

# Welcome to St Andrew's Medical Practice



Sensier House



Oxford Road

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# When We Are Closed



- ▶ St Andrew's is open from 8 AM to 6 PM\*, Monday to Friday.  
\* Please note we are closed for lunch between 1 PM and 2 PM
- ▶ When the surgery is closed, except at lunchtime, call **111** for free where you will be referred to the right healthcare professional, as close to your home as possible.
- ▶ Please remember to 'Talk before you Walk' – dial **111** first as you must have an appointment to be seen in one of the hubs across County Durham.
- ▶ You may also use NHS Online at [111.nhs.uk](https://111.nhs.uk).

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# Know Which NHS Service to Use in County Durham

You can download this form from the home page of our website or from the Reception desk.

Know which NHS service to use in County Durham

Minor illness or injury	Emergency care
<b>Pharmacy:</b> 	<b>Emergency Department:</b> (for life threatening injuries or illness only) 
Advice and treatment for a range of minor illnesses including: <ul style="list-style-type: none"> <li>• Aches and pains</li> <li>• Earache</li> <li>• Teething</li> <li>• Sore throat</li> <li>• Cystitis</li> <li>• Red eye</li> <li>• Coughs, colds and flu</li> <li>• Skin rashes</li> <li>• Diarrhoea</li> </ul>	You should only go to the Emergency Department if you or someone else has a <b>life-threatening emergency</b> , such as: <ul style="list-style-type: none"> <li>• Loss of consciousness</li> <li>• Acute confused state and fits that are not stopping</li> <li>• Chest pain or breathing difficulties</li> <li>• Severe bleeding that cannot be stopped</li> <li>• Severe allergic reactions, burns or scalds</li> <li>• Major trauma, like a road traffic accident</li> </ul>
<b>NHS 111:</b> 	Urgent mental health support - 24/7 for all ages: Call 0800 0516171
<b>GP Practice:</b> 	Open 24/7, 365 days a year. If in doubt, contact NHS 111 online <a href="http://www.nhs.uk">www.nhs.uk</a> for advice in the first instance. They will be able to assess what level of care you need, including emergency care.
<b>GP Hubs:</b> 	For <b>emergency care</b> , call 999, or go to your nearest Emergency Department.  GP referrals and 111, via ambulance or walk in.  For mental health support visit: <a href="http://www.teww.nhs.uk/services/crisis-advice">www.teww.nhs.uk/services/crisis-advice</a> Updated: 20/12/2022
<b>Urgent Treatment Centres:</b> (UTCs) 	Same day appointments are available at hubs in Peterlee, Newton Aycliffe, Bishop Auckland and Durham. If you need to be seen today by a GP or nurse and you have a same day / urgent need, NHS 111 may book you into one of these services close to where you live.
<b>Pharmacy:</b> Search 'pharmacy' at <a href="http://www.nhs.uk">www.nhs.uk</a> to find a local pharmacy and opening hours.	No need for an appointment and you can talk in confidence - just walk in.
Open 24 hours a day, 7 days a week.	Get help online at <a href="http://www.nhs.uk">www.nhs.uk</a> or phone NHS 111.
GP practice appointments - for illnesses or health issues that aren't going away and acute conditions that may have fast developing symptoms requiring medical care. GPs monitor long term health conditions, can provide minor surgery and medication prescription, contraception, immunisations, referrals to other services and support if you are struggling with your mental health and wellbeing.	<a href="http://www.kooth.com">www.kooth.com</a> - mental health support service for 11-18 years. <a href="http://www.qwell.io">www.qwell.io</a> - mental wellbeing community for adults.
8am - 6pm, Mon - Fri, with reduced services until 8pm and Saturdays	Urgent appointment via GP practice, or contact NHS 111 - no walk-in available.
Open between 12-8pm Mon - Fri and 8am - 8pm at weekends; hours vary across sites	Appointments available 365 days a year, by referral from NHS 111 or your GP. Walk-in is for injuries only.
Peterlee: 8am - midnight Mon-Fri, Durham: 6pm-8am Mon-Fri, both open 24/7 at weekends, Shotley Bridge and Bishop Auckland - both open 24/7.	For <b>emergency care</b> , call 999, or go to your nearest Emergency Department.

