



## NEWSLETTER

### PRACTICE NEWS


We are delighted to welcome back Dr Caitlin Longster and Shannon Spain (Medicines Manager) after their maternity leave. We also welcome our new GP Registrar Dr Jenny O'Neill who will be with us for six months. We also have a new member of the reception team Marion Hall who joined us in September. Dr Alice Hartley is now a fully qualified GP and will be with us until November.

We are sadly saying goodbye to Dr Mike Cannon and Dr Dick Fowles who have now left the practice. Also goodbye to Sam one of our receptionists who has also departed.

Congratulations to Ayla and Emma who are now fully qualified dispensers.

Congratulations to our Practice Nurse Shi Shi Ord who has given birth to a baby boy


### FLU CLINICS

Flu Vaccines 

Over the next week...

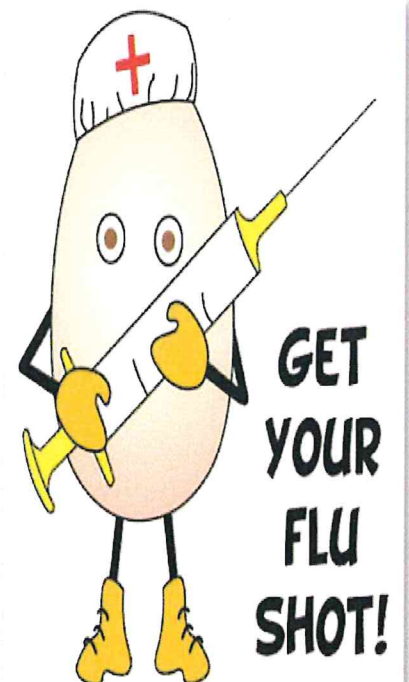
\* **2-3 year olds** - Parents will receive a text with a link to book their child into a nasal flu appointment.

\* **Over 65 and anyone 2-64 clinically at risk** - Once clinics are organised texts will be sent out with a link to book your appointment.

If you have not consented to text we will be phoning patients to book appointments. If you are unable to book via the link you can ring the surgery after 12pm to make an appointment. 

If you do not want the vaccine please let us know either by phoning the surgery or emailing us on: [nencicb-nor.belord@nhs.net](mailto:nencicb-nor.belord@nhs.net).

**COVID VACCINES** - we don't have any information on the covid vaccines, but once we know we will be updating patients.





## BELFORD PHARMACY

Belford Pharmacy can treat and give advice on various minor ailments including:

**Urinary Tract Infection** –water sample screened for Nitrites/ Leucocytes / protein with Multistix – symptoms / history - POTENTIAL antibiotic treatment if appropriate. Or advice on symptom management, telephone review from 16 years to 65 years

### Minor Ailments Medication and Conditions

Range of conditions - sore throats, headaches, ear infections medicine supply if appropriate – NHS funded according to prescription exemptions ( Under 16s only if Parents exempt)



## ADDITIONAL STAFF

We are very fortunate at the practice to have access to additional staff to complement our core team of GP's, nurses and healthcare assistant and our administration team. You may have had letters, text messages or seen posts on Facebook offering appointments in addition to the regular service offered. This is a brief introduction to some of these staff members. All of which you can self-refer to, just ask at reception.

**Rebecca Hall-** Our recently appointed Health and Wellbeing coach. Rebecca offers face to face and telephone appointments to patients who would like to make some lifestyle changes and would like some support with this. This can be anything from help with diabetes care, weight loss, increasing exercise or helping with low mood in conjunction with other health care professionals.

**Jannette Casson-** Dementia lead social prescriber. Jan offers support to anyone diagnosed with dementia or their families.

**Carol Gunn-** Social prescriber. Carol supports patients with all manner of issues, from housing and benefits to loneliness and isolation. Appointments can be face to face or telephone. Carol also helps with Dementia advice.

**Jack Lees and David Pearse-** Clinical pharmacists. Jack and David see patients either face to face or via telephone to discuss any medication queries and conduct medication reviews, an essential part of ongoing care to ensure your medication is the most suitable for you and that it is working the way it should.

**Judith Sefton-** Mental Health Occupational therapist. Judith offers support and care with Mental health issues which may not be covered by talking matters. Appointments are face to face or telephone.

