

ST. ANDREW'S MEDICAL PRACTICE

NEWSLETTER



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You Said, We Did!

You said you would like the front desk to be more private. We added a line on the floor and installed notices asking queuing patients to remain behind the line, affording the person first in the queue some privacy.

When you arrive at reception, please stand behind the line until the receptionist is free to speak to you.

DON'T FORGET

If you wish to discuss confidential or sensitive information at reception, you can ask to speak somewhere more private - please just ask at reception.

Minor Eye Conditions Service

If you have a recent problem with your eyes - such as sore eyes, red eyes or visual disturbance - you can be assessed and treated by our local Minor Eye Condition Service (MECS).

This is a free NHS service available from a number of local opticians. You do not need a GP referral to use this service, you can self-refer.

PLEASE NOTE: The MECS service does not provide same-day appointments. The service operates a pre-booked appointment system which does not accommodate 'walk-in' or guaranteed same-day services.

Your condition will be triaged by the MECS clinic, which will offer you an appropriate appointment to meet your needs. For more information or to find an optician, please visit <https://primaryeyecare.co.uk/services/minor-eye-conditions-service/>

Organ Donation Week 2026



Monday 21st - Sunday 27th September is Organ Donation Week.

This week raises awareness of the importance of organ donation, the need for more organ donors to help those waiting for a transplant and aims to increase the number of people on the NHS Organ Donor Register.

The waiting list has never been higher, so your support is needed more than ever. Over 8,000 people are currently in need of a transplant to save or improve their lives.

England has an opt-out system for organ donation, also known as deemed consent.

Under this system, it is considered that you agree to become an organ donor when you die (with some exclusions) unless you opt out. You still have a choice whether or not you want to become an organ donor, and can register or amend your decision at any time, and your family will always be consulted. Find out more at organdonation.nhs.uk

GP Patient Survey

The 2026 Patient Survey results have been released. These surveys are sent out at random to a selection of our patients and 32% of patients invited to take part completed the survey.

On the whole, these results match or exceed the national results.



95% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

98% felt their needs were met during their last general practice appointment

83% describe their overall experience of this GP practice as good.

To view the survey results in full, please visit <https://bit.ly/gp-patient-survey> where you can also compare St. Andrew's with other surgeries.

FAQ

How do I book an appointment?

Appointments can be booked by:

Phoning us on 01388 817777, Monday to Friday 8am to 6pm

Visiting the surgery and speaking with a receptionist, Monday to Friday 8am to 630pm

Online by

- using our online system at <https://systmonline.tpp-uk.com>
- using your NHS account (through the NHS website) or NHS App

What should I do if I need to cancel my appointment?

Please let us know as soon as possible if you no longer need your appointment. This allows us to offer it to another patient and helps reduce waiting times.

To cancel your appointment:

Reply CANCEL to your appointment reminder text message

Phone us on 01388 817777

Use the GP online system at <https://systmonline.tpp-uk.com>

Use your NHS account (through the NHS website or the NHS App)

Visit the surgery and speak with a receptionist

What should I do if I need urgent medical care?

If your condition is urgent and cannot wait, please contact the practice as early as possible. Outside of our opening hours, contact NHS 111 online or by telephone. In a life threatening emergency, always call **999**.

Men's Health



Men, do you ever wish you could go to your GP in the evening?

Do you ever wish you could ask a health professional instead of Dr Google?

Do you want to know what to do about a health concern?

Try your **Pharmacist**. There's one on most high streets; there's often one in your supermarket too.

Pharmacists are highly qualified health professionals, and most have a private room for a chat.

If they can't help, they'll point you in the right direction.

#menshealthweek

LET'S TALK PROSTATES...

MEN'S HEALTH



Prostate cancer affects 1 black man in 4 and 1 white man in 8. In the UK, it's the most common type of cancer in men. Doesn't it make sense to know more about it?

#menshealthweek
#knowyourprostate
#healthyconversation

menshealthforum.org.uk/mhw
P For Prostate booklet: menshealthforum.org.uk/pfp

Don't procrastinate. Know your prostate.



MEN'S HEALTH FORUM

Staff Changes at St. Andrew's

In the past few months, we have said goodbye to some of our colleagues welcomed a number of new staff to the practice:

GOODBYE

Bev Barrett - Assistant Practice Manager
– who has retired after 30 years at the practice

Katie Davison - Advanced Paramedic Practitioner – who has taken up a new post as a trainer with NEAS, using her skills to teach new paramedics

Dr Alasdair Anderson - GP Registrar, who has now qualified as a GP and has taken up a post at Bishop Auckland

Dr Nene Chijioke-Opara - GP Registrar

Dr Leenah El Musharaf - GP Registrar

Dr Matt Bailey - F2

HELLO

Charlotte Cooper - Advanced Paramedic Practitioner

Danielle Coates - Admin/Receptionist

Charlotte Robinson - Admin/Receptionist

Dr George Kashimawo - GP Registrar

Dr Emily Graham - GP Registrar

Dr Cameron Lackey - F2

Autumn 2026 Flu and COVID-19 Vaccination Programme

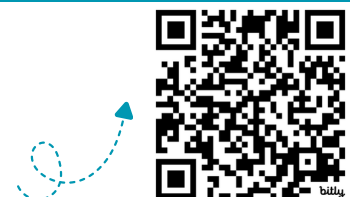
We are pleased to announce that our Autumn Flu and COVID-19 vaccination programme will commence in October 2026. There are no changes to the COVID-19 vaccination eligibility criteria compared with the Spring 2026 programme. Eligibility for the flu vaccination remains the same as for Autumn 2025.

Full details of the vaccination programme, including eligibility criteria and booking information, will be published in September in the **Latest News** section of our website.

We encourage all eligible patients to check our website for updates and further information.

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You can receive St. Andrew's Medical Practice Newsletter straight to your inbox. Sign up using the QR code opposite or visit <https://bit.ly/standrewsnewsletter> to get this quarterly update emailed to you so you don't miss out on news from the practice.



open your phone
camera
and scan here!