# New Prescription Charges - 1<sup>st</sup> May 2024

- ▶ The Department of Health and Social Care (DHSC) has announced that from the 1st of May 2024, the NHS prescription charge will increase by 25p to £9.90 per prescription item although some items may incur more than one charge.
- ▶ The cost of prescription pre-payment certificates (PPCs) will also be increased by 80p for the 3-month certificate and by £2.90 for the 12-month certificate.
- ▶ The new charges are and apply in England only and are:
  - Prescription (per item): £9.90
  - 12-month prepayment certificate (PPC): £114.50
  - 3-month PPC: £32.05

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# New Prescription Charges - 1<sup>st</sup> May 2024

- ▶ The NHS prescription charge is a contribution to the NHS - it is not a payment to the Practice, or its Dispensary and it is not related to the cost of your medicine(s). It is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines.
- ▶ Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).
- ▶ Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# Chaperone policy

- ▶ There are occasions when patients need to be assessed by a doctor which might involve intimate examinations.
- ▶ A chaperone is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examination and consultation
- ▶ If you would like a chaperone please ask today during your consultation, or when booking your next appointment.

# Spring 2024 Covid Booster Eligibility

- COVID-19 is more serious in older people and in people with certain underlying health conditions.
- For these reasons, people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine
- Vaccinations began on 15<sup>th</sup> of April for those most at risk, including adult care home residents and staff, those that are housebound and people who are immunosuppressed.



# Spring 2024 Covid Booster Eligibility

- You should be offered an appointment between April and June, with those at highest risk being called in first.
- You will be invited to have your booster around 6 months after your last dose, but you can have it as soon as 3 months.
- If you are turning 75 years of age between April and June, you do not have to wait until your birthday, you can attend when you are called for vaccination.
- St Andrew's will invite you when you are eligible,





# Spring 2024 Covid Booster Eligibility

- ▶ If you are unwell on the day of your vaccination, wait until you have recovered to have your vaccine. You should not attend an appointment if you have a fever or think you might be infectious to others.
- ▶ You will be given a booster dose of a vaccine made by Pfizer or Moderna and approved in the UK.
- ▶ These vaccines have been updated since the original vaccines and target a different COVID-19 variant. These updated vaccines boost protection well, and give slightly higher levels of antibody against the more recent strains of COVID-19 (Omicron).





HM Government

**NHS**

**IT BURNS WHEN I PEE**  
**PHARMACY**

Providing NHS services

**Think pharmacy first**

See your  
pharmacist

**Help us  
help you**

# Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



**Reception staff, like all members of our team, are bound by patient confidentiality.**

# Care Coordinators are part of your general practice team



They can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your health and care needs and responding to any changes
- supporting you to understand and manage your care.

Talk to the reception team to find out more.



Your  
health  
matters

Help us  
help you

# TOP TIPS FOR DEALING WITH STRESS



## TIP 01

Divide big tasks  
into small ones

## TIP 02

Create to-do lists

## TIP 03

Stay active

**WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.**

Visit **Every Mind Matters** for more tips and advice

# Clinical Pharmacists are part of your general practice team



They can help by:

