

# NEWSLETTER

Spring 2024

GREAT LUMLEY SURGERY

Working together to provide high quality cost effective primary healthcare services.

We don't have to make a huge change. Just small change after small change, which eventually amounts to a great change.



**Dr Sheard**  
**Dr Briggs**  
**Dr Skelton**

## SURGERY OPENING TIMES

**Monday**

8:00am—7:00pm

**Tuesday—Friday**

8:00am—5:45pm

**Saturday**

9:00am—5:00pm

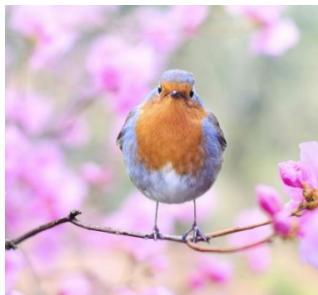
## TELEPHONE HOURS

**Monday—Friday**

8:00am—12:00pm

And

1:00pm—6:00pm



## Phone Lines

Our new phone lines have been installed! When we have more than 10 incoming calls, you are now placed into a queue which will give you an option of receiving a call back from us. We hope our patients benefit from this service and have a more pleasant experience when calling us!

## Spotlight on!

We are introducing a "spotlight on" feature to the newsletter and this time we are highlighting the **First Contact Physiotherapy Service**. Keep an eye on future newsletters for further information on other services offered by us.

## First Contact Physiotherapy

Did you know you can be referred directly to a physiotherapist without seeing a GP? If you have had symptoms or a flare up of an existing condition within the last 3 months, this specialist service can help with:

- Soft tissue/ligament/joint sprains, pains or injury
- New spinal pain
- Flare of existing conditions such as osteoarthritis

They can also help with fit notes, corticosteroid injections, referral for scans/x-rays as well as to other services for further help.

Please contact reception for more information or to request a referral. Once a referral has been made, you will normally receive an assessment within two working days.

# Surgery Updates!

## Meet James, our new Health Care Assistant:

Hi all, my name is James and I live in Gateshead with my partner and two Dachshunds Bailey and Bruno. I have worked for the NHS for 25 Years in various specialities, my last job before coming to work in surgery was in the Emergency Department at the University Hospital of North Durham. On my days off I enjoy spending time with friends and family. On weekends I love going to my static caravan in Northumberland. I am looking forward to meeting all of the patients and getting to know all of the lovely staff here at Great Lumley Surgery.

Welcome to the team James!

## Out of Area Patients

For many years there have been formal and informal arrangements to allow patients to register and remain registered at the practice when they move out of area. We have recently completed a review into this optional arrangement and following this we have concluded that we can no longer offer registration to patients outside of the practice area. This has been influenced by many factors including the 10% increase in patient numbers and the change in local organisations from clinical care commissioning groups to integrated care boards. Since the 1st January 2024, we have stopped accepting new out of area registrations and the next step will be to contact those patients who are registered with us but are living out of the practice area. From April 2024 we will begin sending letters to those patients who are out of area to inform them of the changes. To allow us to continue to provide safe and effective care to our patients, this is a decision that has been taken to maintain our service.

There are multiple benefits for patients who live out of area to register with a local GP including home visiting services, better accessibility if requiring urgent appointments and services from other community healthcare professionals.

You can search your postcode on our practice boundary map which can be found on our practice website: [www.greatlumleysurgery.co.uk](http://www.greatlumleysurgery.co.uk)

For information on registering with a new GP practice please visit the [NHS.co.uk](http://NHS.co.uk).

**Dr Sheard  
Dr Briggs  
Dr Skelton**

The Surgery  
Front Street  
Great Lumley  
Chester-Le-Street

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



### Prescriptions!

You can order your prescription between 10am-12pm and 2pm-4pm using the surgery phone lines however, please use online services where possible. When ordering repeat prescriptions, please allow **2 full working days** for your request to be processed, if ordering **before 1pm**. If you request your prescription after 1pm, please allow extra time for this to be processed. For example: a prescription request submitted on a Monday **before 1pm** will be ready after 4pm Wednesday. Saturday and Sundays are classed as non-working days so any requests submitted on these days will be processed on Monday. Please note this is for your prescription to be processed **NOT** your medication to be ready at the pharmacy.

### Stop Smoking!

Are you looking for free, friendly, non-judgemental support and advice to help you stop smoking? You can now get support from a stop smoking advisor for 12 weeks here at the surgery. Our stop smoking advisor works a Friday afternoon and you can book your appointment by ringing the surgery on 0191 388 5600. Are you ready to make a positive change to your health? Contact our reception staff today!

### CAMHS

We have a Child and Adult Mental Health Practitioner who you can access here at the surgery. The CAMHS practitioner works across the seven local Chester-Le-Street practices Monday-Friday and appointments can be booked face to face or as a telephone, depending on patient preference. These appointments are for patients 18 and under with the below criteria:

- Low mood/depression
- Sleep
- Anxiety/worry/panic
- Tearfulness
- Eating difficulties
- Stress
- Reduced motivation
- OCD
- Where the child or young person has a need associated with a neurodevelopmental condition i.e. autism/social communication needs or ADHD/ADD.

*Please note the CAMHS service is not a Crisis service. If you feel the patient is in a crisis or at imminent risk of harm, please either call the Crisis Team on 0800 0516 171, call the police for a welfare check or ask the patient to attend A&E.*

### Appointments!

In the our hope to reduce wasted appointments, we are currently looking at data to see how many patients "did not attend" (DNA) their appointment since the start of 2024.

In January we offered a total of 2666 appointments. Within January, there was a total of 79 booked appointments that weren't attended by patients and 216 failed telephone encounters. This is where a patient is booked for a telephone appointment but doesn't answer when the clinician rings.

In February we offered a total of 2617 appointments. Within February, there was 80 DNA appointments and 196 failed telephone encounters.

In March we offered a total of 2830 appointments. Within March there was a total of 69 DNA appointments and 159 failed telephone encounters.

In the first quarter that is a total of 228 appointments that patient's haven't attended and 571 failed telephone encounters. Please can we strongly express how important it is to cancel your appointment if it is no longer needed so this appointment can be offered to another patient. If you book a telephone consultation, please ensure you have updated your telephone number on your records and be close to your phone to take the call. We thank you for your cooperation and we hope in the next quarter our figures look a little better!

### Dietician!

We now have a dietician who works across all seven of the Chester-Le-Street practices. The dietician can see patients with the below criteria:

- Diabetes only
- Obesity only
- Obesity and pre diabetes
- Obesity and diabetes

*Please note your appointment can be at any of the seven practices in Chester-Le-Street so please ensure you have checked where your appointment will be.*

### NHS App

Did you know you can now cancel your appointment using the NHS App? The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or Apple Store. You can also access the same services in your web browser by logging in through the NHS website. With the NHS App you can: order repeat prescriptions and nominate a pharmacy, book and manage appointments, view your GP health record, book and manage Covid-19 vaccinations, register your organ donation decision and check the estimated waiting time for treatment at the NHS acute trust you have been referred too. We now have Lesley our volunteer who comes in on a Tuesday morning who can help you set up the app. No appointment needed, just pop along to the surgery!