



Fenham Hall Medical Group Newsletter Autumn 2019

How to contact us;

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Please note our extended hours listed below. These will be booked appointments only on Tuesday and Thursday mornings to see a GP, Nurse or Healthcare Assistant.

Surgery opening hours

Monday	8.30am – 6pm
Tuesday	7.00am – 8.00am 8.30am – 6pm
Wednesday	8.30am – 6pm
Thursday	7.00am – 8.00 am 8.30am – 6pm
Friday	8.30am – 6pm

To improve the service for our patients the surgery doors will be open from 8.20am Monday, Wednesday and Friday.
Routine morning surgeries will continue to run from 8.30am.

THANK YOU

A big thank you to all our patients who attend their appointments on time or call the surgery to cancel.

Following recent initiatives we have achieved a reduction in the Did Not Attend (DNA) rate.

However the number of wasted appointments is still at an unacceptable level.

579 patients did not attend their booked appointments over the last 3 months, which is 5.3% of our appointment capacity.

This is the equivalent of **145 hours** of wasted GP or nurse time.

WAITING TIMES FOR APPOINTMENTS

Many of you will be aware that the Ponteland Road GP surgery has closed recently and the number of patients registered with us has increased by over 500 since the beginning of 2018.

We believe this is a good reflection of the high standard of service we provide and are proud that we have such a good reputation locally, however, as we are not able to refuse to register patients we regret that this increased demand is now impacting on the waiting times for routine appointments.

We are working very hard to accommodate this increased demand but there is currently a very serious shortage of GPs so we find ourselves in a challenging situation.

Please help us to help you by being realistic about timescales when booking a routine appointment and if you can't attend please cancel so that someone else can be seen.

We are committed to providing a high standard of clinical care and are looking at different options to try and maximise our access in the future.

STAFF TRAINING DATES

The surgery will be closed from 12pm on the following dates;

Wednesday 16th October

Wednesday 20th November

When the surgery is closed you should contact 111, and in the event of a life threatening medical emergency you should dial 999.

PATIENT FEEDBACK

We are constantly striving to improve the service and access for our patients and we welcome your comments.

If you feel a member of staff has gone beyond your expectations to provide excellent care or service please contact Helen Gunn, Practice Manager, as we have a staff recognition scheme.

Likewise if you feel we could have done something better we still want to hear from you, but please don't do this anonymously via NHS Choices as we cannot change or improve if we don't have specific details. We can assure you that your concerns will be listened to and we will do our best to learn from your experiences.

PATIENT SURVEY

Thank you to all the patients that took the time to complete our Patient Survey. We had a very positive response.

If you would like to see the results, there is a hard copy in the waiting room with the magazines. They can also be found on the surgery website.

One of the main concerns raised was the waiting times for appointments.

We have recently appointed another Nurse Practitioner and a new Salaried GP will be joining the surgery in September making more routine appointments available.

However, more than 70% of the patients that completed the survey felt 1-2 weeks was a reasonable time to wait for a routine appointment.

ONLINE SURVEY

We are always grateful to patients who take the time to give their opinion. There is currently a digital patient survey available. If you would like to take part, you can find the details on our website or go to <https://www.surveymonkey.com/DigitalPrimaryCareServices>.

Thank you in advance.



FLU SEASON

Flu season is upon us once again!

We have been advised that there is a national delay for the vaccination for patients aged under 65. We are expecting the over 65 vaccinations to be delivered towards the end of September, our clinics will be available from the 2nd October to eligible patients.

The surgery purchases vaccinations for all of our eligible patients, either in the relevant age group or patients with long term conditions that need to be protected against the flu virus.

If you are in either of these groups and have not been contacted by the surgery, please get in touch to arrange an appointment.

CHANGES TO HOW YOU CAN ORDER YOUR REPEAT PRESCRIPTIONS

With effect from July 2019 we will no longer be accepting repeat prescription requests over the telephone.

We have made this decision to improve patient safety.

