Pg.1

Once a month on a Tuesday 12-1.30pm we will close for in house training

The dates are :

14<sup>th</sup> January  
11<sup>th</sup> February,  
10<sup>th</sup> March ,  
14<sup>th</sup> April ,  
12<sup>th</sup> May,  
9<sup>th</sup> June,  
14<sup>th</sup> July,  
11<sup>th</sup> August,  
8<sup>th</sup> September,  
13<sup>th</sup> October,  
10<sup>th</sup> November  
8<sup>th</sup> December 2020.

**If you require a DOCTOR URGENTLY between these above times  
please telephone 07922 808 365**

The following dates are external training days the surgery will be closed  
from 12pm for the rest of the afternoon on these dates,

Wednesday 11<sup>th</sup> March 2020

Thursday 14<sup>th</sup> May 2020

Thursday 4<sup>th</sup> June 2020

Wednesday 1<sup>st</sup> July 2020

Tuesday 15<sup>th</sup> September 2020

Tuesday 20<sup>th</sup> October 2020

Thursday 26<sup>th</sup> November 2020

**If you require a doctor URGENTLY between the above times please tel-  
ephone 111.**

## **The Pregnancy & Birth choice app**

Developed by Northern England Clinical Networks for the Local Maternity Systems, in collaboration with women and families, the app will improve how mums-to-be across the North East access information they require through their pregnancy and after their baby is born.

Access to the app is via the web: <https://www.pregnancyandbirthchoices.co.uk/>, then select to download it to a device

## **Friends & Family**

Please leave feedback about the services & staff at the surgery or can leave a comment on the NHS Choices page

<https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=39723>

## **PRIMARY CARE NETWORKS**

### **Jesmond Lower Gosforth Network Frailty Work**

As you may have heard GP practices have been asked to work together on certain projects by the NHS to improve clinical care for patients. The groupings are called networks and our network comprises Jesmond and Gosforth practices – Roseworth, The Grove, Jesmond Health Partnership and Avenue.

Our patients population is approx. 30,000

Dr Guy Clements is our Clinical Director.

Our priority areas are elderly people & frailty work and young (aged 18-25) Mental Health.

To help us achieve this we have employed

- Charlotte Ritchie –GP
- Laura Lois - Practice Nurse
- Sarah McGuinness- Social Link Worker
- Tom Byrne—pharmacist
- Katherine McHarg— Project worker

They will be working on

- *Structured medication reviews*
- *Enhanced care for patients in care homes*
- *Improved anticipatory care*
- *Personalized care planning*
- *Early cancer diagnosis*