

December Newsletter



GP Partner: Dr D Cordner

GP Partner: Dr S Aval

General Practitioner: Dr E Stone

General Practitioner: Dr T Ndubuisi

General Practitioner: Dr A Rajagopal

Business Manager: Mrs C Pearson

Operations Manager: Miss K Scott



Opening Hours

Monday	08:30am - 18:00pm
Tuesday	08:30am - 18:00pm
Wednesday	08:30am - 18:00pm
Thursday	08:30am - 19:45pm
Friday	08:30am - 18:00pm
Saturday	Closed
Sunday	Closed

Tel: 0191 489 7183

www.mayfieldmedicalgroup.nhs.uk

Facebook: @MayfieldMedicalGroupJarrow

Useful contact telephone numbers:

Physiotherapy self-referral – 0191 481 3902

Talking Therapies – 0191 283 2937

Crisis Team Initial Response Service – 0303 123 1145

Palliative Care Team, District Nurses, Recovery At Home and Community Matrons – 0191 565 6100

South Tyneside Hospital – 0191 404 1000

Sunderland Royal Hospital – 0191 565 6256

STDH/SRH Appointments line – 0191 541 0101

Newcastle Hospitals – 0191 233 6161

Queen Elizabeth Hospital – 0191 482 0000

GP Online Services

You can now book appointments, order repeat prescriptions and even access your GP records online. It is quick, easy and your information is secure. Please ask one of our reception team who can provide you with further details.

iWantGreatCare

Please feel free to leave any reviews on the iWantGreatCare website. www.iwantgreatcare.org

New Staff Updates

Dr Alice Oliver-Evans – F2 Doctor

Failed to attend appointments

Last month the practice encountered a number of 116 patient DNA Appointments.

These are appointments that could have been used by other patients in need of appointments. Please remember it is very important to let the practice know when an appointment is no longer required. We understand that it can be difficult to get through to cancel however please note numerous DNA failures can result in yourself being removed from the practice list.

e-Consultation

Struggling to get through on the phone? Why not use our e-consultation service that can be accessed through our practice website. Simply follow the instructions and e-consult will either let you submit a request for the GP, or it will direct you to an appropriate service.

<https://mayfieldmedical.webgp.com/>

Did you know you can request or extend a sick note via **e-Consult?**

Did you know you can get help and advice about your long-term conditions or your general health via **e-Consult?**

Did you know that you can request a medication through **e-Consult?**

Did you know you can take a photo for the doctor and send it via **e-Consult?**

Do you have a medical problem and need to tell the doctor about it, but not sure if you need to be seen?

Do you have an administration query, such as chasing insurance reports? You can submit a query via **e-Consult** and our administration staff will get back to you.

In the past 2 weeks there was 119 e-Consults submitted. From these e-Consults there was 9 diverted to other services, 8 pharmacy self-help visits, 14 self-help visits and 71 estimated appointments saved.

Annual Reviews Appointments

Please note you will no longer be reviewed within your birthday month **and reviews run APRIL to MARCH.**

We will be carrying out bloods on site during your appointment here at the surgery.

We are currently having so many patients DNA appointments. It is very important to let the practice know when a review appointment is inconvenient to prevent missed appointments. By informing the practice when you cannot attend will allow further patients to be seen.

It is very important to have your annual review check-up so that any appropriate follow up and investigations can be undertaken for you.

Bloods appointments

As of the 1st October we now carry out bloods in the practice.

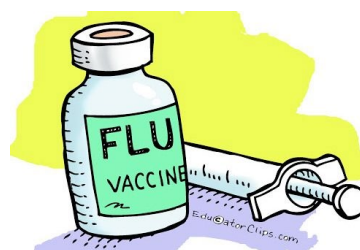
If you are due a blood test you will be sent a text message with a link to book one of our blood's appointments. If you do not have a mobile number or cannot receive texts, then you will be contacted by a member of the team to book this via telephone.

Children's bloods have not changed and are still carried out at the Children's Day Unit at South Tyneside District Hospital. If your child is due a blood test you will need to contact them on 0191 404 1048 to arrange an appointment.

Flu season

If you are over 65 years old or clinically at risk (our staff can check if you are eligible) please contact the surgery to book in for your flu vaccination. Our clinics start from 1st October.

If you have received a text message and you are eligible for a flu vaccine, please book your appointment via patient access or the NHS app. If not, please contact our reception team who can book you in.



PRESCRIPTIONS

Due to the telephone demand increasing daily, we would recommend you **order your repeat prescriptions via your online apps.**

This is a more efficient way, and you can see when your prescriptions are due and when they have been processed.

If you are not set up for this, please contact our reception team or call into the practice and our reception team can help facilitate this for you.

Housebound patients can call the practice between 11-12 to order prescriptions.

Please note if you call outside of this time, you may be asked to call back in the allocated hours due to the phone lines being extremely busy.

If you have a prescription query that cannot be dealt with online/you do not have access, please contact the practice and our reception team can assist you.

Flu

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

Flu symptoms come on very quickly and can include:

- a sudden high temperature
- an aching body
- feeling tired or exhausted
- a dry cough
- a sore throat
- a headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- feeling sick and being sick

The symptoms are similar for children, but they can also get pain in their ear and appear less active.

