



EMP Newsletter

WELCOME



Welcome to the autumn/ winter Edition of the Eaglescliffe Medical Practice patient newsletter. This newsletter has been designed to keep you up to date with changes made in the practice, reminders, closures and some things we think may be of interest to our patients.

NHS 111 is a new service that has been introduced when you urgently need medical help or advice but it is not a life-threatening situation. NHS 111 is available 24 hours a day, 365 days a year. For less urgent needs please contact the surgery or your local pharmacist in the usual way.



DISTRICT NURSING

District Nurses in the community have gone through some changes in 2013 and they are now located at Single Point of Access (SPA) in Hartlepool. This means that all the visits requested by patients, GP surgeries & hospitals are processed by the SPA team. They can be contacted on 01429 522500. If you need further information on this service please call the surgery.

MEDICAL STUDENTS

The practice remains very committed to teaching medical students from both the Universities of Durham and Newcastle. This Autumn we have two 5th year (final year) medical students allocated to the practice; Lydia Newton who was with us in September for 3 weeks and Lauren McGuirk will be coming in November for 3 weeks

During their 3 week attachment at Eaglescliffe they will be doing a combination of observing other doctors and nurses surgeries, and doing their own consultations with close supervision by one of the GP's in the practice. At the end of their 3 week attachment they have to undergo an assessment, the results of which counts towards their final degree.

A very valuable tool for learning for medical students is experience and as much contact with patients as possible so therefore we really do value and appreciate your patience and time for those patients who may become involved in their teaching.



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Trying to quit smoking??

To take part in the stoptober campaign please log on to www.stoptober.smokefree.nhs.uk for your free stoptober pack and info.

Come and join the fight!

NEW STARTS

Unfortunately we have had to say goodbye to our GP Registrar Dr. Emma Harker as she has now moved posts as part of her GP training, we wish her the best of luck! However we welcome Dr Yuki Smith who will be our permanent locum and also GP Registrar Dr. Lucy Falcus to our practice in August for the next 12 months of her training.

Hello my name is Dr Yuki Smith. I returned to work as a GP in 2010 after taking a career break to have children. I was working as a GP in Thornaby until I came here. Prior to having children I was a GP in Scotland. I have an interest in mental health and musculoskeletal problems. I am trying to develop some interests of my own but being a mum seems to take up most of my non work time.



Hello my Name is Dr Lucy Falcus and I have joined the practice for 1 year from August 2013. I am a GP registrar which means I am a doctor in the process of becoming a GP. I have been working for 4 years in a variety of posts both in hospitals and GP surgeries. In my spare time I enjoy horse-riding, walking the dog and playing the keyboard in church.

ONE FOR THE LADIES

As you know our healthcare assistants already cover a wide range of treatments, from chronic disease annual reviews to dressings & wound management. But they have now turned into superheroes and can now also carry out contraception annual reviews for our ladies aged 16-35! We would like to remind you though that they do not prescribe so once your review is complete you can request your medication at reception for collection 48 hours later.

A QUICK REMINDER

Prescriptions from secondary care

If after your hospital appointment you are recommended to commence on a new medication, the practice is unable to prescribe until we have written confirmation of such changes. This medication is NOT URGENT. If your consultant/practitioner feels that you warrant urgent medication they will provide a prescription for this at the time of your appointment.

Urine samples

Please note that even if you are directed to hand a urine sample in to the surgery from another source e.g. walk in centre, A&E or out of hours. We request that you contact the surgery before you hand the sample in to the reception desk. This gives the reception staff time to inform the doctor so that they can put the appropriate information on to the system for the receptionist to print the forms to send with the sample. This avoids delay. All samples must be handed in before 2.30pm.

Missed Appointments

Wonder why you cant get an appointment? In August and September we had **472 missed appointments** with our GP's, Nurses, HCA's and Phlebotomists. Please think ahead and cancel any unwanted appointments in order for us to offer them to other patients.

TRAVEL

Summer is unfortunately over but we know some of you have been on amazing family holidays and once in a lifetime experiences. Our Practice Nurses are here to assist you with your travel queries, vaccination information and how to stay safe abroad; here are some tips on how we run our travel system –

- * Travel questionnaires need to be completed in the first instance then a telephone consultation is booked with the Practice Nurse to give you the info required. Questionnaires are located at reception.
- * Please try to give at least 6 week's notice, as some vaccines need to be ordered & administered over a certain period of time.
- * Have as much information as possible e.g. itinerary, towns to be visited etc
- * If you only require malaria protection the same protocol applies – questionnaire, telephone consultation.

FLU VACCINATIONS

Is it that time of year again already?!

