

WALKER MEDICAL GROUP
NEWSLETTER
Patient Issue



ISSUE 101

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www.walkermedical.co.uk

NON ATTENDANCE OF APPOINTMENTS

Over the last 6 months
2,825 appointments
were not attended or
cancelled at this surgery.

Most appointments are
10 minutes long which is approximately

470.83 hours
of wasted clinical time.

Please do not waste our time—cancel if you
cannot attend for your appointment. Your
cancelled appointment can be used by
another person!

PBC NEEDS YOUR HELP

What is PBC (Practice Based Commissioning)?

Walker Medical Group and other local GP practices have grouped together to try and improve the medical services available to you.

This may be by moving services from hospitals and in the GP practices closer to you or making the service more efficient so you are seen earlier.

This group is called NNECG (Newcastle and North East Commissioning Group).

You can visit the group website and find out more at

<http://www.nnecg.org.uk>

So far the group has:

- Improved care for COPD (Chronic Obstructive Pulmonary Disease). In many cases sufferers can now receive treatment at home rather than be admitted to hospital.
- Improved prescribing of calcium replacement medicines for patients with osteoporosis which will help prevent broken bones.
- Created a new service called IMATT for patients with joint or muscular skeletal disease.

The group would like to do more but needs your help and would like to start a discussion. You can contact the website and leave comments on for example:

- What do you think can be done better?
- Do you have improvements for existing services?
- Do you have a suggestion for a new service?
- Would you like to help and advise us?

You can also contact us leaving your suggestions on our website
<http://www.walkermedical.co.uk>

SWINE FLU VACCINATION

If you have not had your swine flu vaccination and belong to one of the following groups below please make an appointment with the practice nurse for this to be done.

1. Adults and children over six months of age who have a long term health condition including:
 - Chronic lung disease
 - Chronic heart disease
 - Chronic kidney disease
 - Chronic liver disease
 - Chronic neurological disease
 - Diabetes mellitus
 - Immunosuppression caused by a disease or treatment for a disease
2. Pregnant woman at any stage of pregnancy
3. People who live in the same house as someone whose immune system is compromised by disease or treatment
4. All children aged 6 months to 5 years

People not in the propriety groups may be offered the vaccine at a later stage. The Government has ordered enough vaccine for everyone in the country if the situation requires it.

TELEPHONE SHORTCUTS

When you ring the surgery you will notice we have a pre-recorded message. Here is a list of shortcuts to cut the waiting time.

After ringing 0191 2620444:



- Dial 1 Home Visits
- Dial 2 Prescription advice (please note you cannot order Prescriptions over the telephone)
- Dial 3 Test results (these are only given out from 3—5 p.m.)
- Dial 4 Appointments and general reception queries
- Dial 7 Secretarial queries

If you wish to contact the District Nurses please ring Monday—Thursday 8.30 a.m.—5 p.m. 0191 2194641. At any other time telephone 0191 2563033.

UNFORTUNATELY THE SURGERY CAN NOT BE OPEN 24 HOURS A DAY

When the practice is closed the service is provided by the Out of Hours GP service. When you ring the practice your call will be put through to the Out of Hours service.

NHS Direct—you can ring this service for advice 24 hours a day, seven days a week. They can also give you details of local services from late night pharmacists to emergency dentists. Visit www.nhsdirect.nhs.uk or call 0845 46 47.

Community pharmacies—Are an alternative source of advice and are often open at weekends and can be open late at night or on a bank holiday. The pharmacist is a qualified medical professional and can give advice about common symptoms, medicines and healthy living.

Nurse led walk in centres offer a range of services, including health information, advice and treatment for a range of illnesses and minor injuries without having to make an appointment.

Newcastle General Hospital Walk-in Centre. Open 8 am to 9 pm seven days a week. Telephone (0191) 2563163.

Newcastle Central NHS Walk-in Centre

Unit 5, The Bar, St James' Gate. Open Monday to Friday 7 am—7 pm. Telephone (0191) 2333760.

Molineux Street Walk in Centre

Just off Shields road. Open 7 days a week 8—10 pm. Telephone (0191) 2755863.

Minor injuries Unit RVI Hospital

Open 9 am—4 pm 7 days a week. Telephone (0191) 2820531.

PATIENT FORUM

If you are interested in joining our patient forum to shape patient services. Please leave your details at reception and we will be in touch.

If you have any suggestions for the newsletter please contact Janet Carmichael, Assistant Practice Manager.