

TANFIELD VIEW MEDICAL GROUP

Spring Newsletter 2025



Stay in the know and engage with us through our digital platforms.

We connect with patients by sharing the latest information and news about our surgery, and other health and wellbeing organisations within our local community.

If you do not follow the surgery on Facebook or visit our website, please scan the QR codes to follow us on our digital platforms.



WHAT YOU CAN DO WITH THE NHS APP



- Order repeat prescription and nominate a pharmacy where you would like to collect them.
- book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Register your organ donation decision.
- View your NHS number.

Covid Spring Booster 2025

The spring covid campaign will start on Tuesday 1st April. The announced and authorized cohorts for the spring 2025 campaign will cover.

- Adults aged 75 years and over (this will include those who will turn 75 before 17th June 2025.
- Residents in a care home for older adults.
- Individuals aged 6 months and over who are immunosuppressed.



Holding your position in the queue when contacting the surgery

Did you know our new phone system offers to hold your position in the queue during busy times.

Please listen carefully to all options and when prompted to hold your position you can do so and hang up your phone.

We will contact you when you reach the front of the queue, please remember to keep your phone line available otherwise the callback will fail.

Our phone lines are open: **8:30am to 12:30pm**
 1:30pm to 5:30pm

Every Thursday our phone lines are open 8:30am to 12:30pm and 2:30pm to 5:30pm.

Every Third Thursday of the month the surgery is closed for training from 12:00 noon.

Did you know.

Our full team help with the morning rush of incoming calls to reduce the patient waiting time.

No need to contact the surgery and hang up your phone before listening to the options. We aim to get through the calls as quickly and efficiently as well as care navigating you to the most appropriate service.



How can Pharmacists help you?

Pharmacists are qualified healthcare professionals who can offer clinical advice and over the counter medicines for a range of minor illnesses such as

- **Sinusitis** (adults and children aged 12 years and over)
- **Sore throat** (adults and children aged 5 years and over)
- **Earache** (children and young adults aged 1 year to 17 years)
- **Infected insect bite** (adults and children aged 1 year and over)
- **Impetigo** (adults and children aged 1 year and over)
- **Shingles** (adults aged 18 years and over)
- **Urinary tract infection** (women, aged 16 – 64 years).

Under the Pharmacy First scheme, pharmacists can carry out consultations and issue antibiotics when appropriate without visiting the GP.



The poster features the NHS logo at the top right with the text 'Providing NHS services'. The main headline reads: 'Most pharmacies can help you with **seven common conditions** without needing a GP appointment'. Below this is a photograph of a pharmacist in a black uniform talking to a customer in a pharmacy. To the left of the photo is a large green cross icon. To the right is a green box listing the seven conditions: Sinusitis, Sore throat, Earache (children), Infected insect bite, Impetigo, Shingles, and Urinary tract infection (women). Below the photo, it says 'Ask your pharmacy for more information about this free* NHS service' next to a speech bubble icon. At the bottom, it says 'Visit your Pharmacy First!' in large, bold letters.

The surgery will close for Easter on Thursday 17th April at 6pm and will re-open on Tuesday 22nd April at 8:30am.



Please check you have enough regular medication for the Easter bank holiday.

You can use the NHS App or online services if you need to order your medication.



The doctor isn't the only person who can help.

Did you know...

Rather than making an appointment to see the GP for Musculoskeletal (MSK) conditions such as muscle / joint / tendon problems you can be seen by an expert clinician who knows every inch of our joints, bones, and muscles.

They can diagnose, treat, and give advice without seeing the GP.

Pain medication and referrals can be arranged too.

If you are aged 16 years or over and meet the following criteria, contact the surgery to speak with a member of our reception team. Your first initial appointment will be arranged within a day or two and will be a telephone appointment with a Physiotherapist.

Patients with a new MSK condition or an acute flare up of an existing condition in the last 3 months.

New soft tissue, muscle, tendon, ligament strains or sprains.

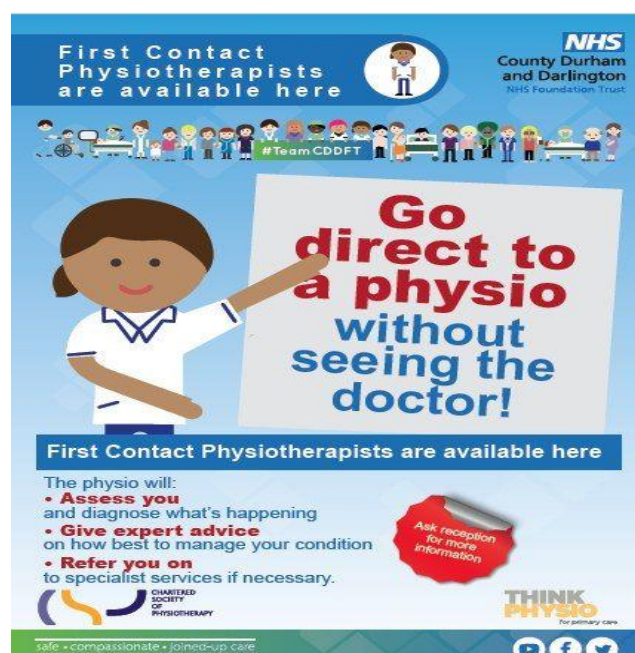
New joint pain or injury

New spinal pain

Acute flare up of chronic problems including osteoarthritis.

Minor trauma e.g., sports injury.

If you decide not to use this service and you see a GP who advises a referral to Physio this process is a **MUCH LONGER WAIT TIME** as it is not classed as First Contact Physio, you maybe waiting a few months until you are seen.





RSV Vaccine

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill.

It is recommended during pregnancy from 28 weeks onwards and for adults aged 75-79.

If you are eligible for the RSV vaccine, please contact the surgery to arrange an appointment with our practice nurse.



It is important to keep your contact details up to date. Do we hold the correct information on your medical records? Did you know you can change your email and telephone number on the **NHS APP**.

- Name
- Address
- Telephone number including mobile number.
- Email address
- NOK details

Having a mobile telephone number attached to your records is useful for the practice. This allows us to communicate by sending messages with booking links to appointments.

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

Month	Number of DNA's
January	171
February	177
March	214

We are disappointed with the number of patients that **Did Not Attend (DNA)** their appointment in the last 3 months.

We would be very grateful if patients would help us to meet our demands, by informing the surgery if you are unable to attend your appointment.

We appreciate that our phone lines can get busy, but we now have a designated cancellation line, and you can cancel appointments via our online appointment process.

Cancellation Number **01207 288099**