

# East Wing Surgery

New Edition September 2023

## Welcome to the New Edition of our Practice Newsletter

We hope that our newsletter will be helpful for us to share changes and useful information with our patients.

We also have a new website ([eastwingsurgery.nhs.uk](http://eastwingsurgery.nhs.uk)) – please have a look at the information available and if there is anything that you feel we have missed, please let us know.

We now have a new Facebook practice page which you can ‘like’ and ‘follow’ to receive regular updates.

### Practice Prescription Line Closure 16<sup>th</sup> September 2023

In order to make our prescription service safer, we are changing how you can request your medication. All future requests should be made:

- Online (this can be done via the NHS App).
- Econsult.
- E-mail ([ewsa88613@nhs.net](mailto:ewsa88613@nhs.net))
- Via your nominated pharmacy. Ask them to order on your behalf.
- In writing using the re-order slip which can be placed in the box outside of the surgery.

### Practice Data (April to June 2023)

- 164 appointments booked but patients did not attend.  
  
36 of the above appointments were with a GP.
- A total of 6 hours of missed appointments were with a GP.
- 94.6% of our patients who completed a survey would recommend the practice to their family and friends.

## Flu Season 2023 – 2024

Flu clinic appointments are now available. Please book an appointment online or via our reception team!  
Flu vaccinations are free to patients:

- Aged 65 and over
- Pregnant
- Aged 18-64 with a clinical risk
- Children aged 2-3 years (nasal vaccination)

**Please note that patients aged 50-64 without an underlying condition are not eligible this year.**

## Missed Appointments

Demand for appointments is at an all-time high and non-attended appointments mean that other patients may have to wait longer to be seen.

Any patient who misses an appointment will receive a text message and/or letter reminding them to cancel if they are unable to attend.

Failure to attend 3 appointments within a 12-month period may result in removal from our practice.

## **Important Changes to how our practice works:**

When you contact the surgery, our reception team will ask for some brief information about your medical problem so that you can be signposted to the most suitable Healthcare Professional (HCP) to deal with your particular issue. We now have a wider range of HCP's to deal with your medical needs. You may have to attend another local surgery in Jarrow or Hebburn to access these services.

### **GP's**

For complex medical problems.

### **Advanced Nurse Practitioner**

Minor illness and moderate medical problems.

### **Practice Nurse**

Long term condition reviews, child and adult vaccinations, smears, contraception and HRT reviews, routine health checks and wound care.

### **Healthcare Assistant**

New patient checks and NHS health checks, blood pressure monitoring, smoking cessation, wound care, limited adult vaccinations.

### **Pharmacy**

Minor medical problems (see list on our website)

### **Physiotherapists**

First line for joint and muscle problems.

### **Podiatrist**

First line for foot problems.

### **Mental Health Practitioner**

General mental health support for patients who are not already under the care of a mental health nurse or consultant.

### **Social Prescribers**

For patients who require non-medical support.

### **E-consult**

Struggling to get through via the telephone – why not try e-consult! Access is through the practice website.

**Please take care when booking your own appointments online. Only a very limited number can be booked for specific reasons.**

**Inappropriately booked appointments will be cancelled and you will be notified of this.**