You can order your repeat medication in the following ways;

In person in the surgery and by post with a SAE using the right hand side of your last prescription

Online with your own secure log in – please ask a receptionist to register you for this service

Through your local pharmacy

Please can we respectfully remind all patients that you need to allow 48 hours for us to process your prescription request, and that it is your responsibility to know the name of your medication.

Each month we deal with over 2500 medication requests and each one needs to be processed by a receptionist and then checked and authorised by the GP or pharmacist.

When a prescription is requested urgently it means that the on call GP is interrupted, potentially delaying contact with a patient who may need our urgent attention.

Please be considerate and help us to ensure the safety and wellbeing of all our patients.

Dignity at work

Our practice team are dedicated and hard working professionals, committed to providing a high standard of care to our patients.

Our aim is to be polite and helpful to all patients.

Please treat all our team with the same respect.

Aggressive and rude behaviour will not be tolerated and may result in you being asked to register with another practice.

There is never an excuse for abuse.

Helen Gunn
Practice Manager

TIMS

Tyneside Integrated Musculoskeletal Service

This is a new service which offers self-care and fast access to information, resources and expert opinion about a variety of back, neck, joint or general muscle conditions.

Any patient aged 16 years or older and registered with a GP in Newcastle can self-refer for local NHS physiotherapy and other musculoskeletal and pain services, without the need for a GP appointment.

Visit the website, www.tims.nhs.uk, or contact the support team on 0191 4452643.

TEXT MESSAGING SERVICE

You can now register to receive information by text message on your phone regarding appointments and healthcare.

If you are happy for us to contact you via this service, please inform a member of staff or complete the consent form on our website.

SERVICES AT FENHAM LIBRARY

DYING TO MEET YOU

Hosted by the team from Marie Curie Hospice in Newcastle, Dying to meet you has no set agenda or themes for discussion. It offers you the opportunity to talk about death, dying, loss and grief in a relaxed and informal café setting.

Held at Fenham Library on the first Wednesday of every month from 10.30 – 12 noon.

WELFARE RIGHTS

Newcastle Welfare Rights Service provides free advice, information, casework and representation on benefits and tax credits and have specialist services for various groups.

We also provide independent, free and non-commercial welfare rights advice for residents on social security benefits, tax credits and related issues. This ranges from initial advice to assistance with challenging decisions.

There is a representative from the council available to talk to every Thursday afternoon 1pm – 3.30pm. No appointment required.

WALKING GROUP

In partnership with Active Newcastle, we have established a walking group. The walks will be 2 to 3 miles, every Tuesday morning leaving Fenham Library at 10.30am.

There is no need to register just come along and join us.

SUPPORT FOR CARERS

There are various facilities available to people who care for others in many ways. Please inform a member of staff if you care for someone so we may be able to direct you to the help and support available to you. Information leaflets are available at reception.

All carers are entitled to have the flu vaccination. Please ask reception to arrange an appointment.

NEWCASTLE CARERS

There is a copy of the Newcastle Carers Newsletter in our magazine area which includes information and dates for help, advice and meetings for carers.

Contact the **Carers Information Line** for free and confidential information and advice:

Monday to Friday, 9:00am to 5:00pm

T. 0191 275 5060

SMS. 07874 100043

New drop-in at the Grainger Market

Our new drop-in is an opportunity for carers to get one-to-one information and advice on any concern about their caring role.

Drop-in to the Grainger Market, Arcade unit 12/13 (*next to Oliver's café and opposite Pumphrey's*) on the first Wednesday of every month, 10:00am -12noon.



We are delighted to welcome Nicola Dennison to the practice team.

Nicola is a Social Prescribing Navigator and she has in depth knowledge of voluntary, statutory and public sector organisations that provide a wide range of services across Newcastle.

Nicola can help with:-

- Getting financial / benefits advice.
- Improving your mobility
- General well-being / lifestyle
- Social issues if you're feeling lonely and isolated
- Housing
- General advice

Please ask a member of the practice team if you think Nicola could help you.



We are delighted to welcome Dr Antonia
Charlton to the practice team.
She will be working 5 clinical sessions as a
salaried GP.

Well done to Ashley King, our Healthcare Assistant, for completing the Great North Run in 2 hours 51 minutes.

