

December 2018

# NEWSLETTER

Dr Gooding  
Dr Sheard

## Wishing All our Patients a Merry Christmas

### LUMLEY SURGERY

The Surgery  
Front Street  
Gt Lumley  
Chester-le-Street  
Co Durham  
DH3 4LE

Phone: 0191 3885600  
Fax: 0191 3883912  
[www.greatlumleysurgery.co.uk](http://www.greatlumleysurgery.co.uk)

### SURGERY OPENING TIMES

MONDAY-FRIDAY  
8.15AM-5.45PM

SATURDAY  
8AM-1PM NOON

TELEPHONE HOURS  
MONDAY-FRIDAY  
8.00AM-6.00PM

**CLOSED**  
Christmas Day,  
Boxing Day and New  
Years Day

The surgery will be  
closed on the following  
afternoons for staff  
training:

13<sup>th</sup> December 2018  
17<sup>th</sup> January 2019  
21<sup>st</sup> February 2019  
21<sup>st</sup> March 2019

### FLU VACCINES

If you would like the flu vaccine and are within the at risk groups please speak to reception staff who will book an appointment with one of our nurses.

### Jane Assistant Practice Manager

I have recently returned to the Northeast after living in Jersey for 13 years where I worked within Private GP Practices for the last 10 years. I enjoy taking my dog for lovely walks and exploring new places. Although I enjoyed long walks on the Sand Dunes and beaches I am really looking forward to a White Christmas!

### Dr Briggs

My name is Dr William Briggs I recently finished my GP training which included working at Great Lumley Surgery in 2017. I graduated from the University of Sheffield and have completed my training around the North East of England. I look forward to being back in Great Lumley.

### Wendy Head of Reception

I have recently moved back to the northeast after 32 years away. Previously working in a GP surgery in Southport as deputy manager for 6 years. I have settled into working at Great Lumley Surgery, working with a lovely bunch of colleagues. I have 2 children at high school and my interest include singing in a rock choir, watching rugby union and love watching live bands.

At your next visit to the surgery, please ask reception staff about:

- Electronic Prescribing Service
- Online Access

If you are already registered for online access and have been experiencing any troubles trying to sign into your account since the update of the online access website, please contact the surgery reception as you may need to have your account re-set.

 Patient  
access

## STOPSMOKING CLINIC

Smoking is the leading preventable cause of death worldwide. Lumley surgery are now offering smoking cessation clinics every Friday morning for patients to pre book into. These clinic will run between the hours of 9am and 11am. Join the millions of people who have used smoking cessation support to help them stop smoking. There is lots of support, guidance and advice to help you quit - so please get in touch.

## Congratulations Will!

Congratulation to Dr Briggs, our previous GP Registrar, for winning the Northumbria GP Training programme award after being nominated by our surgery. We are delighted as much as he is. Well deserved!

PLEASE BE RESPECTFUL OF OTHER PATIENTS AND REMEMBER TO SWITCH OFF YOUR MOBILE PHONE WHILST AT THE SURGERY

## SAMPLE COLLECTION TIMES

Please ensure any samples for the lab MUST be handed in to reception no later than:  
**MORNING SAMPLES**  
**10.00AM**  
**AFTERNOON SAMPLES**  
**4.00PM**  
**SATURDAY MORNING**  
**11.00 AM**

## NHS ENGLAND GP SURVEY

WE ARE VERY PLEASED TO SHARE WITH OUR PATIENTS THE RESULTS OF THE RECENT NHS ENGLAND GP SURVEY

Question - % of Patients who....	Great Lumley %	CCG National Average %
Find the Receptionists helpful	94	90
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last GP appointment	92	87
Find it easy to get through to this GP practice by phone	87	70
Had confidence and trust in the healthcare professional they saw or spoke to during their last GP appointment	98	96
Describe their overall experience of this GP practice as good	94	84
Are satisfied with the GP appointment times available	85	66
Usually get to see or speak to their preferred GP when they would like	71	50
Satisfied with the type of appointment they were offered	86	74
Describe their experience of making an appointment as good	89	69
Waited 15 minutes or less after their appointment time to be seen at their last GP appointment	86	69
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last GP appointment	93	87

## SICK/FIT NOTE REQUESTS

Please remember if you need a sick note/fit note you must either book an appointment or a telephone consultation (appropriate) with the GP.

## BOWEL CANCER SCREENING

Bowel cancer is the fourth most common cancer there is and is more common in men than in women. The NHS provide a free screening kit for people to do at home from the age of 60-74, every 2 years. *Doing these tests are important as they may save your life.* Things you can do to keep your bowel healthy are;

- ◆ Eating 5 pieces of fruit and veg a day,
- ◆ Eating food which are high in fiber,
- ◆ Drinking 6-8 glasses of water everyday
- ◆ Doing some exercise daily

## SMEARS—CERVICAL SCREENING PROGRAMME

- ◆ Just a reminder to all patients eligible for a smear (women aged 25-60) to book your appointment in time.
- ◆ Our nurse appointments are available to book throughout the week and including weekends.
- ◆ Each year around five million women in the UK are invited for cervical screening.
- ◆ Screening saves around 5000 women's lives a year.
- ◆ Between 90-94% of all screening results come back normal, with no abnormalities found.
- ◆ It is important to remember that an abnormal screening result rarely means cancer.
- ◆ For more information please see the below website:

<https://www.jostrust.org.uk/>