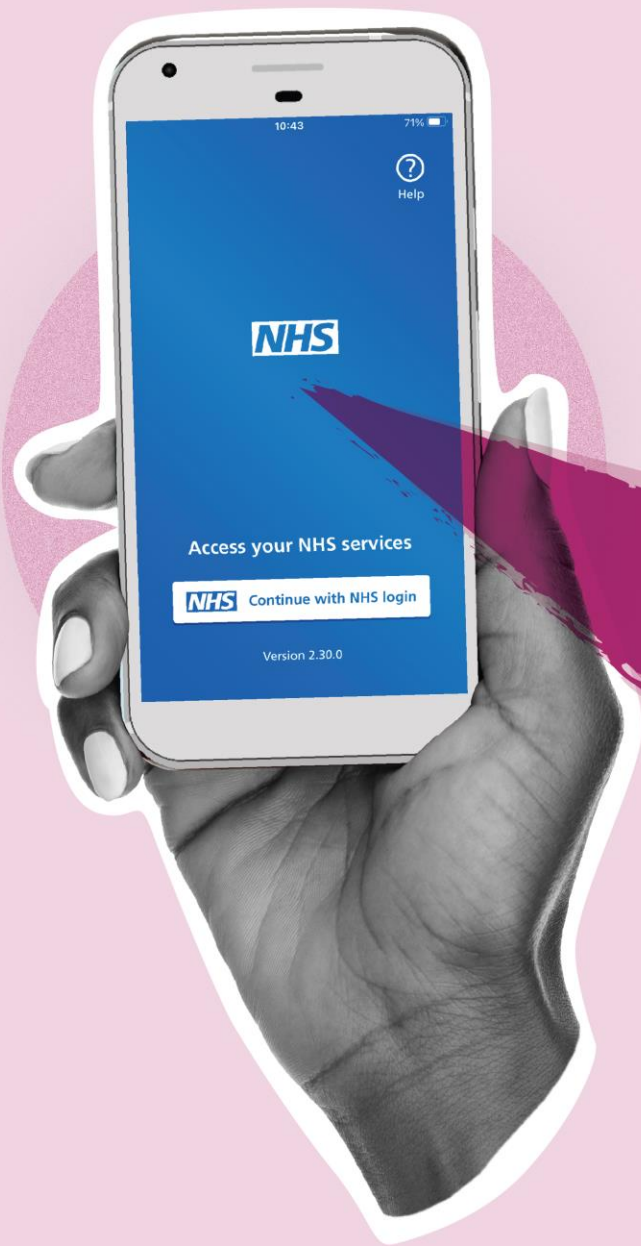
- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Talk to the reception team to find out more.






Your  
health  
matters

Help us  
help you



# See your GP health record on the NHS App



-  you can see all new entries
-  includes consultation notes, medicines and immunisations
-  need help? Get support in the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)



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Google Play and the Google Play logo are trademarks of Google LLC.

# Pharmacy Technicians are part of your general practice team



They can help by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medication
- advising you on your lifestyle choices.

Talk to the reception team to find out more.



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help you



Do you live in?



There are plenty of reasons to use our dispensary for your prescriptions:

- Expert dispensary care
- Caring staff who know you
- One-stop convenience
- A team of healthcare professionals to answer queries
- Dosette box service
- Extended surgery opening hours
- Free Delivery Service
- The NHS payment for your prescriptions can be used to improve other surgery services

If you would like to know more or to sign up, please visit the dispensary at St Andrews or call us on 01388 817777 Option 3

# We're here for you evenings and weekends



Evening and weekend appointments are available at this GP practice or at an NHS service nearby.

**Book with the reception team or visit our website for more details.**

Your  
health  
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Help us  
help you



# Social Prescribing Link Workers are part of your general practice team



They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities.

Talk to the reception team to find out more.



Your  
health  
matters

Help us  
help you



**We are here to help you.**  
Thank you for treating  
us with respect.





## Don't let Measles, Mumps and Rubella into your child's world

Protect your child with both doses of the MMR vaccine. Book with your GP or find out more at [nhs.uk/MMR](https://nhs.uk/MMR)

MMR  
vaccines  
protect

Help us  
help you

# Health and Wellbeing Coaches are part of your general practice team



They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups.

Talk to the reception team to find out more.



Your  
health  
matters

Help us  
help you



**Better  
Health**

every mind  
matters

**NHS**

# Feeling anxious? Simple breathing exercises could help.

Get a free, personalised Mind Plan and discover simple steps to look after your mental wellbeing.

[Search Every Mind Matters](#)



# Telephone

**Our phone lines are open 8:00 AM to 6 PM**

Please note the following options when you ring.

