

Gas House Lane Surgery

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.

NEWSLETTER

JANUARY 2019

ISSUES WITH TELEPHONE SYSTEM

In November 2018 we had an update made to our telephone system to improve the service and increase the number of lines. Unfortunately we have experienced some problems with this and our IT team have been working on this. We apologise for any inconvenience this may have caused.

SMS Text Messaging Service

Would you like to receive reminders for forthcoming appointments and notification of 'normal' test results via your mobile telephone?

For further information or to sign up to this new service please ask a member of our reception team for our information leaflet and/or consent form



Missed Appointments

If you no longer require an appointment, please remember to cancel it



166 appointments were missed in October 2018

145 appointments were missed in November 2018



86 appointments were missed in December 2018



For hygiene and safety reasons, before handing in specimens to the receptionist please use the envelope provided or ask at reception who will provide you with an envelope.



Do you really need paracetamol on prescription?

The NHS Northumberland spent **£860,000** last year on a product easily bought in pharmacies, high street shops and supermarkets. This is the equivalent of:

- 29** community nurses
- 57** drug treatment courses for breast cancer
- 122** hip replacements
- 853** drug treatment courses for Alzheimer's
- 887** cataract operations



**Your community pharmacy can advise you on common minor illnesses.
The NHS belongs to YOU, use it responsibly.**

Patient Suggestions

We really do appreciate suggestions from patients about our Practice and the services we offer. Please let us know if there are things you feel we can do to improve the Practice. Let us know if our systems are causing difficulties to you or your family. Likewise let us know if there are things we do which you feel are good and would like to see continue.

You can leave suggestions in a number of ways:

- We have a suggestion box within the surgery (situated beside the Dispensary)
- Verbally at reception or by speaking to the Practice Manager
- Via our Website or via the Friends and Family Test

Patient Participation Group

We have a virtual Patient Participation Group with whom we contact via e-mail. Our PPG feeds into practice development through the completion of surveys and questionnaires.

We welcome enquiries from patients who would like to join our patient group

Please contact the Practice Manager for further information

Notice Board

Sue Leathard will now be working 2 days a week on a Thursday and Friday

Dr Mehra is our new locum GP who will be running surgeries all day on a Monday and Wednesday

SystemOnline

Gas House Lane Surgery offers SystemOnline access which 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

How to sign up

You must provide photographic ID and present at main reception where you will be given a form to complete.

A photocopy of your ID will be taken and a user pin and password will be issued.

Your details for login will be posted out to you.



Prescription Line

Prescriptions can be ordered by telephone during the times shown below. There are also a number of different ways for you to order your prescriptions

Telephone: Monday –Friday 9.00am -11am & 2.30pm-4.30pm - please call our dedicated prescription line on 01670 501322 as reception are unable to take queries or requests for prescriptions.

Order 24hours 7 days a week by voicemail, please leave your full name, date of birth, telephone number (to contact if any queries) and the medication that you require.

Ordering by internet (Online patient access) please ask at reception to register for this service.

Please allow 2 full working days between your request and its availability for collection from the surgery or dispensary. Please allow 3 working days if your prescription is sent direct to your nominated chemist before collecting your medication as the chemist will also require additional time to dispense your medication. If your medication is not on repeat this can take up to 5 working days.

We hope this will improve the service we offer to you. Patients can now order prescriptions 24 hours a day 7 days a week.

TRAINING DAYS

The surgery is closed for staff training on the 3rd Thursday of every month.

12:00pm - 5:00pm

The future training dates are as follows:

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

Feeling unwell? Choose the right service



Self-care

Hangover.
Grazed knee.
Sore throat.
Cough.



NHS 111

Unsure?
Confused?
Need help?



Pharmacist

Diarrhoea.
Runny Nose.
Painful cough.
Headache.



GP (Doctor)

Unwell.
Vomiting.
Ear pain.
Back ache.



NHS Walk-in Services

If you cannot get to the GP and it is not getting any better.



A&E or 999

Choking.
Severe bleeding.
Chest pain.
Blacking out.

NHS 111

111 is the NHS non-emergency number. Its 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

Morpeth NHS Centre

The Mount

Morpeth

NE61 1JX

Telephone: 01670 513657

Fax: 01670 513201

www.gashouse.gpsurgery.net

www.cqc.org.uk

03000 616161

District Nursing Team -

01670 500920

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.

Carers

'A carer is someone who looks after a family member, partner or friend in need of help because they are ill, frail or have a disability. The care they provide is unpaid'

Anyone can become a carer....

- ◆ Carers come from every walk of life, cultures and can be any age
- ◆ Caring is usually not something they can choose, it happens to them
- ◆ Caring may creep up on us slowly or may happen overnight
- ◆ Many don't recognise themselves as carers!

Why Carers neglect their own health

Reasons we hear from carers:

- ◆ Being unable to leave the home for (their own) appointments
- ◆ Fear of no longer being 'allowed to care'
- ◆ Prioritising the health and wellbeing of the person they care for
- ◆ Reluctance to have treatment they think will affect their own ability to care



CARERS IN NORTHUMBERLAND

Figures from 2011 Census

- ◆ 35,697 people in Northumberland provide unpaid care to a family member or friend
- ◆ 22,340 provide between 1-19 hours of care per week
- ◆ 4,553 providing 20-49 hours (an increase of 25%)
- ◆ 8,840 spend more than 50 hours per week caring (an increase of 21%)

Carers Northumberland

107 & 109 Station Road

Ashington

Northumberland

NE63 8RS

At Gas House Lane Surgery we offer Carer Health Checks with our Practice Nurse, this involves taking blood samples, taking your blood pressure and a general chat about your caring role. At this appointment they can refer you to Carers Northumberland (or you can self-refer). We also hold fairly regular meetings with a staff member from Carers Northumberland, where you can get information on the services available to you - you can also share any worries or concerns with others in a similar situation.