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| West View Surgery**Clinical Partner: Dr Y J Chan****Business Manager / Non Clinical Partner: Mrs Mary Lynch****Practice Manager: Mrs Karen Auty** |

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

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| We would like to wish all our patients a very Merry Christmas and a Happy New YearFrom Dr Chan and all the girls at West View Surgery | **Opening Hours**

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| Monday | 8:00am – 8:00pm |
| Tuesday | 8:00am – 6:00pm |
| Wednesday | 8:00am – 6:00pm |
| Thursday | 8:00am – 6:00pm |
| Friday | 8:00am – 6:00pm |
| 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) |
| **First Contact Clinical – Self Care Coach**‘A Better U’ Self-Care CoachingSelf-Care coaching aims to improve peoples’ confidence, knowledge and motivation to enable them to better manage their long term health condition. We concentrate on the non-medical aspects of health and wellbeing and will work with individuals to address any social factors in their life which may have an impact on how well they can manage their long term health condition. This may include support relating to social isolation, finances and housing. We are person centred so we focus on what matters most to the individual.**Who is eligible for the service?** We currently work with people who have been diagnosed with COPD and/or Diabetes and will work with surgery staff to identify patients within this cohort who may benefit from our support. If you feel you would benefit from this service, please contact the Reception Team. | **Prescriptions**Please note from 1st March 2020 we will no longer take prescription requests by telephone. We will be asking all patients when ordering their medication from December 2019 to nominate a pharmacy so their prescription can go direct to their pharmacy. Your nominated pharmacy can order prescriptions on your behalf, however you would need to discuss this direct with them prior.You may find it easier to apply for GP Online Services.**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. |
| **Are you a Carer?****You may not class yourself as a Carer, however at West View Surgery we are interested to know if you help anyone with any of the following:*** Washing
* Cooking
* Shopping
* General day to day activities
* Helping with medications
* Help with finances
* Accompanying / Taking to medical appointments

***Please inform a member of staff and we will ensure your medical recorded is noted accordingly. This will allow us to keep you up to date with any Carers activities, and we can offer extra support.*** | **Christmas Closing Dates**The practice will be closed on the following days over the festive period. **Wednesday 24th December 2019****Thursday 25th December 2019****Wednesday 1st January 2020****C:\Users\emis2000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\4U78LS9W\closed[1].gif**Should you require medical attention during this time, please call 111. **If it’s URGENT/LIFE THREATENING please call 999** |
|  **GP Extended Access**Image result for south tyneside health collaborationYou 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. 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. | **How to stay well in winter**Some people are more vulnerable to the effects of cold weather. These include: people aged 65 and older, babies and children under the age of 5, people on a low income (so cannot afford heating), people who have a long-term health condition, disabled people, pregnant women and people who have a mental health condition.Get advice if you feel unwell – If you are 65 or over in one of the other at-risk groups, see a pharmacist as soon as you feel unwell, even if it’s just a cough or cold. Pharmacists can give you treatment advice for a range of minor illnesses. They will also tell you if you need to see a Doctor. The sooner you get advice, the sooner you are likely to get better. |
| **Look in on vulnerable relatives and neighbours**If you’re worried about a relative or elderly neighbour over the festive period, please contact your local council or call the Age UK helpline on 0800 6781602 (8am-7pm every day). | **Usual Contact Telephone Numbers****Age Concern South Tyneside - 0191 4566903****Initial Response Team – 0303 1231145****Let’s Talk Team – 0191 4246000****Samaritans – 116 123****Mental Health Concern - 0191 4270011****South Tyneside Welfare Rights Service – 0191 4566296****The Alzheimer’s Society – 0191 4275443** |