- 1) Appointments & General Enquiries
- 2) Prescriptions - Automated
- 3) Dispensary
- 4) Repeat sick notes
- 5) Secretaries
- 6) Test Results



**<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>**

# You could save money on your prescriptions



- If you are on a low income or pay for more than three prescription items in three months, or 11 items in 12 months, you could save money on your prescriptions.
- A Prescription Prepayment Certificate covers all NHS prescriptions for a set pre-paid price or spread over 10 direct debit payments.
- People on a low income could be entitled to help with costs or free prescriptions through the low income scheme, depending on your circumstances.
- You can check if you're eligible for free prescriptions at [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check) or find out more about the Prescription Prepayment Certificates at [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc).

# Are your details up to date??

Please keep us up to date with any changes in your:

- ✓ address,
- ✓ telephone number,
- ✓ mobile number,
- ✓ email address,
- ✓ carer details.



You can also advise us via eConsult which is accessible on our website home page or the NHS app.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# Paramedics are part of your general practice team



They can help by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results.

Talk to the reception team to find out more.



Your  
health  
matters

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help you

## **GP Partners**

Dr Neil Middleton  
Dr Victoria Oliphant  
Dr Matthew Shield  
Dr Victoria Middleton

## **Salaried GP**

Dr Adebola Adisa  
Dr Yehya Ghonem  
Dr Elizabeth Logan

## **GP Registrar**

Dr Betilucy-Stephenie Nanorson  
Dr Chuk Onwukwe

## **FY2 Doctor**

Dr Sarah Ashburn

## **Advanced Paramedic Practitioner**

Katie Davison  
Jo McKay  
Lee McKay

## **Advanced Nurse Practitioner**

Audrey Jefferson  
Susie Watson  
Alison Wake

**CLINICAL**  
**STAFF**

# Healthcare Assistants are part of your general practice team



They can help by:

- carrying out health checks
- providing healthy living advice, such as stopping smoking and weight loss
- tending to dressings and stitch removal.

Talk to the reception team to find out more.



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help you

**Practice Nurse**

Claire Bell  
Julia Bleasdale  
Kayleigh Collingwood  
Karen Cunnington  
Margit Howard

**Nursing Associate**

Wendy Gamsby  
Alice Storey  
Alicia Ward

**Phlebotomist**

Olivia Alston

**Healthcare Assistant**

Glynis Eddy  
Sheila Gittins  
Thomas Simpson

**Advanced Physiotherapist  
Practitioner**

Chris Robson

**Pharmacists**

James McGann  
Emma Littlefair

**Pharmacy Technician**

Holly-Rae Barnes



**Practice Manager**

Tracey Martin

**Deputy Practice Manager**

Bev Barrett

**PA to Practice Manager**

Terri Bartlett

**Reception Supervisor**

Elaine Robinson

This team is responsible for ensuring that our surgery runs smoothly and efficiently.

If you experience any difficulties with arrangements or have any suggestions for improving our services, please see our website.

Search for **Comments, Suggestions**

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

# Your general practice team is here to help you

Talk to us to find out more



Your  
health  
matters

Help us  
help you

# WHAT TO DO IF YOU SUSPECT SEPSIS:

Call 111 or contact your GP if you're worried about an infection.

Call 999 or visit A&E if someone has one of the sepsis symptoms.

## JUST ASK "COULD IT BE SEPSIS?"

Our 'Streets Against Sepsis' campaign is encouraging local communities to look out for each other and learn the signs of sepsis.

### CONTACT UK SEPSIS TRUST

If you need advice or support, call our free sepsis helpline. Run by trained sepsis nurses, it is open from 9am - 4pm, Monday - Friday.

Call us on 0808 800 0029. For more info, visit [sepsistrust.org](https://sepsistrust.org)

# STREETS AGAINST SEPSIS



# Travel Vaccines

- ▶ St Andrew's Medical Practice offers a travel vaccine service for our patients.
- ▶ You will be required to complete a brief questionnaire prior to an appointment. This will normally be via an interactive text message.