Another year has rolled around so fast and we will be starting the Flu Vaccine Campaign around October time. We vaccinate patients over 65 and patients with chronic diseases. We no longer send letters to patient who have asthma however you are entitled to the flu vaccine if you use inhalers regularly.

In accordance with Department of Health recommendations all women who are pregnant during seasonal influenza campaign, (i.e. during late September—December) are eligible to receive an influenza vaccination. If this affects you then please contact the Practice during the influenza campaign to book into one of the vaccination clinics ran by the Practice Nurses.

This year, for the first time, healthy children aged 2 and 3 years, will be offered the flu vaccine. The vaccine will be in the form of a nasal spray that is easily and painlessly administered. Please contact the surgery only if you have received your invitation.



SHINGLES VACCINE

A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to people in their 70s. The shingles vaccine is given as a single injection for anyone aged 70 or 79. Unlike the flu jab, you'll only need to have the vaccination once. Please contact the surgery if you have received your invitation.

If you require any further information on either vaccines please collect a leaflet from the reception.

Nice weekend ? What did you get up to ?

Running along the edge of the moor, I check my map and decide that it's a good idea to drop down to my left and disappear into the wood. The sunlight is coming through the trees, beautifully lighting up the forest and I can easily follow an animal track along and down the contour of the hill. All the time I am checking my map and in 20 paces I spy a pond in a clearing and just on the northern edge of the pond is a red and white flag, my orienteering control. I quickly 'punch' the control, check my map and head off down the hill to find my next one.

Orienteering, I expect you may have heard of it, using a map and compass to run or walk around a course with fixed points that you need to visit in a certain order.

We are very lucky in this area, as we have an active and welcoming orienteering group (www.clok.org.uk), and a wide variety of areas to use for orienteering.

Orienteering really does offer exercise and fun for all levels of ability and for all ages. It is running or walking whilst working out the best routes between control sites. A finger device that contains an electronic chip records your control visits and that is downloaded at the end of your course, giving you a comprehensive readout of your course times. The courses run from a string course for toddlers to do with a family member to challenging courses for elite orienteers and every stage in between. Cloks youngest member is 4 years and our oldest member, is over 80 years and she was 3rd in the world championships last year!



Roseberry Topping taken by Laura

We also have a very enthusiastic schools programme that both primary and secondary school children take part in. In the past, our area has produced some world class orienteers and we have some very promising youngsters coming up through the ranks. Teenagers sometimes find that getting involved in regular orienteering helps them have with success in the Duke of Edinburgh awards, and I can't think of a sport that promotes personal responsibility and self reliance more than orienteering.

So, if you fancy getting out into the fresh air and having a walk or run with a difference it might be that orienteering is for you. Don't be put off by thinking it is just for the elite athletes because it most definitely is not. It is for anybody and everybody. If you want to have a chat about how to get started just ask at the surgery and I can point you in the right direction. You never know in a few months' time you could be running past me in the forest leaving me trailing in your wake!

Shelly Williams Nurse Practitioner www.clok.org.uk.

PRIMARY CARE TRUST

North Tees and Hartlepool NHS Foundation Trust Community Services formally known as the PCT offer a range of services here at Eaglescliffe Health Centre, Lawson Street Health Centre, Thornaby Health Centre, Billingham Health Centre and Port Clarence Community Health Centre .

- ◆ Counsellors
- ◆ Physiotherapy
- ◆ Podiatry
- ◆ Baby clinics
- ◆ Smoking cessation
- ◆ Midwife
- ◆ District Nurses
- ◆ Health visiting team
- ◆ Breast feeding support group

For more information on the above clinics please contact Penny Haste on 01642 781281.

List of useful telephone numbers

Primary Care Trust (Eaglescliffe base)

01642 781281

(Lawson street base)

01642 704200

High Flyers (midwife)

01642 527802

North Tees Hospital

01642 617617

Single point of access

(district nurses)

01429 522500

Dental helpline

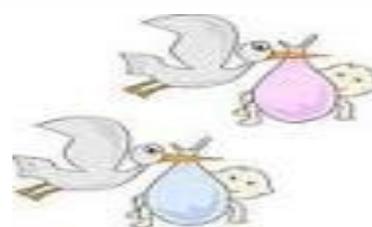
0345 045 0620

We would like to hear your views

*Please log on to
www.eaglescliffemical.co.uk*

*to register with our patient
participation group*

*Alternatively ask at the reception
desk for a joiner form*



Some of our patients may already know but we have had 3 beautiful babies born in recent months. Our practice secretaries Kelly & Sharon both had little girls and receptionist Siobhan had a little boy! Congratulations Ladies!