

# The Stephenson Medical Practice Patient Newsletter

Address: Victoria Road Health Centre, Victoria Rd, Washington, NE37 2PU

Opening Times: Mon, Tues, Wed, Thurs & Friday 7.30am – 18.00pm

Website: [www.drstephensonconcord.nhs.uk](http://www.drstephensonconcord.nhs.uk)

## Staff News

- Amanda (Admin) has left the practice to pursue a new role within the NHS. We wish her all the best.
- Happy retirement to Pauline (Admin). She will be missed.
- We would like to welcome Kieran (Clinical Coder) Jasmin (Medical Receptionist) & Erin (Medical Receptionist) to our team.
- Congratulations to Caitlin, who has transferred from the reception team into her new role as a Recall Administrator.
- Our Senior Nurse Lead Ann is also retiring in the New Year.
- Dr. Ododo has officially started her maternity leave.

## Christmas and New Year opening times



Monday 23<sup>rd</sup> Dec 7.30am-6pm

Christmas Eve 7.30am-6pm

Xmas Day - Closed

Boxing Day - Closed

Friday 27<sup>th</sup> Dec 7.30am-6pm

Monday 30<sup>th</sup> Dec 7.30am-6pm

New Year Eve 7.30am-6pm

New Year Day - Closed

Thursday 2<sup>nd</sup> Jan 7.30am-6pm

Friday 3<sup>rd</sup> Jan 7.30am -6pm

**Please Note:** The lead-up to Christmas can be a very busy time for the NHS and local health services, so those on repeat prescriptions are advised to order them in advance so they can enjoy the festive season in good health.

Visit your website for more information on how to order your medication.

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

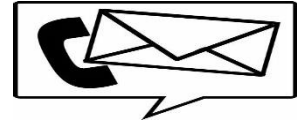
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## Patients Contact Details



Remember to - Please inform your practice as soon as possible if you have a change to your Name, Address, or phone number - *thank you.*

## Reminder to get your Flu & COVID vaccines

Some people are more likely to get very poorly from Flu or COVID

You can get the Flu and COVID vaccines if:

- you are 65 years old or over
- or you have some health conditions
- or you have a learning disability.



We are coming to the end of our Flu/Covid campaign for 2024. If you wish to have any of the two vaccines and you have not had a text/call from the surgery, please phone ahead and we will look to make you an appointment as soon as we can.

More information about flu and Covid vaccines is available on the NHS website.

Go to [www.nhs.uk/wintervaccinations](http://www.nhs.uk/wintervaccinations)

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## Patient Participation Group – PPG

Our PPG members are holding the Xmas fundraising event on Monday 9<sup>th</sup> December. All money raised will be donated to the selected Charity for 2024 – AGE UK. We will keep you posted on how much we raise !

If you would like to take part of our Patient Forum please contact the practice and leave your name, telephone number and email address.

This will be passed onto our Practice Manger: Henny Carmichael and PPG Chair: Liz

## Zero Tolerance

We have had a slight increase recently with regards to patients being verbally abusive over the telephone to our staff.

Can we take this opportunity to remind patients that verbal or physical abuse will not be tolerated. All incidents are reported to the Practice Manager and logged for further investigation.

## Washington Primary care Network

Washington PCN Enhanced Access service appointments went live on 1<sup>st</sup> October 2024. We offer extra appointments on a Tuesday and Saturday at The Galleries Medical Practice.

In addition to this we are also able to provide Annual review appts/HRT.

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The Washington Millennium Centre acts as a community hub facilitating a range of activities for local people and community groups. They provide a range of facilities and services to support our community, from new facilities to our fitness suite and group meeting facilities.

- **Men's Group** - A free support group for men offering educational trips and activities as well as supporting each other
- **Pie and Pea Afternoon** - For people at risk of social isolation age 50+. Pie and Peas or bacon butty, refreshments, socialising, and bingo. £2.50 plus 10p per bingo card
- **Ladies pamper day** - £5 per treatment including nails shape and polish, foot spa, blow dry, trim, massage.
- **Health and Wellbeing Programme** - For Washington residents aged 50+ who are at risk of long-term conditions and want to make positive lifestyle changes. Free for 12 weeks, £1 per session for a further 12 weeks. Activities include:
  - Pilates
  - Chair exercise
  - Easy line circuit
  - Health walk

Email: [washington.millenniumcentre@sunderland.gov.uk](mailto:washington.millenniumcentre@sunderland.gov.uk)

Telephone: [0191 561 3883](tel:01915613883)

Website: <http://www.washingtonmillenniumcentre.org.uk/>

The [Age UK Telephone Friendship Service](#) gives older people the vital gift of a weekly phone call.

**Last Christmas**, Age UK supported 28,345 telephone friendship calls to older people.

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## Total Triage Appointments



Our surgery is looking to implement a total triage system later in the New Year. Where all requests to book a doctor's appointment are submitted via eConsult. Once received your request will be reviewed by a GP who will then arrange for one of our reception team to contact you within 24 hours to arrange a suitable appointment either face to face or telephone.

We understand that not all patients have access to online services in this instance you can either contact us by telephone or if this is not possible attend the surgery in person where one of our reception team will be happy to assist and complete an eConsult form on your behalf.

The surgery will keep you all up to date for the roll out of this new service. Or alternatively feel free to check our website for any updates.



*From all the staff at The Stephenson Medical Practice we wish you a Merry Christmas and a happy, healthy New Year for 2025.*