

October 2017

NEWSLETTER



TyneHealth is the GP Federation for all 29 GP practices in North Tyneside. We're part of the NHS – National Health Service – and you can find out what we do on www.TyneHealth.org.uk.

Evening and Weekend GP Appointments

Getting care and treatment in your own GP practice means you see faces that you are familiar with – the staff on reception, the nurses, the doctors. And of course they have access to your full patient record, and can make sure that your medications work with one another.

But people working office hours are asking to see a local GP or nurse in the evening, or on a Saturday or Sunday.

So North Tyneside CCG has asked us to put on 1000 extra appointments per week, 250 in each "hub" in each Primary Care Home (a group of practices which work especially closely together, eg all practices in North Shields and Tynemouth). Hubs are in existing GP practice buildings, and are nearly all already open (Wallsend has been accepting bookings from GP practices since 1 Sept; North West and North Shields PCH started on Sat 30 Sept, and Whitley Bay will start soon).

They are staffed by local doctors and nurses, so you may see your usual GP or nurse (not everyone can work evenings).

This means that you don't need to go to A&E (A&E is for Accident and Emergency only), or to Walk in Centres or Urgent Care Centres.

To book an appointment

To book, please go to your GP practice (by phone or in person) and book an appointment as normal; ask what your options are for evening and weekend appointments if you need it. Please make sure that you go to the right place, the address you've been given when you book. It may not be at your usual GP practice or to the last place you went – some hubs do move around. NOTE you can't book through 111 yet, although we expect that to follow during November.



Times are changing

Evening and weekend appointments now available

You can now book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend.

Speak to your practice receptionist or a member of the practice team to find out more.



A date for your diary

HealthWatch North Tyneside is running a conference "Your Future, Your Care" on Monday 6th November between 1:30pm and 4:30pm at the Grand Chamber, at Wallsend Town Hall.

It's an opportunity for local people to hear your views on the "future care" program and talk directly to commissioners and providers.

Find out more at: www.healthwatchnorthtyneside.co.uk – check out the events section. To book a place, please email info@healthwatchnorthtyneside.co.uk or call the HealthWatch team on (0191) 263 5321.



TyneHealth Board Members

Dr Kerry Burnett (Park Road)
 Dr Jane Derry (Collingwood)
 Karen Iliadis (Portugal Place)
 Sylvia McKeag-Smith (Marine Ave)
 Les Miller (Appleby)
 Lin Murray (Lane End)
 Dr Jake Pearson (Whitley Bay)
 Hugo Minney (Chief Executive based at Monkseaton)

Contact

Hugo is Chief Executive, and you can reach him on hugo.minney@nhs.net, and Claudia Kern is Administrator on Claudia.Kern@nhs.net.

We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4.

Some Reminders of what's going on

Care Plus

Care Plus is a specialist service particularly focused on people who are a little bit frail, and may be going through a bad patch. We help your GP practice with some intensive support, led by a consultant geriatrician, and supported by pharmacist/OT/physio/care coordinator/promoting independence coordinator/specialist doctors in conjunction with many of the other teams in the council and voluntary sector who already work with you.

Your own GP (family doctor) may ask to have a conversation with you about the support that you can receive from this service. You will still be registered with, and looked after, by your own GP, but the specialists in this service can provide you with little additional support, which will help you to keep your independence for longer.

Care Navigators

You may have noticed that most practices in North Tyneside now have Care Navigators on the reception team. These are highly professional staff who have had extra training and have a specialist knowledge of the various other groups and activities available in North Tyneside.

If you are asked for some information, please feel confident that the care navigator is fully trained, and will always tell you if the advice you are asking for is outside of their knowledge.

