

WELCOME

## Surgery Update

### New Healthcare Assistant.

Further to Sue leaving to go back into Nursing we are pleased to announce that Jean has joined the team. Jean is available 3 mornings per week and will take bloods, perform BP 's and ECG 's. You can book your appointment with her at reception. Appointments with her for blood tests can be done on-line too.

### New GP Registrar

Dr Danielle Peet has joined us for 6 months until August. Appointments are bookable with Dr Peet via reception or on-line.

## Making the most out of your appointments

All routine appointments with the GP 's are 10 minutes long. During this time it is usually acceptable to discuss 1 or 2 queries/ailments. If you feel that you need longer with the GP or have more than 2 things to discuss please ask the receptionist at the time of booking for a longer appointment. This will help us to ensure surgeries run to time, you have enough time to cover everything you would like to and that patients being seen after you are not delayed in their appointments.

It 's a good idea to write down any questions you have before your appointment to ensure you get answers to everything you need.

If you come in to be seen by the GP 's as an 'emergency extra ', please remember these appointments are for issues that cannot wait until next available appointments, routine queries or repeat prescriptions should not be dealt with during these additional appointment slots.

***As always, if you cannot attend your appointment, please call and let us know, we need everyone's help to reduce wasted time and allow us to work more productively.***

# Patient Newsletter

Issue 2

May  
2010

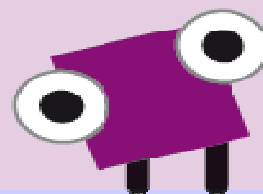
## FREE NHS Health checks

These aim to perform Risk Assessment and Risk Management for patients at risk of developing cardiovascular disease (CVD – heart attacks, strokes, circulatory diseases ) and diabetes. We will be inviting patients who are eligible for this along to the surgery for a review.

This will take 20-30 minutes and includes BP, weight, height and cholesterol checks. You 'll be taken through the results and told what they mean to you. Where appropriate lifestyle management including weight, smoking and exercise planning will be discussed and a personalised action plan produced. Reviews will take place to ensure risk scores are reduced where required. More information is available from the link on our website.

**Appointments  
missed in March:  
148  
appointments**

**Over 31 hours  
wasted**



# Patient Participation Group

Our Patient Participation Group meets once every 4-6 weeks for around an hour. They have the health needs of the Prudhoe and surrounding community on their agenda. If you have anything you would like them to look into with regards your healthcare or health services in the area, please either email them via the surgery at

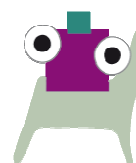
[prudhoemedicalgroup@nhs.net](mailto:prudhoemedicalgroup@nhs.net)

or leave a message in the repeat prescription box in reception and we will forward this on. You can do this anonymously if preferred.

If you would like to be involved in the group they are always happy to welcome new members. The only requirement is that you are a patient here at Prudhoe Medical Group. Please leave your contact details at reception and we will ensure you are advised of the date and time of the next meeting.

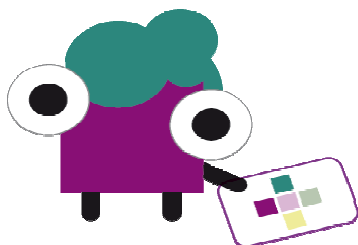
## Did you know.....?

*We have early morning appointments from 7.30am and evening appointments available up to 7pm for patients that can't come during normal surgery hours.*



## The Life Channel

Have you seen the new screen in the waiting room, this broadcasts health, wellbeing and community messaging. We hope the information broadcast is useful to patients attending the surgery.



## Contraceptive Services

At Prudhoe Medical Group we can provide you with all of your contraceptive needs.

### Family Planning Nurse

Michelle Orton

### Contraceptive Implants

*(99% effective and works for 3 years but can be removed sooner)*

Dr Steven Quilliam

### IUD's & IUS's

Dr Helen Thornton & Dr Claire Jennings

**Book your appointment at reception**



Think Pharmacy First, started on 1 April 2009 and is available to adults who are entitled to free prescriptions on the grounds of low income and their children. People over 60 are also entitled to use the scheme. The scheme enables people who receive free prescriptions to get free treatment and medicines for minor ailments directly from their community pharmacy. They will be referred to a GP where necessary.

The Think Pharmacy First campaign gives these patients the choice of going to their pharmacist for a free consultation where they will be given advice and **free over the counter medicine**, where appropriate.

**There is no charge for this service and no appointment is necessary.**

**FREE** treatment and advice is available for the following:

- |                        |  |
|------------------------|--|
| Bites / stings         | Warts / verrucae                         |
| Chickenpox             | Muscular aches and pains                 |
| Coughs and colds       | Hay fever                                |
| Conjunctivitis         | Head Lice                                |
| Constipation/Diarrhoea | Heartburn / Indigestion                  |
| Cystitis in women      | Mouth ulcers                             |
| Dermatitis / eczema    | Threadworms                              |
| Ear wax                | Fungal & yeast infections (incl. thrush) |