



Dec 2015

Opening Times

Monday

8.00am—6.00pm

Tuesday

8.00am-6.00pm

Wednesday

8.00am-6.00pm

Thursday

8.00am—12noon

3.00pm—6.00pm

CLOSED BETWEEN

12 AND 3PM

Friday

8.00am-6.00pm

We're on the web :

www.nortonmedicalcentre.nhs.uk

Out of Hours

For Medical Assistance
when the Surgery is
closed Tel:

111

TIME OUT!

Please note the practice will
be **closed from 12noon** on
the following dates to allow
staff training to take place

Wednesday 27 April 2016

Wednesday 13 July 2016

Tuesday 18 October 2016

Wednesday 1 February 2017

CLEVELAND FIRE BRIGADE
Protecting local communities

**DID YOU KNOW
2 TO 3 BREATHS
OF TOXIC SMOKE
AND YOU'RE
UNCONSCIOUS?**

**A WORKING SMOKE ALARM
CAN SAVE YOUR LIFE**

BOOK YOUR FREE HOME FIRE SAFETY VISIT NOW CALL:
01429 874063
www.clevelandfire.gov.uk

Norton Medical Centre



MEDICATION OVER THE HOLIDAY PERIOD



Please make sure you have enough medication to last you over the holiday period and if you need to order repeat medication please do it in good time rather than leaving it to the last minute.

Thank you.

LAST CALL FOR FLU VACCINATIONS



Patients aged 65 or over and those with certain pre-existing conditions are at risk from the complications of influenza and are strongly recommended to have a flu vaccination.

We have a limited supply of free NHS vaccines left and any patient who would like to have one is encouraged to ask at Reception before we run out.

DOCTOR FIRST CALL BACK SYSTEM

Since introducing the doctor call back system ahead of booking an appointment we have noticed some changes in patient behaviour that is affecting our ability to manage demand:

1. Patients are ringing much later in the day.

It is helpful that patients are staggering calls to the surgery and so avoiding the 8:30am rush but the doctors are finding it difficult to manage the increasing number of calls that come in after 4pm. It would really help us manage the day if you could call before 3pm whenever possible.

2. Patients are asking for a call back for issues that can be dealt with effectively by Reception.

Certain things such as medication queries, requests to extend sick notes, queries following a hospital consultation or queries about a referral are examples of issues that can be dealt with efficiently by leaving a message with the Receptionist. You can then ring back for the response rather than wait for your doctor to ring you, which is often quicker.

The Doctor First system was introduced so that the GPs could reduce lengthy waiting times for patients with non-urgent conditions, and we would appreciate your help in making this process safe and effective for everyone.



ONLINE SERVICES

If you wish to, you can now use the internet to request repeat prescriptions for any medications you take regularly and look at your medical record online. We are currently working on increasing the types of appointments you can book online. You can also still use the telephone or call into the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

If you are interested in using Online Services please ask at Reception - you will need to provide some photo ID. You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record.

PATIENT GROUP FUND RAISING ACTIVITIES

The patient group has been advertising its intention to raise funds to replace the existing internal doors into the waiting area with automatic doors that would improve access for a range of patients. However, after some debate it has been decided that as the building is leased rather than owned this may not be good use of patient donations.

Therefore any money raised will be used to purchase medical equipment and other items that will help improve services for patients subject to approval from the steering group.

Any items purchased will be notified to patients in the newsletter and on notice boards in the waiting area as well as being marked with a label that acknowledges the equipment was purchased from donations and money raised.

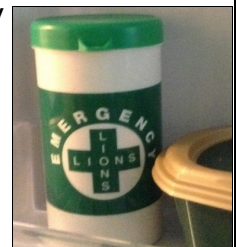
The Practice thanks the patient group for all of their efforts and all of the patients who have contributed over the years.



MESSAGE IN A BOTTLE

This is a free, Lions Clubs International scheme that is known to the Emergency Services and is a simple idea to enable individuals, living at home to leave information essential to their health in a place where it can be easily located in the event of a sudden accident or illness.

The scheme involves the completion of a standard health information form that is then placed inside of a bottle and stored in the fridge where it can easily be seen. Green stickers are then placed on the fridge door to alert the emergency services.



Choose Well Out of Hours



When the surgery is closed except in the case of a medical emergency please telephone 111 for medical assistance. The call handler will assess your need and direct you to the most appropriate service. Your local Pharmacist may also be able to help with minor ailments (coughs, colds, sore throats, hay fever etc.) or queries about medication.