**Miles Calum-** First contact Physiotherapist. All musculoskeletal conditions and chronic pain.

**Jenna Moffat-** Care Coordinator. You may have had messages and letters from Jenna covering everything from blood pressures to Asthma care. Her role here at the practice is to tackle ill health and medical conditions before they cause symptoms leading to early diagnosis and better care outcomes. You may also see Jenna working alongside our Health care assistant Sharon, taking bloods and conducting health checks and long-term condition reviews.

## NURSE PRACTITIONER

### CARRY HORROCKS

I joined the Belford team in February 2021 on a locum basis to support our GP's on medical student training days. I currently work Mondays, Thursday and Fridays. I have been an Advanced Nurse Practitioner for just over 9 years and work to support the GP role. I am able to assess, diagnose, refer and prescribe for patients. I have a broad interest in general practice and really enjoy the variety this role provides. I have a special interest in women's health, diabetes and mental health. For those patients I have met already, thank you for your warm welcome.

## CURRENT OPERATING PROCEDURES

### **Current Opening Times**

#### **Belford Surgery**

**01668 213738**

**8.30-6.00 Monday to Friday**

**Prescription Ordering**

**Blood/X-ray Results**

**9am –2pm**

#### **Seahouses Surgery**

**01665 720917**

**Monday and Tuesday**

**8.30-6.00**

**Thursday**

**8.30 –5.30**

**Friday**

**8.30-12.30**

**Wednesday**

**Closed**

**Prescription Ordering**

**9am-2pm**

**Blood/X-Ray Results**

**9am-2pm**

**Website:**

**[www.belfordmedicalpractice.nhs.uk](http://www.belfordmedicalpractice.nhs.uk)**

**Facebook Page:**

**Belford Medical Practice**

### **Appointments**

The surgery uses a telephone triage system. This means that patients will initially be phoned by a Doctor or Nurse Practitioner and if they need to be seen the Clinician will organise a surgery time with the patient for a face to face consultation. Staff will ask for a brief summary of your problem so you can be directed to the most appropriate clinician which may not be a GP. Also for any urgent problems the Doctors can then prioritise those calls.

This does have an advantage in that patients with urgent medical symptoms can be seen straightaway. Other patients are usually seen either that day or the day after or if appropriate, triaged to another team member such as the first contact Physio.

We are in fact busier than ever with telephone calls and face to face appointments, our last figures showing that clinical contact has increased compared to pre-pandemic levels. These figures do not include covid or flu vaccination numbers or additional appointments with staff such as physio, mental health, social prescribing and pharmacist. These provide additional options for patients on top of our background figures. Annual Reviews

We are still carrying out annual reviews and will be contacting patients in the month of their birth to attend for their annual health review.

### **Access to the Surgery**

Face coverings are now optional in the surgery but we do ask that if you have a cold or chest infection that you wear a mask. There is a hand sanitiser on the right as you come through the door which we ask you to use. Social distancing seating is provided.

### **Collecting Prescriptions**

When you enter the surgery please make your way into the booth to the left, this will take you to the dispensary window and you will be able to collect your medication form there.

### **Home Visits**

Home visits by the GP's and District Nurses are still being undertaken as necessary. Doctors still routinely wear face masks where necessary to protect vulnerable patients. If you feel you need a home visit we would ask you to contact the surgery as soon as possible in the morning so that you can be added to the visiting list for that day (before 11am). You will be asked your name and address and the reason for the visit. As usual the request will be triaged by the GP's.

### **Telephone System**

You will hear a message at the start and will be offered three options. Select Number one if requiring a prescription or results, select number two if requiring an appointment and select number three for all other enquiries. Requests for prescriptions and results are only available between the hours of 9-2. If you select this option out with those times then you will hear a message and the phone line will cut off.

### **Online Services**

You can register for online services which will enable you to order medication and book certain appointments online. If you are interested in this then please enquire at reception.

### **E consult form**

This can be found on the practice website. Complete the form and send this into the surgery. This is another way to contact us about health problems, sick notes or requesting a contraception review.



## WINTER HEALTH

### **Winter is just around the corner – Stay healthy.**

**Cold weather can make some health problems worse and even lead to serious complications, especially if you're 65 or older, or if you have a long-term health condition.**

Get advice if you feel unwell - If you're 65 or over, or in one of the other at-risk groups, it's important to get medical help if you feel unwell.

