

SPECIAL
POINTS OF
INTEREST:

- The hours of the dispensary are changing as from January 2016. The new hours are as follows:

8:30am - 5:30pm

- We have a new member of staff joining the team, more information on Page 2 in our Notice Board section

- Dry January - read all about what to expect on page 5

INSIDE THIS ISSUE:

Dispensary 2

Notice Board 2

DNA's 2

Friends & Family Test 3

Travel Clinic 3

EMIS Access 3

Important Numbers 4

NEWSLETTER

JANUARY 2016

Gas House Lane Surgery

Our Mission Statement

Our goal is to provide easy access to a wide range of quality medical services. Everyone within our Primary Health Care Team is committed to providing the best care we possibly can. We will involve patients in making decision about their healthcare and will always take patients' opinions into account during treatment and when delivering services.

We aim to treat all patients with dignity and respect, providing the same care irrespective of race, gender, religion, age or medical condition.

Keeping in Contact

We do sometimes need to be able to contact you by telephone when appropriate. To enable us to do this please make sure we have your correct mobile and/or landline number recorded on our system.



Confidentiality at Main Reception

Please could we ask that you respect the confidentiality of other patients at the reception desk. Please keep a reasonable distance from reception when waiting your turn.

Dates for your calendar

Our surgery is closed on the 3rd Thursday afternoon of every month for staff training from 12:00pm - 5:00pm. Our next dates are as follows:

- Thursday 21st January
- Thursday 18th February
- Thursday 17th March

Our bank holiday dates are as follows:

- | Easter | May Bank Holiday |
|---------------------|-------------------|
| • Friday 25th March | • Monday 2nd May |
| • Monday 28th March | • Monday 30th May |



Dispensary

**PLEASE NOTE AS OF
JANUARY 2016 THE
DISPENSARY OPENING
HOURS HAVE CHANGED**

The Dispensary is now open from 8:30am until 5:30pm

Prescriptions can be collected between these times.

Please remember to check your medication before leaving, if you have any issues with your dispensed medication please inform us as soon as possible.



*"The Dispensary
is so helpful to me
as I do not live
near a local
chemist"*

Patient Late Arrivals

The practice policy regarding patients arriving 10 minutes late or more for their appointment is that they will have to re-book another appointment.

The self-check in machine will not allow you to check in once you are 10 minutes late; please do not ask the receptionist to ask the Doctor to be seen as the surgeries are fully booked with patients.

Seeing patients who are late, results in surgeries running late for all other patients.



Sugar Smart

Get the app

Download the Sugar Smart app

Start scanning

Scan the barcodes on food packaging at home and at the shops

Reveal the sugar

See the number of sugar cubes in everyday food and drink. You'd be surprised just how many there are!

DNA Appointments

REMEMBER - PLEASE CANCEL YOUR APPOINTMENT

If you no longer require your appointment please remember to cancel it. A quick call to the surgery frees up availability to other patients.

227 appointments were missed in October 2015

244 appointments were missed in November 2015

133 appointments were missed in December 2015



Notice Board

We are happy to introduce Christine Curry to Gas House Lane Surgery. Christine will be joining the administration team.

Lauren joined the team in April 2013 as an apprentice, **GOOD NEWS**

Lauren has passed her NVQ qualifications and is now a permanent member of the team.

Sadly Dr Pearson retired after 20 years service with Gas House Lane and will be greatly missed. We wish her well for the future.

Dr Gemma Lunn joined the practice as a partner in November 2015 and works Monday, Wednesday and Friday.

Travel Clinic

If you are travelling abroad to a country where you need vaccination, **please make an appointment with the nurse at least 6-8 weeks before you are due to travel.**

The Nurse will advise you on all aspects of travel health so that you are familiar with the specific health risks associated with the country you are visiting. You will be advised which vaccines or malaria tablets you require. A course of vaccinations can take several weeks to complete.

Please ask the receptionist for a travel vaccine form which needs to be filled in and returned to the reception prior to your appointment. This will ensure the nurse has the available information at your appointment.

PLEASE NOTE

There is a charge for some vaccines and this must be paid prior to the vaccinations given.

Zero Tolerance

- This Practice supports the Governments NHS zero tolerance zone campaign.
 - Violence and abuse is a growing concern.
 - GP's and their staff have the right to care for others without the fear of being attacked or abused.
 - Violent patients will be reported to the police and struck off the GP's list.
 - We ask that you treat your GP practice staff properly without violence or abuse.
- www.nhs.uk/zerotolerance

"I have been registered with Gas House Lane Surgery for years it is a fantastic surgery"

Friends and Family Test

If you attend the surgery please feel free to complete our Friends and Family test. We value feedback from our patients as part of service improvement.