If you have flu, there are some things you can do to help get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- give paracetamol or ibuprofen to your child if they're distressed or uncomfortable – check the packaging or leaflet to make sure the medicine is suitable for your child, or speak to a pharmacist or GP if you're not sure
- drink plenty of water to avoid dehydration

A pharmacist can help with flu

A pharmacist can give treatment advice and recommend flu remedies.

Do not take paracetamol and flu remedies that contain paracetamol at the same time as it's easy to take more than the recommended dose.

Antibiotics

Antibiotics do not work for viral infections such as flu. GPs do not recommend antibiotics for flu because they will not relieve your symptoms or speed up your recovery.

Ask for an urgent GP appointment or get help from NHS 111 if: You or your child have symptoms of flu and:

- you're worried about your baby's or child's symptoms
- you're 65 or over
- you're pregnant
- you have a long-term medical condition – for example, diabetes or a condition that affects your heart, lungs, kidneys, brain or nerves
- you have a weakened immune system – for example, because of chemotherapy or HIV
- your symptoms do not improve after 7 days

How to avoid spreading the flu

Flu is very infectious and easily spread to other people. You're more likely to give it to others in the first 5 days. Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- cover your mouth and nose with a tissue when you cough or sneeze (if you do not have a tissue, cough or sneeze into the bend of your elbow, not into your hand)
- bin used tissues as quickly as possible

Try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities.

<https://www.nhs.uk/conditions/flu/>



Right to choose ADHD/Autism Referrals

If you are interested in a Right to Choose referral for ADHD or autism, please research for a service provider which you would like to be referred to and complete their referral documents on their website (self-report scale etc) and hand this into the GP surgery for us to refer you to their service.



Right To Choose

Christmas/new year hours

Monday 22nd December 2025: 8:30am – 6pm

Tuesday 23rd December 2025: 8:30am – 6pm

Wednesday 24th December 2025: 8:30am – 6pm

Thursday 25th December 2025: CLOSED

Friday 26th December 2025: CLOSED

Monday 29th December 2025: 8:30am -6pm

Tuesday 30th December 2025: 8:30am – 6pm

Wednesday 31st December 2025 8:30am – 6pm

Thursday 1st January 2025: CLOSED

Friday 2nd January 2025: 8:30am – 6pm

PHARMACY FIRST / GP2P

You can go to the pharmacy directly regarding the following issues:

- Aches & Pains – eg Paracetamol, Ibuprofen
- Allergies – eg hayfever
- Colds & Flu – eg cough meds, pain meds
- General Ear Care – eg olive oil drops
- General Eye Care & Infections – dry eyes, infections
- Gastrointestinal Care – diarrhoea, constipation, threadworm
- Head Lice
- Mouth Care – eg cold sores, tooth ache, ulcers, thrush
- Skin Care – creams, chickenpox, athletes' foot, nappy rash, scabies
- Warts & Verruca
- Vaginal Thrush

We can book you into local pharmacies for the following issues:

- Urinary Tract Infections (UTI): 16-65, Females only
- Impetigo: Over 6m, not had in last 3 months
- Shingles: Over 18
- Skin Infections: Over 18
- Dyspepsia: 18-55
- Sore throat infections, Tonsillitis: Over 16
- Otitis Externa or Ear Problems: Over 16
- PILL Checks

NHS and Private Services

- Ear Wax Removal – PRIVATE only some pharmacies
- Period Delay – PRIVATE only some pharmacies
- Erectile Dysfunction – PRIVATE only some pharmacies
- Travel Clinic & Yellow Fever – PRIVATE only some pharmacies
- Occupational Vaccinations – PRIVATE only some pharmacies
- Stop Smoking – NHS
- BP Checks – NHS
- UTI service – NHS
- Contraceptive service – NHSEHC - NHS
- Medicine Synchronisation – NHS

<https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>

<https://www.nhs.uk/conditions/hay-fever/>



Pharmacy First

Carers

Registering with your GP as a carer allows the practice to provide tailored health advice, flexible appointments and refer you to local support services and schemes such as carers flu jabs.

Please let our reception team know if you are a carer so that this can be added to your medical record.

Patient online access NHS app

Download the NHS app or log in through the NHS website to access NHS services online.

What you can do with the NHS app

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and management appointments
- View your GP health records
- View your NHS number
- Register your organ donation decision
- Book and manage COVID-19 vaccinations



Cervical screening

Cervical screening, which used to be called a smear test, is a test to check the health of the cervix and help prevent cervical cancer. It's offered to women and people with a cervix aged 25 to 64.

Booking a cervical screening appointment

You'll be sent an invitation through the NHS App, by text or by letter when it's time to book your cervical screening appointment.

Your invitation will tell you where you can go for cervical screening and how to book.

Most cervical screening is done in a GP surgery by a female nurse or doctor.

You can usually call your GP surgery to book an appointment with them. You can book the appointment online with your patient online access.

<https://www.nhs.uk/tests-and-treatments/cervical-screening/>

