



Trinity Medical Centre

Visit our web site www.trinitymedicalcentre.nhs.uk or
Email: stynccg.trinitymc@nhs.net

SEASONS GREETINGS AND HEALTHY NEW YEAR TO ALL OUR PATIENTS

WHEN YOUR SURGERY IS CLOSED

If you need **medical advice call 111** who will advise you on any medical worry you may have. **If you have a medical emergency call 999** for an ambulance.

URGENT CARE SERVICE

Provide treatment, arrange services to support patients in their own home with either new or existing chronic conditions. The Team work morning and night every day of the year. You can call the team for the following type of conditions

- Chronic Obstructive Airways
- Urine Infections
- Chest Infections/Problems
- Falls
- Nausea and vomiting
- Back pain and abdominal pain

Patient can self refer by calling 0191 2832373.

USEFUL WEB SITES

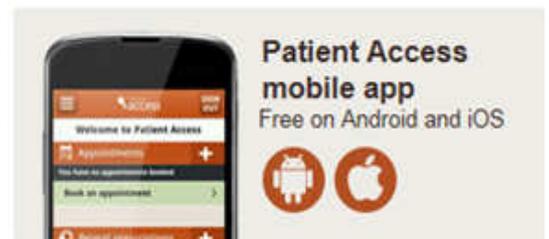
www.mycancertreatment.nhs.uk My cancer treatment is a new website from MacMillan Cancer Support and NHS England for both common and rare cancers and shows where services are available

www.breathworks-mindfulness.org.uk Pain management Team introduce "Mindful Meditation" visit their website for more information

www.england.nhs.uk My NHS is a transparency web tool that compares on a range of outcomes at both national and regional level.

www.wellbeinginfo.org/ This online guide was designed to give advice and information about how to keep your mind and body healthy and where to find help if you have a problem. There are two aspects of well-being; feeling good and functioning well, both of these are an important part of being healthy

Renewing your prescription has just got a lot easier. If you have a smart phone or IPAD/Tablet you can now download the APP. This allows you to order your repeat medication no matter where you are or what time it is. No need to ring the surgery!



All repeat medication is now sent electronically to the chemist of your choice. There is no need to visit or contact the surgery. Simply use the APP to order your medication, allow 48 hours for us to process it and then go direct to your chemist of choice to collect it.

Some chemists do home deliveries and it is worth asking if they provide this service. For those patients who have difficulty with mobility, it would be useful to find a chemist who do deliver.

Renew your prescription online



ORDER YOUR REPEAT MEDICATION

Some medication you can't afford to run out! Don't take the chance! Get your order in early and allow at least 48 hours



Practice telephone number is 0191 4560053

Giving Quality to our Patients



Christmas & New Year Opening Times

Monday 26 Closed
Tuesday 27 Closes
Wednesday 28 8:30 –6:00
Thursday 29 7:30-6:00
Friday 30 8:30—6:00
Saturday and Sundays closed

**Monday 2nd January Closed then
 Back to normal hours**

A&E PLEASE DO NOT USE INAPPROPRIATELY

The cost of patients who attend A&E has risen dramatically

Attendance at A&E should only be for accident and emergency problems that cannot be dealt with by your GP. This means a serious illness or injuries that require immediate attention. Not being able to get an appointment with your GP is not an excuse to go to A&E.

FEELING DOWN? DO YOU WORRY A LOT?

Does it feel like you have nowhere to turn? These are common feelings and there is help available. Primary Care Mental Health Service work with people who have:

Anxiety; depression; trauma; stress; bereavement and other issues

Patients can self refer by simply telephoning 0191 2832937

NEW PATIENT ACCESS

Many of you will by now have experienced our new means of accessing your GP. From the feedback, we can see that this has been a huge success for our patients.

60 Patients were surveyed in November 2016

Is the new system

Better	Same	Worse
47	11	2

Satisfaction of the new system

Very Satisfied	Satisfied	Unsatisfied	Very unsatisfied
48	8	3	1

For those patients who have not yet used the new system: The aim of our GP Access is to ensure that when a patient feels they need to consult with a GP they do so on that day. There are no pre bookable appointments. When a patient needs to consult with the GP they ring on the day and if it is a particular GP, on the day that GP works. The GP will telephone the patient, try and sort the problem out straight away but if the patient needs to be seen then the GP will bring the patient down to the surgery the same day or the next day if that is more convenient, We aim to ring patients back at a time convenient to them

The aim is to make the access convenient to patients. There is no need to trail down to the surgery unless there is a problem that needs further examination.

All prescriptions are sent to the chemist of choice.

'Keep Warm This Winter'

Dress well. There is an increased risk of becoming ill if you get cold, outdoors as well as at home.



At Home: Wear several thin layers of clothing rather than one thick layer. Choose clothes made with wool, cotton or fleecy synthetic fibres.

Keep warm in bed by wearing bed socks and a night cap as well as a warm nightdress.

Keep Moving: Do not sit for more than an hour

Outdoors: Several layers of clothing under your coat will keep you warmer than one thick layer. Wear something on your head and wear warm dry, flat, non-slip shoes or boots.

Eat Well: Food is fuel, it helps to keep you warm. Aim to have at least one hot meal a day and lots of hot drinks. Have a hot drink before bed. Stock up on cans!

Have a flu jab!

Have a temperature gauge—the recommended temperature for your main living room is around 70F or 21C

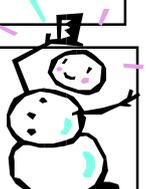
Pick up Winter Wrapped Up Booklet in surgery or

Contact Age UK 0800 169 65 65
www.ageuk.org.uk

To claim winter fuel payment this year you must have been born **before 5 JULY 1952**

PATIENT REFERENCE GROUP

Why not join our friendly and informal patient reference group every second Tuesday every other month. For more information contact ekitching@nhs.net or ask at reception.



Mobile Phone? Please remember to give us your number or changed number so we can send you text appointment reminders