



Winter Newsletter



Update from the practice

We have had a busy few months with new immunisation programmes for children. Ongoing work providing RSV, Shingles, Flu and Covid vaccinations. We continue to offer same day appointments with GP's, chronic disease reviews, NHS health checks, blood tests, blood pressure monitoring, to name but a few of the services provided by your practice.

We have welcomed a new receptionist, administrator Stefanie Harrison she will also do her dispensary training. Stefanie has an NHS health background we are delighted to welcome her to our team.

Sophie Harrison will be leaving at the end of November to begin her maternity leave, we all wish her well.

Our registrar Beanie Merson joined the practice in August, she works Monday, Thursday and Friday. We have a medical student coming to the practice on 17th November for three weeks.

with Christmas fast approaching please remember to order and collect your repeat prescriptions

**Christmas Day
25th December
Boxing Day
Friday 26th December
New Years Day
Thursday 31st December**

Closed

.f you require medical attention when we are closed please ring 111

If it is a medical emergency ring 999

Contraception service

Our local Alston pharmacy is now offering a contraception service. Oral contraception can be started directly from the pharmacist . The pharmacist will also offer ongoing reviews for those patients as well as offering reviews for patients who may have started the medication from their GP. Please ask local pharmacy for more information

Other services provided by pharmacy include:

- ♦ Sinusitis
- ♦ Sore throat
- ♦ Earache
- ♦ Infected insect bites
- ♦ Impetigo
- ♦ Shingles
- ♦ Uncomplicated Urinary Tract infections in women

Update from social day unit

We have recently raised £225 from a number selector fund raiser—congratulations to David Pepin who won the £75 prize. Thank you to everyone who purchased a number

Big thank you to all our volunteers who have given their time.

Laura our health and wellbeing coach who runs the unit ensures there are lots of activities for our clients to enjoy including pottery classes, flower arranging, Yoga and exercise.

Volunteers needed Alston Social Day Unit

We are looking for volunteers to support our social day unit which runs on Tuesdays and Wednesdays. Any help would be very much appreciated, we have a monthly rota therefore no firm commitment is necessary.

We need help with transport, catering and social interaction with our clients

The social day unit has been a great success and is something the practice is very proud of

Patient feedback

We would like to thank all of our patients who take the time to complete the online questionnaire sent out after your appointment. We receive the results at the end of each month and review the anonymous replies. We welcome your suggestions and act on them whenever possible for example:

- ◆ We have applied to our estates department to get the reception area decorated
- ◆ We have discussed with the whole team the importance of updating patients if the GP is running late
- ◆ The overhead display in reception is not compatible with our clinical system we are waiting for it to be removed. We do not have any plans at present to introduce a new call in system but will review this if a suitable alternative could be found
- ◆ The receptionist does need to ask what the appointment is for as there can be alternatives for example first contact physio or pharmacy first. We understand that you may not want to let the receptionist know what the appointment is for.

We would like to thank you for all the positive comments which are gratefully received by the whole team.

Change of personal details:

Please can you inform the practice if your address, telephone or mobile number has changed. This ensures we are able to contact you with important test results or information when necessary.

If you have an email address this can also be added to your records

NHS APP

Have you got the NHS app— if not please download this today. The app enables you to view your medical records, order repeat prescription's and book GP appointments.

For more information we have leaflets in reception or go on line where you can find out how to download the app and the benefits of having the app.