

Blaydon GP Practice Review

You will have received a letter from the Clinical Commissioning Group (CCG) in relation to the proposed contractual review of Blaydon Practice. There are two stages to the engagement process – firstly patients are asked to provide feedback which will inform the CCG/NHSE commissioning intentions for the practice. The second phase of engagement will involve patient consultation on the preferred option. The documentation outlines how patients can engage with this stage of the review by completing the survey or by contacting NECs who are leading the consultation process on behalf of the CCG. The CCG will keep patients updated with the progress of this review throughout the consultation period.



Extended Access

We are delighted to offer patients appointments on Thursday Evenings 6pm-8pm and Saturday Mornings 9am-1pm from October 2017. This gives patients who work Monday to Friday an opportunity to book appointments without taking time off work.

Surgery Closures

Please note that the surgery will be closed from 12.30 pm on the following dates for staff training:

Thursday 16 November 2017
Wednesday 21 March 2018

Flu Season



If you have not yet had your Flu vaccination please call the surgery to book an appointment. You are eligible to receive a free flu jab if you:

- Are 65 years of age or over
- Are pregnant
- Have certain medical conditions
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill



Introducing 'The Hub'

The Pharmicus division of CBC Health has been working with Blaydon Practice, to develop a bespoke support service for the practice. For many years we have had a Pharmacist and Technician working in the practice who are fully trained and all pharmacists are registered with the General Pharmaceutical Council.

We have been working behind the scenes to develop a full prescribing support service to Blaydon's clinicians and patients. The team will action all medication changes requested by the hospital, and will support the clinicians in dealing with any prescription queries that are raised by patients and community pharmacies. This means that patients may be contacted by a member of the Pharmicus team who will be based either at the practice or working from a head office at Queens Park, Team Valley, Gateshead. The team is bound by the same rules of confidentiality as all staff at Blaydon practice.

If you have any queries regarding this new service please contact Alyson Wilson or Alison Heron at ngccg.Y02658@nhs.net

Updating your information

If you have changed your address, telephone or mobile numbers, can you please inform reception to enable us to update your records.

Year of Care

Patients with Long Term conditions such as Asthma, COPD, Heart Disease or Diabetes will be invited in to the Practice to have an annual review on their birthday month.

An appointment will be made with Liz our Health Care Assistant to carry out any tests such as bloods, blood pressure, spirometry etc. Your results will be posted out to you before your appointment with our Practice Nurse. This will give you time to think about any questions you may have regarding your results and any queries you may have.

Patient On-line Access

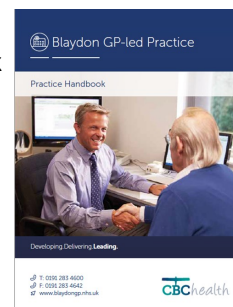
Have you tried on-line access?

It can save you time and is quick and easy to use. No more waiting for the surgery to open and busy telephone lines.



Practice Handbook

We have a new practice handbook for our patients. Please pick one up when you're next at the surgery. It is full of useful information about appointments, staff and opening times



Staffing Changes



Welcome to Dr Chris Moll who has been covering locum sessions for the past year. He will be covering sessions at Blaydon on Tuesday's Wednesday's and Thursday's.

Sadly Dr Amin will be leaving the practice at the end of October, she will be missed by both patients and staff and we wish her well for the future.

Dr Helen Groom will continue to provide GP cover on Mondays, and Dr Yadav on Fridays.

Finally, we would like to welcome Jayne Carr to the reception team at Blaydon. She will work alongside Jacquie, Hayley and Katie to provide reception and administrative cover.

Same Day Help for your Poorly Child

If your child has become unwell in the last few days and you would like urgent advice, then please contact the surgery and we will arrange for a clinician to speak to you and, if necessary, to see your child **today**. This could save you a trip to A&E or to a walk-in centre. Can we also make you aware of the **Little Orange Book**, which provides expert help for parents and carers on how to manage common problems in babies and small children. Ask the GP, Nurse or Reception for a copy.



Practice Website

The practice has a website with useful information for all patients, the website address is:

www.blaydongp.nhs.uk.

Patients can also find out what is happening in the Gateshead area by checking out

<http://www.ourgateshead.org>.

This is a community based website which is updated regularly by different groups and organisations with news, events and regular activities.