

# BIRTLEY MEDICAL GROUP

## Patient Newsletter

Spring 2022



### Welcome to your Spring Newsletter



We are pleased to send you our Spring newsletter which contains practice news and wider primary care messages and announcements, which you can expect to receive on a quarterly basis.

We hope you enjoy this newsletter and look forward to the next copy in the Summer.

We continue to have a range of measures in place to keep you safe from Covid 19. Please ensure you wear a face covering to your appointment. Face to face appointments are available to all patients.



### Comments and Suggestions

We welcome your feedback about our services. Our aim is to put your needs first. Please help us improve by taking a minute to give us your feedback. Whatever your experience whether it was great, as you expected, or left room for improvement, we want to hear from you.



Following Covid-19 we are looking for patients to refocus and join our Patient Participation Group (PPG). This gives you an opportunity to be involved in shaping our services and provide helpful feedback. If this interests you, please visit our website for further information.



Monday 07:00—18:00  
Tuesday 07:00—18:00  
Wednesday 07:00—20:00  
Thursday 07:00—18:00  
Friday 07:00—18:00  
(Doors close at 17:45)

From 12 noon on Wednesday 11th May, the Practice will be closed for staff training. The Practice will open as normal on the following day, Thursday 12th May 2022.



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### Welcome to the Team

**Shirley Ballantine** is our new Social Link Worker who will work alongside Nick. Social Link Work is a non-medical programme which supports people to improve their health and wellbeing. Many people can benefit from Social Prescribing, this includes those who may be; Feeling worried or anxious, feeling lonely or socially isolated, living with a long-term condition, wanting to make changes to their lifestyle or caring for someone. Please visit our websites for more information or ask our reception team about support that the team can offer.

**Audrey Ayre** is our new Advanced Nurse Practitioner.

**Dr Jia Kee** is our new Salaried GP. Dr Kee will be working Monday, Tuesday, Wednesday & Fridays

**June** is our new clinical Pharmacist.

### Practice News

**Check out our Facebook page and website for surgery updates!**

<https://birtleymedicalgroup.nhs.uk>

<https://www.facebook.com/people/Birtley-Medical-Group>

### Happy Retirement

We wish Dr Carlisle all the best in his retirement from the practice partnership at the end of March 2022. Thank you for all your dedicated support and care to the patients and staff of the last 24 Years.

### Practice Closure

From 12 noon on Wednesday 15th June, the Practice will be closed for staff training. The Practice will open as normal on the following day, Thursday 16h June 2022.

### Telephones

When telephoning the surgery your call may be placed in a queue, please be aware staff are dealing with other patients and will answer your call as quickly as possible, calls are answered in sequence meaning the most recent calls are answered last.

Please refrain from dialing straight back rather than joining the queue, or repeatedly redialling to have your call answered more quickly, each time you leave the queue your call is placed at the back, meaning a longer wait to speak to a care navigator (receptionist).

Instead please wait in the queue, although we appreciate this can be frustrating at busy times, your call will be answered more quickly.

In the unlikely event that you receive an engaged tone, it means all 21 lines are currently in use, if you call back when all lines are not in use you will be placed in the queue and your call answered as quickly as possible.

***We now have appointments available to book online with our advanced practitioners.***

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### Age UK Social Group

Age UK provide different Social Groups for the older people of Gateshead.

- **Ladies Day-**
- **Mens Group-**

'Ladies Day' and 'Men's Group' both offer a chance for clients to get out and about to venues around the Gateshead borough and a little further afield. We choose pub restaurants that are comfortable and serve good food. All clients are expected to pay for their meal and a transport cost if using our mini bus.

If you would like any information about groups, clubs and activities, please contact 0191 4773559

### Age UK Hospital To Home

Age UK Gateshead are working to support the Queen Elizabeth Hospital and other health and social care professionals to deliver this bespoke service. A support worker will meet you at your home after you have been discharged from hospital.

Their support workers are there to assure your home is a suitable as it possibly can be for the best possible recovery and quality of life.

When in the house our support workers will assess the environment looking to see if some of these essentials are in place such as:

Food, Heating, Electricity, Water, Home Adaptations

We are holding a coffee morning in May (date and venue are to be confirmed) for the elderly and socially isolated patients. If this is something you would be interested in attending please email [ngccg.a85008@nhs.net](mailto:ngccg.a85008@nhs.net) or ring 0191 492 10 22



### Age UK Friendship Groups

They hold a number of friendship groups across the borough which you can come and go as you please. Come and join us for a coffee/tea and cake.. It's time to meet old friends and make new ones.

Their current locations are:

Ryton, Heworth, Dunston, Blaydon

### Knit & Knatter Bereavement Group

Come and join us at Christ Church Hall Felling every Sunday from 10.30am-12.30pm

They knit, crochet and sew for Charities including our own from baby knits to bobble hats!

### Age UK Classes have restarted

- Tai Chi - gentle and peaceful - live and online
- Yoga
- Line Dancing
- Chair Based Exercise
- Stretch and Tone
- Walking group - guided walks

If you would like any information about other groups, clubs and activities, please contact 0191 4773559 or email [advice@ageukgateshead.org.uk](mailto:advice@ageukgateshead.org.uk)

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### Download the NHS App !

You can also download the NHS App to your tablet/smartphone.

Once downloaded, you can book and cancel appointments, order repeat prescriptions, demonstrate your covid-19 vaccination status and much more.

***We now have appointments available to book online with our advanced clinical practitioners.***



### Covid-19 Boosters



We proudly continue to provide a Covid-19 vaccination service at our practice. Please do not phone the surgery to enquire about the vaccination or to book an appointment.

If you are aged 75 and over or immunosuppressed and have not had your 4th Covid booster, please

contact 119 or visit [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination)

### Useful Numbers

Talking Therapies	0191 283 25 41
Crisis Team (Gateshead)	0191 814 88 99
Gateshead Family Planning	0191 283 45 77
Podiatry	0191 445 84 01
Health Visitor Reception	0300 003 19 18
District Nurses	0191 445 30 21
Gateshead Sexual Health	0191 283 15 77
Children and Young People's Service	0191 246 69 13

### Keep your mobile number up to date

It is really important that you keep your mobile number up to date with the practice. This helps us send you any updates or changes that may be happening in the practice.

### Seasonal Flu Vaccination Programme

We will be running our flu campaign from September 2022. It is now more than ever important that you have your flu vaccination. You will be invited in by letter or a text message. Please ensure your personal details are kept up to date. We will update our website with clinic dates once we have confirmed vaccine delivery dates.

### Pneumococcal Vaccination

People aged 65 and over only need a single pneumococcal vaccination. This vaccine is not given annually like the flu jab.

If you have a long-term health condition you may only need a single, one-off pneumococcal vaccination, or a vaccination every 5 years, depending on your underlying health problem.



### The Shingles Vaccination

You become eligible for the shingles vaccine as you turn 70 and remain eligible up to the age of 79. Contact the surgery for more information.