

**Consett Medical Centre
Station Yard
Consett
Co Durham
DH8 5YA**

Newsletter

April 2024

Staff updates

We have welcomed 2 receptionists and 2 apprentices to our reception / admin team
Morgan, Victoria, Isobelle, and Olivia 😊

A look back on March 2024

Face to face appointments: **4126**
Home Visits: **148**
Telephone call appointments: **937**
Did not attend: **252**

Inbound Telephone **7574** calls to our reception team.

Our Surgery welcomed **46** new patients.

8 New Babies were born!



Health Awareness Events / Calendar

Autism Acceptance Week 02/04/2024 - 08/04/2024

<https://www.autism.org.uk/get-involved/raise-money/world-autism-acceptance-week-2024>

Bowel Cancer Awareness Month

<https://www.bowelcanceruk.org.uk/>

IBS Awareness Month

<https://gutscharity.org.uk/awareness/ibs-awareness-month>

Stress Awareness Month

<https://www.stress.org.uk/sam2024/>

MS Awareness week 22/04/2024 – 28/04/2024

<https://www.msociety.org.uk/get-involved/ms-awareness-week>

Parkinson's Awareness Month

<https://www.parkinson.org/parkinsons-awareness-month>

Quote of the month:



Look for the bits of beauty in every day. That is where the magic happens.

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).
<https://services.nhsbsa.nhs.uk/buy-prescription-prepayment->



Queue Buster



We Experience high numbers of calls in the morning.

When you contact the practice, you will be given the option to Press 1 – Which means you can hang up the phone and your place in the queue will remain.
Our Phone system will call automatically call you back when you reach the front of the queue.



The Covid Spring Booster.

From April 2024 we will be offering the COVID-19 vaccine to:

- adults aged 75 years and over.
- residents in a care home for older adults.
- individuals aged 6 months and over who are immunosuppressed.



We are welcoming new members to our Patient Participation Group.

A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

The role of a PPG, is to:

Give patients and practice staff the opportunity to meet and discuss topics of mutual interest.

Provide a means for patients to become more involved and make suggestions about the healthcare services they receive.

Explore issues from patient surveys, contribute to actions plans and help monitor improvements.

Contribute feedback to the practice on patient survey results and friends and family tests by proposing developments or change.

Support health awareness and patient education.

Register your interest in joining our PPG Group, please ask a member of our Reception Team for a PPG Joiner Form.

The **E-Consult** is used for **fit notes and administrative Queries only**. To better assist with patient safety, we ask that any queries relating to a medical condition are not put through via E-Consult.

Please call us on 01207 583 400

Meet our team – March

In this section, every month we will introduce a member of our team including answers to questions the individual has provided.

Doctor Brain, GP.



Joined CMC in October 2020.

What are your interests outside of work?

I love hiking and cycling with my husband, baby daughter and dog. I am also a keen cook and baker.

What are your interests as a GP/Nurse?

I have a generalised interest in medicine and enjoy the variety.

What do you enjoy most about being a GP/Nurse?

I like building relationships with patients over the years and that is partly what drew me to general practice.

Pharmacy first Scheme



A new free NHS service means you can now access advice and medicines from a pharmacy near you – and without the need for a GP appointment. Our receptionists can now refer to local pharmacies for:

- Sinusitis - 12 years and over
- Sore throat - 5 years and over
- Earache - 1 to 17 years
- Infected insect bites – 1 year and over
- Impetigo – 1 year and over
- Shingles– 18 years and over
- Uncomplicated urinary tract infections in women – woman 16-64 years

