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| West View Surgery**Clinical Partner: Dr Y J Chan****Business Manager / Non Clinical Partner: Mrs Mary Lynch****Practice Manager: Mrs Karen Auty** |

**West View Surgery’s Newsletter June 2019**

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| **Teenage Health Clinic (Mondays 4pm – 5pm)** **Our Teenage Health Clinic is a confidential service for all young people aged 13-19yrs who are registered at our surgery to discuss all health issues! Come and see us about …****Physical Health, Smoking, Alcohol, Worries and Anxieties, Free Contraception, Sexual Health, Relationships, Friends, Skin Care, Healthy Eating and Exercise.** | **Opening Hours**

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| Monday | 08:00am – 18:00pm |
| Tuesday | 08:00am – 18:00pm |
| Wednesday | 08:00am – 18:00pm |
| Thursday | 08:00am – 18:00pm |
| Friday | 08:00am – 18:00pm |
| Saturday | Closed |
| Sunday | Closed |

Telephone: 0191 2834820 Email: stynccg.westviewsurgery@nhs.netC:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\A9XSDT67\facebook-logo[1].jpgWebsite: [www.westviewsurgerysouthshields.nhs.uk](http://www.westviewsurgerysouthshields.nhs.uk) |
| **Educational Closing Dates**The practice will be closed on the following afternoons:- C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\4U78LS9W\closed[1].gifThursday 20th June 2019 – 13:30pm to 16:00pm | **GP Online Services**You can now book appointments, order repeat prescriptions and even access your GP records online. It is quick, easy and your information is securePlease ask one of our reception team who can provide you with further details.  |
| **Awareness**C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BFYAE0V1\DiaryDates[1].jpg**June 2019*** **3rd-9th** – Child Safety Week
* **10-14th –** Carer’s Week
* **10-14th –** Cervical Cancer Awareness Week
* **13th –** Alzheimer’s Cup Cake Day
* **15th –** Elder Abuse Day
 | **Missed Appointments (DNA)**February 2019 – **30** Missed appointmentsMarch 2019 – **38** Missed appointmentsApril 2019 – **23** Missed appointmentsImage result for cancel appointmentsIt is important to let the practice know when you are unable to attend an appointment. Please note if you regularly miss appointments, you may be asked to leave our surgery and register with another practice. |
| **Alzheimer’s Cup Cake Day**We will be selling cupcakes on **Friday 13th June 2019 from 9am. All proceeds will go towards the Alzheimer’s Society.****If you would like to donate any cupcakes for the event, please call in and see the Reception Team. Thank you.** | **Telephone Times**Please note from 1st April 2019 you can only order prescriptions between 11am – 2pm. If you require a sicknote or wish to obtain test results, please telephone after 2pm. This new process has been indroduced to free up the telephone lines on a morning for urgent appointment requests. You can still attend the Reception Desk during our normal opening hours to request these outside of these hours. |
|  **GP Extended Access**Image result for south tyneside health collaborationYou can now book a GP, Practice Nurse or Health Care Assistant appointment over the weekend or evening at another GP surgery within South Tyneside. This is called the **South Tyneside Extended Primary Care Service** or **STEPS**. A small number of specific surgeries will be open on different days and times to create more options for patients. You can get an appointment by calling your normal GP practice during normal working hours or through the 111 service when the practice is closed. You may be asked some questions to check that it is the best service for your needs. Please note you cannot just walk in and wait to be seen. Patients are selected for the service by their registered practice or through 111.  |  **\*\*\*e-Consultations\*\*\*****\*\*\*\*\*\*\*\*\*\*\*\*\*\*NEW SERVICE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***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.Get medical advice 24/7 Get the answer soonerCapture critical illness earlierFeel more in controlDiagnosis without leaving your desk / houseMedication at your convenience **This service is now Live.** You will be able to access this service through the practice website [www.westviewsurgerysouthshields.nhs.uk](http://www.westviewsurgerysouthshields.nhs.uk) |
|  **Patients aged over 11 years** Due to Data Protection rules we will be removing all mobile telephone numbers for ALL patients aged over 11 years old. These patients will be contacted so we can update their medical records with their personal mobile telephone numbers / landline number, rather than a parent’s telephone number. Parents can still be a Proxy for their child’s record, however the child will need to sign a consent form authorising this.  | **Health Checks**If you don’t have a condition that is being monitored annually by our Practice Nurse, you could have a free health check. If you are aged* **40-74yrs -** NHS Health Check
* **75 and over** – Over 75’s Health Check

Please speak to the Reception Team and they will be happy to make you an appointment with the Practice Nurse. If you are due to have blood tests prior to this appointment, we can arrange for this to be done. |