The Friends and Family Test can also be completed via our Website at:

www.gashouse.a84039@nhs.net

THE NHS FRIENDS AND FAMILY TEST



We would like you to think about your recent experience of our service. How likely are you to recommend our dental practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your response to this question, what is the main reason why you feel this way?

Electronic Access to Medical Records

Gas House Lane Surgery offers EMIS access to all patients. This allows patients who register to have remote access to -

- Appointments - to book, amend, cancel and print prescriptions
- Repeat Prescriptions - to view, order or print a list of repeat prescriptions
- Medical Record - to view certain aspects of your medical record such as allergies and medication

Gas House Lane Surgery also plans to offer online access to detailed information within the Medical Record once the functionality is available via our clinical system.



NEW from April 2015

Access Centre

The Access Centre is an appointment based centre which takes the overflow from GP surgeries. You can be seen at the centre for:

- cough, colds and flu
- chest and throat infections
- eye and ear problems (including ear irrigation/wax removal)
- sprains and strains
- burns and scalds
- rashes and skin infections
- emergency contraception

The centre also offers a dressings clinic, a stop smoking service and a contraceptive service.

Wansbeck General Hospital
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ
Telephone: 01670 529205

NHS 111

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.



when it's less
urgent than 999

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help.

Care Quality Commission (CQC)



CQC is an independent regulator of health and adult social care services in England. They inspect GP practices to ensure that the care provided meets national standards.

You can tell CQC about the care you have received by visiting their website or calling them on:

Gas House Lane Surgery

www.cqc.org.uk

03000 616161

Morpeth NHS Centre

District Nursing Team -

01670 500920

The Mount

Morpeth

NE61 1JX

Telephone: 01670 513657

Fax: 01670 513201

www.gashouse.gpsurgery.net

Opening Times

Monday - Friday

8:00am - 6:00pm

Extended Hours

We offer additional surgeries outside of normal working hours for patients who find it difficult to attend. These surgeries run from 7:00am - 8:00am every Tuesday and Friday mornings and alternative Wednesday mornings.

Dry January 2016

Can you stay off the booze for 31 days?

Last year over 2 million cut down their drinking for January.

What to expect over the month Everyone is different, but there are some common trends when people take part in Dry January. You might not get all of these.

DAY 1 - you might be nursing a hangover from New Year's celebrations, so there's not much we can do for that I'm afraid. The best option is to go for your usual hangover routine, and remember to drink lots of water. Sometimes people have trouble getting to sleep if they're used to alcohol to help. The important thing to keep in mind is that while alcohol helps you to initially drop off, it actually makes the sleep less restful. So once you adjust you will feel much better for it.

DAY 3 - The first few days can be a challenge for some people. If you're a regular drinker, sometimes people report getting mild headaches, or waking to hangover like symptoms in the mornings. This is probably dehydration, and a fairly normal side-effect, usually from a combination of eating leftover salty, fatty snacks from Christmas and not drinking enough water. Make sure you stay hydrated particularly in the evenings where if you've dropped the booze and haven't replaced it with something else, you probably aren't drinking all that much. It is temporary, usually gone in a few days.

DAY 5 - some people report sugar cravings and an over-zealous sweet tooth. Sugar is quite addictive, so if you drop the sugar from your alcohol your body can crave it from other sources. This passes in time.

DAY 7 - by now most people are finding they're sleeping better as they've adjusted to falling asleep naturally and getting the full spectrum of restful sleep cycles. Many people wake up feeling better in the mornings, some better than they've felt in years!

DAY 8-10 - many people at this point are starting to get the good side effects. Better hair, skin and weight loss. Alcohol is incredibly high in calories, in fact the average adult gets 10% of their calories from alcohol.

DAY 11-14 - improved mood tends to happen somewhere around this point. While we associate alcohol with fun and good times, it's actually a depressant and in the long term is linked to low mood, anxiety and even depression.

DAY 15-20 - if you haven't already, now is the perfect time to get started with exercise! Energy levels should be up and you should be feeling healthier. Start and look for small healthy changes.

DAY 22 - three weeks in, its worth counting up how much you've saved on booze so far in the month. Its estimated that the average adult spends around £886 every year on alcohol, that's almost £75 every month.

DAY 25-30 - it's the final week! You should be well within your stride now! Its worth considering how you're going to handle alcohol after the end of January. The majority of people drink less as a result of Dry January. 10% of participants last year said they weren't planning to drink again.

DAY 31 - the last day! Many people report feeling apathetic to alcohol now - they aren't desperate for a drink. Others are looking forward to one. Neither is right or wrong, but it's good to be in a position where you're not craving something and instead making a conscious decision to drink.

Good luck and well done!