

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

Newsletter

January 2025

Staff updates

Last month we recruited 3 new GP Administrators,
Lorraine, Sophie, and Andrea.



A look back on December 2024

Appointments: **8724**

Home Visits: **151**

Did not attend: **350**

Inbound Telephone calls to our
reception team: **11049**

Our Surgery welcomed **86** new
patients.



**We would like to thank all of our patients for
submitting feedback via the friends and family survey.
We have received some amazing feedback, and we
would like to thank you for your kind comments.**

In December 91% of patients advised that they would
very likely or likely recommend us to a friend or family
member.

We utilise all feedback to help improve the services we
provide and take any appropriate actions that we can.
Our friends and family feedback is anonymous and we
apologise that we cannot respond or deal with the
issues directly. If you have any issue or support that
requires a direct response, please do not hesitate to
speak to a member of staff, so that we can offer
support and or deal with any concern.

The Silver Line Helpline

The Silver Line Helpline run by Age UK is a
free, confidential telephone service for older
people. They provide friendship, conversation,
and support 24 hours a day, 7 days a week.

Call on 0800 470 80 90

Quote of the month:



There are better
things ahead than
any we leave behind.

C.S. LEWIS



STAMP OUT DIABETES

Stamp Out Diabetes is diabetes Specialist Nurse Led intervention session at Consett Medical Centre focusing on reducing the prevalence of type 2 diabetes in our local community.

The aim of this one-day education programme is to support people, identified as being at increased risk of diabetes, to reduce their risk of developing the disease by providing advice on diet, weight, and activity.

We are offering patients whose blood results fall into the pre diabetic range the opportunity to participate and therefore benefit from this programme.

Our DSNs Karl, Helen and Debbie, with help from our SPLW Abbie, are currently rolling this out to all patients who they feel can benefit from the programme.

If you receive an invite and would **not like to participate please let us know so we can give your spot to another patient 😊**

**Winter Infections are spreading, and hospitals are under extreme pressure.
Please avoid A&E for flu-like symptoms.**

Stay Hydrated 🥤

Take paracetamol for fever/pain 💊

Rest at home 🛌

Contact your GP practice if symptoms persist or you have a serious illness 📞

For out of hours advice contact NHS 111 online or call 111.

As the Christmas period is over and we have entered the new year, it is a great time to book in for your **NHS Health check!**

If you're aged 40 to 74 and do not have a pre-existing health condition you are eligible for a health check.

Call us on 01207 583400 to book in now!



In December we had 350 Did Not Attends.

If you can't make an appointment please call us and cancel so we can give this valuable time to other patients who need it.

Thank you, from all staff and other patients.



GP appointment?
Can't make it?
Don't need it?

CANCEL IT!

If you would like an appointment for **cervical screening** please contact the practice on 01207 583 400.
We also have a walk-in clinic on Tuesday mornings.