For more information see our website or

**[bit.ly/83001-travelvaccine](https://bit.ly/83001-travelvaccine)**

**<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>**

**NHS**



# NHS Mental Health Campaign

1 of 2

Better  
Health every mind  
matters

- We don't need to wait until we are struggling with our mental health; 'Every Mind Matters' encourages adults to be more aware of their mental health and help them discover simple steps to look after their mental health and wellbeing.
- The campaign provides useful resources to help you spot the signs of common mental health concerns, offering practical self-care tips and guidance, and explains when to seek further support.

<https://www.nhs.uk/oneyou/every-mind-matters/>

# NHS Mental Health Campaign

2 of 2

Better  
Health every mind  
matters

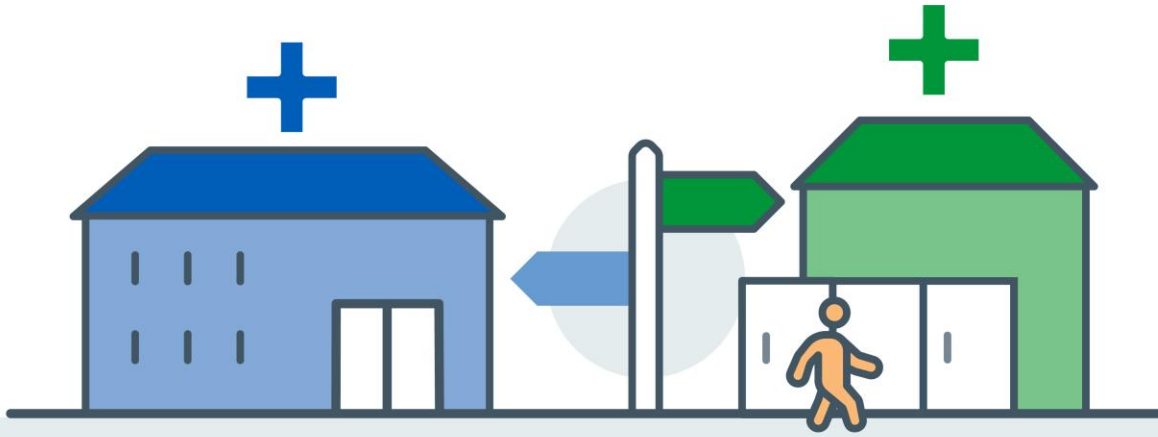
- There is a free NHS approved online tool on Every Mind Matters website, which helps you build an action plan to deal with stress and anxiety, boost your mood, improve your sleep and help you feel more in control.
- To learn more about how to look after your mental health and create your own action plan, visit:

<https://www.nhs.uk/oneyou/every-mind-matters/>



Public Health  
England

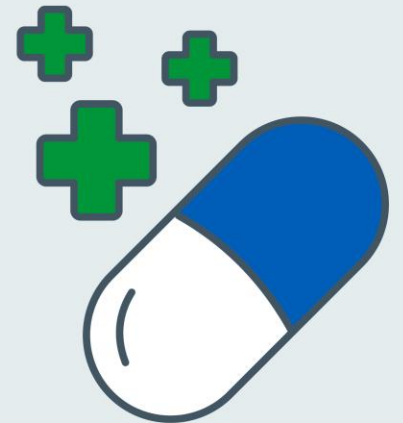
Reviewed: 21/02/2024



**Our practice is working closely with local pharmacists to support you with certain health conditions**

It may be more appropriate to have your NHS consultation with a trained pharmacist instead of the GP practice. You can choose from any available pharmacy providing the service and we will arrange this for you.

