

November 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: Miss C Wade
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

Ethan Lloyd – Admin Apprentice

Failed to attend appointments

Last month the practice encountered a number of 205 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.

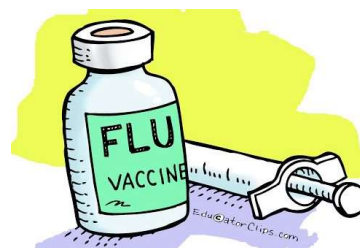
If you are due a blood test you will be sent a text message with a link to book one of our blood's appointments. If you do not have a mobile number or cannot receive texts, then you will be contacted by a member of the team to book this via telephone.

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.

Movember Men's Health Awareness Month

Movember is an annual event in November that encourages men to grow moustaches to raise awareness and funds for men's health issues, including prostate cancer, testicular cancer, mental health and suicide prevention.

5 things men should know and do when it comes to their health

- 1) Spend time with people who make you feel good
- 2) Talk more
- 3) Know the numbers
- 4) Know thy nuts
- 5) Move more

Testicular cancer

How to check your testicles:

- 1) Warm up in a shower. This relaxes and loosens the testicles.
- 2) With your thumb and fingers, roll one testicle to get to know what's normal for you. Check for any changes or anything painful.
- 3) Repeat with the other testicle.

Everyone will have their own way of touching and looking for changes.

Get used to checking regularly and be aware of anything that's new or different for you.

<https://uk.movember.com/>



Lung Cancer Awareness Month

There are two main types of primary lung cancer. These are:

- non-small cell lung cancer
- small cell lung cancer.

Sometimes cancer spreads to the lungs from somewhere else in the body. This is called lung metastases or secondary lung cancer.

The symptoms of lung cancer can include:

- a cough for 3 weeks or more
- a change in a cough you have had for a long time
- a chest infection that does not get better, or repeated chest infections
- feeling breathless and wheezy for no reason
- coughing up blood
- losing weight for no obvious reason
- feeling tired
- chest or shoulder pain that does not get better
- a hoarse voice for 3 weeks or more.

If you have any of these symptoms, it is important to get them checked by your GP.

<https://www.macmillan.org.uk/cancer-awareness/lung-cancer-awareness-month>



Mouth Cancer Awareness Mouth

Mouth cancer is also known as oral cancer. Mouth cancer can start at in any part of the mouth and is one of the most common types of head and neck cancer. The most common places for mouth cancer to develop are on the side of the tongue and the floor of the mouth.

Symptoms of mouth cancer:

The most common symptom of mouth cancer is a ulcer or sore that does not heal in 3 weeks. The areas that may be affected include the:

- inside of the cheeks
- roof of the mouth
- lip
- gum
- tongue

There are other possible symptoms of mouth cancer. For example, pain in the mouth or red or white patches in the mouth.

If you have any of these symptoms or notice anything unusual for you see your GP straightaway.

<https://www.macmillan.org.uk/cancer-awareness/mouth-cancer-awareness-month>

Diabetes Awareness Month

Diabetes is a chronic condition where the body has too much glucose in the blood either because it doesn't produce enough insulin or the insulin it produces doesn't work properly. The two main types are type 1, an autoimmune condition where the body doesn't produce insulin and type 2, where the body doesn't use insulin effectively and doesn't produce enough to keep up.

Common signs and symptoms of diabetes:

- increased thirst all the time
- frequent urination
- extreme fatigue
- unexplained weight loss
- blurred vision
- slow healing sores
- frequent infections
- numbness or tingling

if you experience any of these symptoms it is important to see a GP.

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

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



Poor care?

Good care?

We check the quality of care at this service.

Your experience is important.

Give feedback on care:



Email:
enquiries@cqc.org.uk

Call:
03000 61 61 61