

## THINK PHARMACY 1ST

Did you know for many minor illnesses your local pharmacist can provide help, advice and if needed certain medications to help you and your family. The list of minor illnesses includes:

- 1. Aches and pains
- 2. Allergies
- 3. Colds and flu
- 4. Ear care
- 5. Eye care
- 6. Stomach aches
- 7. Head lice
- 8. Any skin or mouth problem



If the pharmacist cannot help then they will advise who you would need to see. For more information please pick up a leaflet in the surgery.

## SURGERY HOURS UPDATE

The surgery will be closed on the following dates for staff training from 12.30pm

- Tuesday 20th September
- Wednesday 5th October
- Thursday 17th November
- Thursday 2nd February
- Thursday 23d February
- Wednesday 8th March

### Bank holidays:

- Christmas day 25th December
- Boxing day 26th December
- Tuesday 27th December
- New Years day 1st January
- Monday 2nd January

## UPDATING INFORMATION:

Please let us know if you have changed your address or telephone number so that we can update your records.

## ONLINE SERVICES:

Have you registered for on line access? Please ask at reception for details. You can order repeat medications, book appointments and view certain parts of your medical records.

## NHS HEALTH CHECKS

If you are aged between 40 and 75 years, you may be eligible for a free NHS Health Check. Ask one of our reception team for more details.

## **PATIENT PARTICIPATION GROUP**

Grange Road Medical Practice has a well-established Patient Participation Group. If you would like to be involved or find out more about what the group does please ask to speak to Barbara Reay. The group meets quarterly and the next meeting will be on Wednesday 21<sup>st</sup> September 2016 at 6pm held at the surgery.

## **CARERS**

If you are a carer whether young or old looking after a family member or friend please let us know. We can then update your records and offer support when needed. The Carers Trust have lots of helpful information

## **STAFF CHANGES:**

We would like to let our patients know that Connor Atkinson's Apprenticeship ended in June and we are pleased to announce Connor now has a full time position within the Admin team as a Medical Receptionist.

We would like to welcome Emily Gray our new Apprentice to the practice and also welcome Gemma Gregory our Care Navigator.

## **BEFRIENDING SERVICE**

Supporting patients in Gateshead with companionship, conversation and help to access local services and activities.

Your GP can refer you or a loved one to our service if you feel like you need some support. To find out more about the service, either for yourself or someone else, you can also call the befriending service direct on 0191 4785919 email them at [teamworkfriends@outlook.com](mailto:teamworkfriends@outlook.com)

## **FRIENDS AND FAMILY TEST**

The Friends and Family test is ongoing within the surgery. Please complete the "Did you get Great Care" form and put it in the box allocated at reception We value patients comments and suggestions.

## **FLU DAY:**

Our annual flu day will be held on Saturday 8th October 2016 starting at 8.30 until 2.00. This year it will be appointments only so please ring the practice as soon as possible to book a time.

## **ONLINE SERVICES:**

Have you registered for on line access? Please ask at reception for details. You can order repeat medications, book appointments and view certain parts of your medical records.

## **TEXT ALERTS:**

The practice are hoping to start this service again to alert patients about upcoming appointments that they have booked.

## **APPOINTMENTS FOR CHILDREN**

If your baby or child is unwell (this can often happen once they are collected from childminders, nursery or school) but you don't think there will be any appointments left for them to be seen, please give the surgery a ring as the Reception team will message the GP on call with the symptoms and ask if they can be seen as an emergency. The Receptionist will ring you back once we have had a reply from the GP with advice or a time for you to bring the child to the surgery.