



NEWSLETTER

Summer 2022



Smell the sea and feel the sky. Let your soul and spirit fly

LUMLEY SURGERY

**Dr Sheard
Dr Briggs**

Surgery Updates!

SURGERY OPENING TIMES

Monday
8:15–8pm
Tuesday–Friday
8:15am–5:45pm
Saturday
8am–1pm
Sunday
8am–1pm

TELEPHONE HOURS

Monday–Friday
8:00am–12:00pm
And
1:00pm–6:00pm

Security updates:
For security purposes, you may have noticed we have begun to make improvements to our surgery. We now have flood lights outside of the building for those dark nights and CCTV installed both inside and outside of the building. The CCTV is 24hour surveillance however, this does not affect your privacy when attending the surgery for an appointment. A security lock has also been added to the door in reception which leads to the upstairs part of the building. This door can be unlocked by using fobs and will automatically unlock in the case of a fire. Our most recent update (which we are sure you will have noticed if you have been in the building recently) is a new clear screen surrounding the main reception desk. This screen has not only been added for COVID purposes, but due to the increased threats to NHS staff which you may have seen previously on the news. The safety of our staff and patients is paramount and we are actively looking at ways to improve our surgery.



Phone Lines!
Our phone line times have changed! Phone lines will now only be off for one hour between 12pm and 1pm Monday–Friday. Please note we don't have phone lines available on weekends. You can order your prescription between 10am–12pm and 2pm–4pm however, please use online services where possible.

Mask Wearing!
The partners and staff would like to thank all of our patients who have adhered to wearing masks in the practice during the COVID pandemic. Following a risk assessment please see our new guidelines for Great Lumley Surgery:

- ◆ We will ask for patients to wear a mask if they have respiratory symptoms or any signs of possible infection. All other patients/visitors are not required to wear a mask however this is personal preference. Your clinician may ask you to wear a mask during your consultation depending on circumstances so please be mindful and respectful towards this
- ◆ All clinicians will continue to wear a mask until further guidance is available (and depending on local COVID cases)
- ◆ Staff in non-clinical areas are no longer required to wear a face mask however, we will continue to do so in the waiting room to protect themselves and vulnerable patients

Check our surgery website for surgery updates!
www.greatlumleysurgery.co.uk

Facebook
Along with our surgery website, we also have a surgery Facebook page. The Facebook page is designed for us to update our patients with surgery and NHS news. Although we are sure you are already aware, we would like to remind patients that this platform is for information only and not for appointment and other service request. These requests must be made in the normal way.

So make sure you request to follow our page and be part of our community today!

Research!
The surgery is a research active practice and we are currently working with a study called ASYMPTOMATIC (accessing symptom-driven versus maintenance preventer therapy for the outpatient management of asthma in children). All participants who are eligible to take part in this study have been invited. Rest assured, we would never hand out patients personal information to third parties. We personally would send you an invite and ask you to contact the study directly if you wish to take part. We are looking at being more proactive with taking part in studies so look out for more information!

**Dr Sheard
Dr Briggs**

The Surgery
Front Street
Gt Lumley
Chester-le-Street

Telephone:
0191 3885600
Website:
www.greatlumleysurgery.co.uk



Cancer Care Coordinator

Donna is our new cancer care coordinator for the Chester-Le-Street Primary Care Network. Donna offers holistic advice and referrals for patients who are being investigated for, have been diagnosed with, or who have cancer. Screening is your best chance of finding an early-stage cancer before it produces any symptoms; these cancers are easier to treat with higher success rates. If you need any assistance following a cancer referral, or want someone to help you through the process, speak with us so we can refer you to Donna.

Cervical screening

#CervicalScreeningAwareness Week

Jo's Cervical Cancer Trust is the UK's leading cervical cancer charity.

**Is your test overdue?
Book it in this week!**

If you or anyone you know have questions about HPV, cervical screening, cell changes or cervical cancer, **Jo's Cervical Cancer Trust** can help!

Durham Mental Wellbeing Alliance

Durham County Council have re-tendered 21 of their mental health and wellbeing services and decided to commission a new collaborative approach to a range of support and services including prevention, early identification and recovery for people who are experiencing mental health issues. The collaborative approach is known as an "Alliance." A number of providers pool together their skills, knowledge and resources for the benefit of people in County Durham and aim to provide an improved streamlined service. The Alliance is free for people to access and will provide mental health, wellbeing and recovery services to those needing support.

Healthier Together North East and North Cumbria

is the new go-to website and app for health advice about your baby or child covering a range of conditions including tummy bugs, rashes, common childhood illnesses and Covid-19
Visit:

<https://www.nenc-healthiertogether.nhs.uk/>

Positivity Tree!

We are in the process of getting a positivity tree on our notice board in reception. Please send us your positive thoughts and feedback so we can add them to our tree!

Appointments

We have had a huge increase of patients not attending their appointments or cancelling appointments a few minutes before the appointment time. Please can we ask patients to ensure they not only cancel their appointments if this is no longer needed, but also to ensure you give an appropriate time frame so we can offer the appointment to another patient so this isn't wasted.

Annual Reviews

We have started to invite patients for their annual reviews via text messages. We aim for patients to have their annual reviews in their birth month so we can spread these out throughout the year and it is easier for patients to keep track when reviews are due.

Please help us to help you by ensuring we have the most UpToDate contact information for you so we can ensure you receive your invite!

Community Pharmacy Consultation Service

The community pharmacy consultation service (CPCS) has been managing referrals for minor illness conditions since October 2019. This service relieves pressure on the wider NHS by providing patients with advice and treatment (if required) for a range of minor illness conditions by offering same day consultations. If following the consultation, the patient needs to be referred to another healthcare setting, the pharmacist can arrange this. The GP CPCS is about ensuring patients receive the right care, in the right place, with the right person at the right time. All pharmacists are qualified healthcare professionals and all community pharmacies in County Durham are signed up to provide this service.

Alzheimer's Society

The Alzheimer's Society are commissioned by Durham County Council to deliver the Dementia advice and support service in County Durham. They offer information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future.

For dementia advice and support please contact: 0191 389 0400

Do you have a disability, impairment or sensory loss and need to receive information in a way you can easily understand?

For example: Large print, braille, hearing impaired, alternative language, British Sign Language or other support?

If YES, please inform us so we can make sure you have access to information you understand

Hay fever!

Those of you that suffer with hay fever are already fully aware the pollen count is on a high!

Do you have symptoms of:

- Sneezing
- Itchy, blocked or runny nose
- Red, itchy, puffy or watery eyes,
- Itchy throat
- Headaches and sinus pain
- Fatigue

You're probably suffering with hay fever too!

Speak to your local pharmacist to get advice on the best treatment for your symptoms.