**Ask us for more information**







The Veterans Mental Health  
and Wellbeing Service

# The first call for help takes courage

**Op COURAGE: The Veterans  
Mental Health and Wellbeing  
Service**

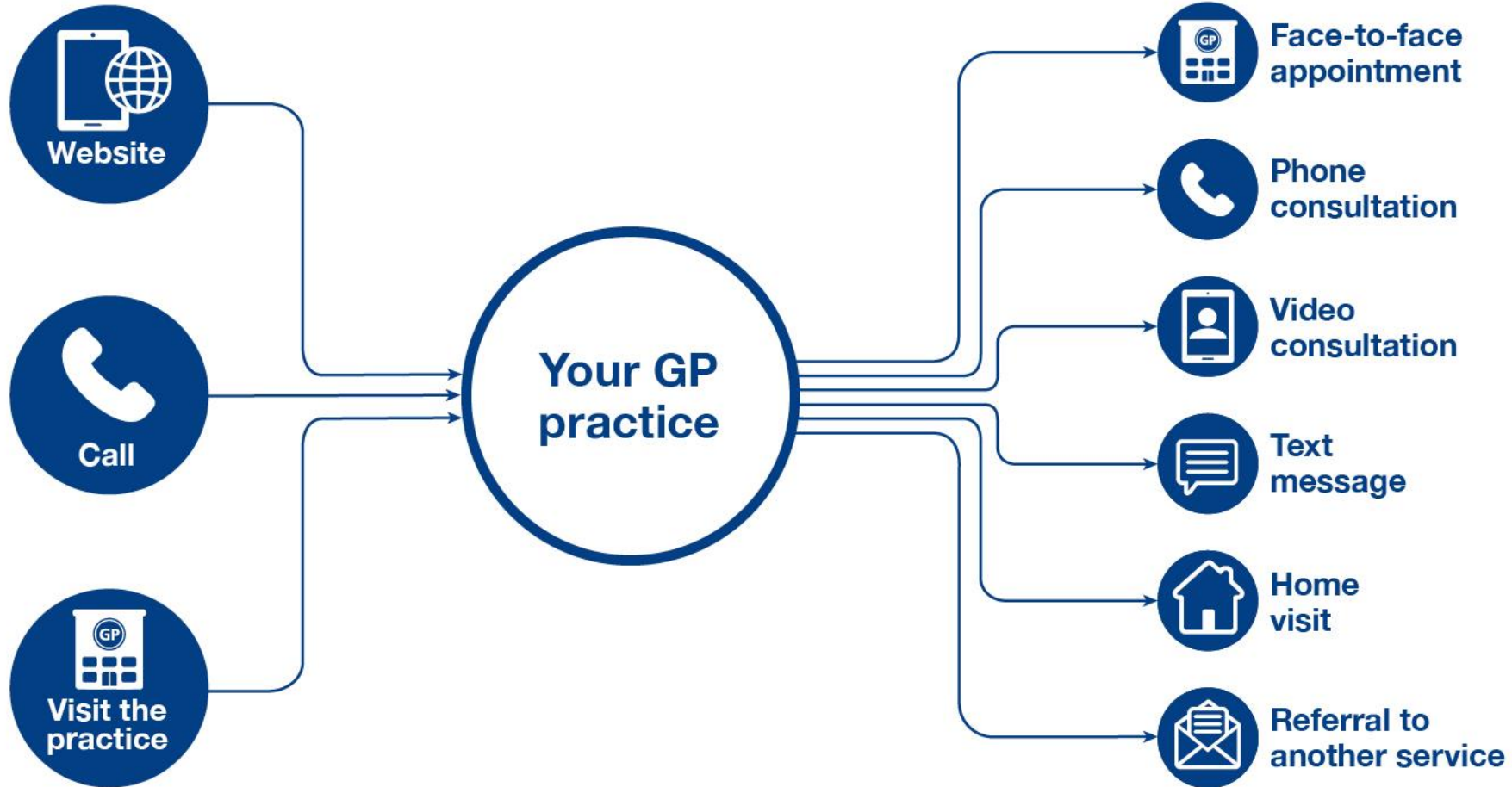
Specialist care and support for Service leavers,  
reservists, veterans and their families

Visit the NHS website at [www.nhs.uk/encourage](http://www.nhs.uk/encourage)

**Op COURAGE**

There are three ways to get in touch with us at this surgery

No matter which you choose, we will get back to you with next steps tailored to your needs



# Did you miss something?

Is there anything in this presentation you want to see again?

Are you interested in viewing the presentation online?

A PDF version (without videos) is available on our website:

[www.StAndrewsMedicalPracticeSpennymoor.nhs.uk](http://www.StAndrewsMedicalPracticeSpennymoor.nhs.uk)

Search **presentation**