|  |
| --- |
| 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 July 2019**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Are you a Carer?**  **You may not class yourself as a Carer, however at West View Surgery we are interested to know if you help anyone with any of the following:**   * Washing * Cooking * Shopping * General day to day activities * Helping with medications * Help with finances * Accompanying / Taking to medical appointments   ***Please inform a member of staff and we will ensure your medical recorded is noted accordingly. This will allow us to keep you up to date with any Carers activities, and we can offer extra support.*** | **Opening Hours**   |  |  | | --- | --- | | 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.net](mailto:stynccg.westviewsurgery@nhs.net)  C:\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 18th July 2019 – 13:00pm to 18:00pm** | **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 secure  Please 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  **July 2019**   * **1st-7th**  – Health Information Week * **19th –**  West View Surgery Coffee Morning | **Spirometry Clinic**  Are you aged 35 or above and have you ever smoked? or worked in an smokey environment? Do you have a persistant cough? Have you experienced increased breathlessness?  If you answer yes to any of these questions, please contact the Reception Team and we can arrange an appointment for you to attend one of our spirometry clinics held at the surgery with our Practice Nurse. | |
| **Coffee Morning**    We will be holding our Coffee Morning on **Friday 19th July 2019 between 10am-12noon.**  Volunteers from South Tyneside Adult Carers Service, South Tyneside Mental Health Lifecycle Team and Cancer Awareness will be attending and they will be free to speak to our patients and provide leaflets on the services they provide.  Pop along for a chat and a free cup of tea / coffee | **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 collaboration](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiD36vNh4jcAhUFtBQKHR4GC2UQjRx6BAgBEAU&url=http://healthcollaboration.co.uk/&psig=AOvVaw0i3eIWoTNaJ0W8wMxUcgdl&ust=1530883503622849)  You 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 24/7Get 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. |