You can get help and advice from:

**The Pharmacy** – Pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.

**The GP surgery** – You may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to.

**NHS 111** – Visit [111.nhs.uk](https://111.nhs.uk) or call 111 if you have an urgent medical problem and you are not sure what to do

**The sooner you get advice, the sooner you're likely to get better.**

In an emergency, go to A&E immediately or call 999

### **Get your winter vaccinations.**

If you're at greater risk from COVID-19 and flu it's important to get the extra protection of vaccination in winter.

If you are eligible will be inviting you in for your Seasonal vaccinations over the next few weeks. We may send out text messages with links to booking pages. If you are unable to do this, you can contact reception and we will send out a step-by-step guide to make it easier. If you do not have a mobile phone we will contact you by your preferred method.

Please make sure we have your correct telephone number and you have given us permission to contact you this way. If not it might delay your invitation reaching you.

You're eligible for a free flu vaccine if:

- you're aged 65 or over (including if you will be 65 by 31 March 2024)
- you're pregnant
- you have a chronic long-term health condition
- you're in long-stay residential care
- you receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- you live with someone who is more likely to get a severe infection due to a weakened immune system
- you're a frontline health or social care worker

School aged children (Reception to Year 11) can also get a free flu vaccine at school.

For most people, flu is unpleasant, but for some it can be dangerous and even life-threatening. COVID-19 is also still making people very ill every day. Both vaccines are safe and effective, and are the best protection from these viruses. It's important to get both vaccines if you're invited.

You need to have the flu vaccine every year because the viruses that cause flu change every year.

Your immunity from the COVID-19 vaccine also reduces over time. This is why those at greater risk are being invited to get a booster.

The best time to have the flu vaccine is in the autumn before flu starts spreading. But you can get the vaccine later.

If you're eligible it's important to get these vaccinations ahead of winter when viruses circulate most and can cause the most harm.

To find out more about seasonal vaccinations please visit the NHS website.

## **Keep warm and keep in touch.**

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression. Ideally heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Make sure you're getting all the help that you're entitled to. There are grants, benefits and advice available to make your home more energy efficient, improve your heating or help with bills. Find out more about ways to save energy in your home from GOV.UK, or call the government helpline on 0800 444 202.

Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling unwell. Make sure they're stocked up with enough food supplies for a few days, in case they cannot go out. If they do need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from cold air, and to reduce their risk of chest infections. Make sure they get any prescription medicines before the holiday period starts and if bad weather is forecast.

We are here to help with medical concerns and you can contact us through reception or via econsult. We encourage you to have your Annual review when you are invited for this, generally in your birthday month. But please do not wait until then if you have health concerns. Remember...

**The sooner you get advice, the sooner you're likely to get better.**

## **Greener Practice**

Belford Medical Group is committed to working towards environmentally sustainable healthcare. In order to achieve this we have signed up for the Green Impact for Health Toolkit and are actively taking steps to reduce our carbon footprint. The climate emergency is also a health emergency, and healthcare in the UK contributes 4-5% of the UK's carbon emissions. We want to continue to improve the health of our patients without compromising the health of the planet, and this means making choices within sustainable boundaries. Fortunately, most of the solutions that are good for the planet are also good for our health. You may see a few changes around the practice, and we encourage you to consider how you can be environmentally conscious in your own lives through active travel, reducing waste and recycling. Take a look at [www.greenerpractice.co.uk](http://www.greenerpractice.co.uk) to learn more about what we might be doing.







### TESCO PHARMACY BERWICK

**Following an NHS regulation change, please be advised that the opening hours of Tesco Pharmacy, Berwick upon Tweed will be permanently changing.**

**From Tuesday 29<sup>th</sup> August 2023 our hours will be:**

**Monday 9am -9pm**

**Tuesday 9am -9pm**

**Wednesday 9am-9pm**

**Thursday 9am-9pm**

**Friday 9am-9pm**

**Saturday 9am-9pm**

**Sunday 10am-4pm**



### MISCELLANEOUS INFORMATION

**If patients would like help to register online or to use any of our online services - please contact Ayla or Lauren and they could see you face to face or talk over the telephone**

**If patients change address please inform the surgery but it the patients responsibility to inform any other service providers i.e hospital and dentist.**