

DNA APPTS

Last month **86** appointments were missed.

Please let us know if you cannot make it.

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

CANCEL IT!

Park Lane Practice Patient Newsletter April 2024

Team update

We would like to welcome our new receptionist, Lauren!

Boundary Change

Following our consultation to change our boundary, I am pleased to say this has been approved by the ICB. Our new boundary Map has been updated on our website.

<https://www.parklanepracticesunderland.nhs.uk/practice-information/new-patients/>

What the practice did in January 2024

80 New patient Registrations
1130 Prescriptions issued
103 Referrals
839 Face to Face Appointments
77 Telephone appointments
3066 Inbound Calls
1m 48's Average queue time

What the practice did in January 2023

87 New patient registrations
1024 Prescriptions issued
86 Referrals
663 Face to Face appointments
52 Telephone appointments
3315 Inbound Calls
1m 40's Average queue time

Friends and Family Test

If our patients would recommend us to Family & Friends.

During February we received a total of 110 replies 85 were extremely likely, 20 were likely, 1 neither likely or unlikely, 4 extremely unlikely and 0 don't know.

Pharmacy First

Help us, help you! Community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care. Highly trained pharmacists at more than nine in ten pharmacies can now access and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 - without the need for a GP appointment. Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available. Community pharmacists will signpost patients to other local services where necessary. By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care. Don't wait for minor health concerns to get worse – THINK PHARMACY FIRST and get seen by your local pharmacy team.

For more information, visit <https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>

Veterans

Please let us know if you are a veteran so we can update your records accordingly.

Online Services for Patients

Did you know you can register to use our online services?

By registering for patient access, you can book routine appointments, order your prescription, and update personal details and view your medical record.

To register for this service please ask reception. Anyone over the age of 13 can register for the NHS APP, to find out more information visit

<https://www.nhs.uk/nhs-app>

May Bank Holiday

We are closed Monday 6th May & reopen Tuesday 7th May at 8AM. We are closed Monday 27th May & reopen Tuesday 28th May at 8AM.

Extended Access

Did you know we have evening & weekend appointments available within Sunderland Extended Access. Sunderland Extended Access is located over 5 sites, Riverview, Bunny hill, Houghton, New Silks worth and Washington. We have a variety of staff members including GPs, Advanced Nurse Practitioners, Practice Nurses, and Health Care Assistants. Please ask a receptionist more information. If you are unwell over the weekend, you can also access these appointments by calling 111.

Dates we close for Staff Training

We close at 12PM and reopen 8am the following day



22nd May 2024
26th June 2024

Pregnant

Do you know about the Whooping Cough Vaccine? You can now protect your unborn baby from Whooping Cough with the Pertussis vaccination. This is best given between 16- & 32-weeks' gestation and is highly effective as the immunity passes through the placenta to your baby. However, the vaccine can be given right up until the date you deliver your baby. See reception to book an appointment today!

NHS Health Check

Are you aged between 40-74?
Do you have a spare 20-30 minutes?
The NHS Health check is a FREE check-up of your overall health and can tell you whether you may be at higher risk of getting certain health problems such as heart disease, diabetes, kidney disease and stroke. To book an appointment and check your eligibility please speak to a member of our reception team.

Holiday Vaccinations

We ask that patients let us know with 6-8 weeks' notice so that we can make sure there is an appointment available & stock of the vaccinations needed. Not all vaccinations are available free of charge on the NHS, and you may need to go to an Independent Travel Clinic instead. The practice can supply you with a print-out of your current immunisation status to help you to do this. Please see reception staff if you are going abroad and think you may need to be vaccinated.

Chronic disease reviews

Chronic disease reviews If you are invited by the practice to book in for a review of your long-term condition, please book in and ensure you attend this appointment. The first part will be with the health care assistant and will include bloods, blood pressure, height, and weight, then a second part appointment will be made with either the practice nurse or pharmacist.

Comments, Compliments & Complaints

If you have any queries, comments, compliments or suggestions that you would like to share with us about the changes we are making to your surgery, improvements that you would like us to consider for the future, or event suggestions for topics to be included within the next practice newsletter, please direct these to our Practice Manager, Lucy.

Carers

Do you look after a family member, friend or neighbour who could not manage normal day to day living without your help because of a health condition? **If you do then, you are a carer so please contact the surgery.**

Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including mobile telephone numbers and even email addresses where possible. This will make it easier for us to contact you should there be any problems with your appointment or if we need to contact you in an emergency.

Covid Vaccines

You may be offered a spring COVID - 19 vaccine from April 2024 if you are;
Aged 75 old or over.
Live in a care home
Are aged 6 months or over and have a weakened immune system.
We will be contacting patients as soon as we get delivery dates for the vaccine and set clinic's up.

Health Campaigns Calendar

Is there a condition or campaign you would like to see promoted? Most of us are aware of Breast Cancer Awareness Month or World AIDS Day for example, but there are countless other campaigns that maybe don't get the same awareness.
If there is something you would like to promote, we would be happy for you to get involved and use some of our notice board space. Please ask at reception.

MMR

Measles Vaccinations: MMR (measles, mumps and rubella) vaccine: You may have seen reports in the Press recently, about the sharp increase in Measles infections – almost double in a year. This has been attributed to a reduction in vaccination rates and this has now led to a rush to get children vaccinated. The MMR vaccine is a safe and effective combined vaccine. It protects against 3 serious illnesses: Measles, Mumps and Rubella (German Measles) Measles is a highly infectious condition that starts with cold-like symptoms, followed by a rash a few days later. It affects the respiratory tract and can then lead to complications that can include chest and ear infections, diarrhoea, or encephalitis (infection of the brain) and maybe hospitalisation. Getting vaccinated against all Measles infections is very important, as these conditions can also lead to serious problems including Meningitis, hearing loss and problems during pregnancy. It is very contagious can spread easily between unvaccinated people – usually children. If missed, 2 doses of the MMR vaccine, which can be given at any age, will provide the best protection against measles, mumps, and rubella. For further information, you can ask your GP surgery or other healthcare professionals for when children should have the MMR vaccine. The MMR vaccine is given to babies and young children as part of the NHS vaccination schedule. MMR Vaccine Schedule Child's Age Vaccine 1 Year MMR – 1 st Dose 3Years and 4 Months MMR – 2 nd Dose Important: Missed vaccines. It's important to catch up on any missed vaccines. You can still ask your GP surgery for the MMR vaccine if your child has missed either of these 2 doses.