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| West View SurgeryClinical Partner: Dr Y J ChanBusiness Manager / Non Clinical Partner: Mrs M LynchPractice Manager: Mrs K Auty |

**West View Surgery’s Newsletter May 2019**

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| **Staff Changes**From March 2019* We have recruited a new Practice Nurse, Mrs Stacey Conway
* Mrs Mary Lynch who was the Practice Manager at the surgery for 29 years has now changed roles to Business Manager
* Mrs Karen Auty is now the Practice Manager

We would like to thank all of our patients for being so understanding while we recruited our new Practice Nurse. | **Opening Hours**

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| Monday | 08:00am - 18:00pm |
| Tuesday | 08:00am - 18:00pm |
| Wednesday | 08:00am - 18:00pm |
| Thursday | 08:00am - 18:00pm |
| Friday | 08:00am - 18:00pm |
| Saturday | Closed |
| Sunday | Closed |

Telephone: 0191 2834820 C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\A9XSDT67\facebook-logo[1].jpgWebsite: [www.westviewsurgerysouthshields.nhs.uk](http://www.westviewsurgerysouthshields.nhs.uk) |
| **Educational Closing Dates**The practice will be closed on the following afternoons:- C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\4U78LS9W\closed[1].gifThursday 16th May 2019 – 13:30pm to 16:00pm | **GP Online Services**You can now book appointments, order repeat prescriptions and even access your GP records online. It is quick, easy and your information is securePlease ask one of our reception team who can provide you with further details.  |
| **Awareness****June 2019\* 10-14th – Carer’s Week****\* 15th – Elder Abuse Day**C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BFYAE0V1\DiaryDates[1].jpg | **Missed DNA Appointments**January 2019 – **44** Missed appointmentsFebruary 2019 – **30** Missed appointmentsMarch 2019 – **38** Missed appointmentsImage result for cancel appointmentsIt is important to let the practice know when you are unable to attend an appointment. Please note if you regularly miss appointments, you may be asked to leave our surgery and register with another practice. |
| **Coffee Afternoon**Image result for CUP OF COFFEEWe will be holding a coffee afternoon on **Thursday 23rd May 2019 1:00pm to 3:00pm.** We will have volunteers attending from South Tyneside Mental Health Service (Lifecycle), Blissability, Age Concern, South Tyneside Carers and Cancer Awareness.Please feel free to come along for a cup of tea / coffee and a biscuit and have a chat to our volunteers.  | **Travel Vaccines**C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\W5T55HJF\syringe[1].jpgC:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\VWQK87U2\512px-Plane_font_awesome.svg[1].pngPatients are advised to try and complete pre-travel questionnaires ideally at least 6 months before travel. This is because some courses of vaccines do not protect you fully until after 6 months.  |
|  **GP Extended Access**You can now book a GP, Practice Nurse or Health Care Assistant appointment over the weekend or evening at another GP surgery within South Tyneside. This is called the **South Tyneside Extended Primary Care Service** or **STEPS**. A small number of specific surgeries will be open on different days and times to create more options for patients. You can get an appointment by calling your normal GP practice during normal working hours or through the 111 service when the practice is closed. You may be asked some questions to check that it is the best service for your needs. All patients will have a 15 minute booked appointment slot. If you are late it may not be possible to see you in that session and you will need a new appointment. You will see a fully qualified and experienced local GP, nurse or health care professional. A receptionist will also be on duty who can act as a chaperone should you require it. The clinician you see will be able to see all of your notes provided you have given consent. You might be asked to take along your current medication as part of the consultation. Please note you cannot just walk in and wait to be seen. Patients are selected for the service by their registered practice or through 111.Image result for south tyneside health collaborationIf the doctor thinks that you require more specialist treatment they may ask you to attend A&E. Where the doctor thinks you need further treatment they will write to your GP starting that referral process. Your own GP will then complete the referral, or they may then ask to see you again.  |  **\*\*\*e-Consultations\*\*\*****\*\*\*\*\*\*\*\*\*\*\*\*\*\*NEW SERVICE\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***eConsult provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7. Helping to relieve pressure on GPs by giving patients access to round-the-clock support and alternative treatment providers.Get Medical Advice 24/7 - With eConsult patients can check their symptoms anytime, anywhere, and receive on the spot medical advice and treatment guidance, be it in the middle of the night or at their desk during the working day.Get The Answer Sooner - eConsult effectively reduces the time to a successful patient outcome by educating patients on how to self-manage their symptoms at home and signposting them to the most suitable services that can provide effective treatment solutions.Capture Critical Illness Earlier - eConsults online consultation form red flags any time critical or serious medical symptoms so patients can quickly seek out the urgent care and attention they need, without compromising their health waiting for a face-to-face appointment.Feel More Satisfied - In pilot studies eConsult received a 95% satisfaction rate from the patients who used the service as part of their general practice’s trial, helping to significantly improve patient doctor relations and increase confidence in primary care.Diagnosis Without Leaving Your Desk - With eConsult patients are able to have their symptoms remotely assessed by their own family GP without the need to visit the surgery in person, negating the need to take time off work or use precious holiday days for the sake of a 10-minute consultation.Medication At Your Convenience - eConsult makes it possible for repeat prescriptions to be reissued without the patient having to make a GP facing appointment. The prescription can simply be collected at a local pharmacy of the patients’ choosing, at a time that suits them.**This service is now.** You will be able to access this service through the practice website [www.westviewsurgerysouthshields.nhs.uk](http://www.westviewsurgerysouthshields.nhs.uk) |