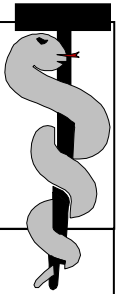


Teams Medical Practice Newsletter

January 2019



Happy new year and welcome to our first newsletter of 2019.

Walking group – every Thursday at 10am, starting at the front of the Practice and taking in different routes around Teams. Come and join us – everyone is welcome and it is FREE. We would also like to hear from anyone who might be interested in becoming a walk leader. Please get in touch with us or come along to the walk to find out more.



You may have noticed when you contact the surgery to book an appointment the reception staff will ask for symptoms before booking you in. This is to ensure you are booked in with the correct person for your problem and for the correct length of time and sometimes can save you coming in for an appointment altogether. Reception are trained in signposting and are bound by the same confidentiality rules as doctors and nurses and all other NHS staff. Over a 4 week period reception staff kept a log of the appointments which were saved by asking patients what their symptoms were - **108 doctors' appointments were saved which is 18 hours of the doctors' time over a 4 week period.**

We would like to remind you if you are unable to attend an appointment at the practice with any member of the team please let us know in good time so that the appointment could be offered to someone else. **In December alone we had 227 appointments in the practice missed but not cancelled.** Recent NHS Digital data has shown that more than 15 million consultations are being wasted because patients fail to show up for their GP appointments, costing £216m a year.

There has been an increase recently of patients contacting the practice during our busiest time of day for routine requests – sick notes, booking annual reviews, or routine appointments for a different day. If you are not ringing to make a same day appointment we would ask that you try to avoid contacting the practice before 9.30am unless it is an emergency or you are unable to contact us any other time.

Is it your New Years' resolution to lose weight? We hold weekly weigh-ins at the practice and you can get healthy eating advice at the same time. These are held every Friday between 12 noon and 1pm. If you are interested please come along - no appointment needed.

Wanting to get into cycling? Big Local's social rides are for you!

Social rides are run weekly from their Bungalow in Teams for anyone wanting to get pedalling. If you don't have a bike no problem, they have bikes and helmets for you to use.



The rides last about 2 hours, on 'traffic free' cycle paths and include plenty of stops to check out the views (and have a cuppa!). They're at an easy and relaxed pace with the emphasis on socialising and having fun.

Rides start at an easy level and gradually increase when you feel more confident and ready to go further. The group's trained ride leaders will support and gradually get you into cycling!

Rides are free and take place on the first and third Friday of each month from their Bungalow (opposite Saint Aiden's CE Primary School, Derwentwater Rd, Gateshead NE8 2SH). Rides start at 10am so come along to join in the fun. For more information or to book one of their bikes on a ride contact Andrew Tinkler on 0191 490 1032, email BLGateshead@hotmail.co.uk

For more information on all the Cycling UK Community Clubs in the North East contact Development Officer Andrew Thorp on 07831 863770 or email andrew.thorp@cyclenguk.org

Eligible for a flu vaccine but not had it yet? It's not too late. There is still time to book in for your flu vaccine. Please contact the surgery to book an appointment. If you are eligible but have decided you do not want it please let us know so we can add it to your records.

Practice Closures

Please note the practice is closed between 1pm-2pm every Monday and closed all afternoon from 12.30pm on the following dates for staff training: -
20th March 2019

Would you like to sign up for newsletters by email or to receive letters from us by email instead of by post? You can also book appointments and order medications online too. Please speak to reception.