



Sunderland Washington Primary Care Network

Working Together for Better Health



PATIENT NEWSLETTER

March 2025

Welcome to Washington Primary Care Network's patient newsletter.
This newsletter is about local services you can access from your GP Practice.



Meet Dr Sagi, our Clinical Director

"Hello, I am Dr Sagi and I am a full-time GP partner at Galleries Medical Practice. I am also the Clinical Director of Washington Primary Care Network (PCN).

"My job is to make sure that GP practices in Washington work collaboratively to deliver better care. By working together, we can bring a wide range of services to you.

"We work with all GP practices in Washington and other health and social care partners."



nencicb-sun.washington
pcnenhancedaccess@nhs.net

If you have any suggestions of how we can improve health and social care in Washington, please email us by scanning the QR code or using the email address below.



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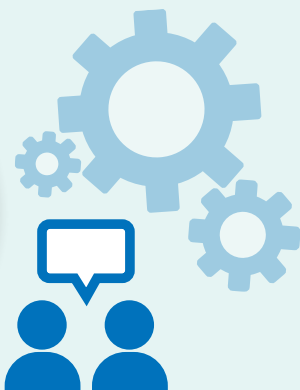




Patient Advice Service



Kelly, Patient advisor



During April 25 we will be introducing appointments with Patient Advisors Susan and Kelly who work for the Department of Work and Pensions (DWP) into practices.

This service is aimed at patients aged 18-65 years of age and offers support to those in work and unemployed.

The Patient advisors will be based at Galleries Medical Practice.

Your GP may offer you an appointment with a patient advisor if they feel you will benefit from support. You can also ask your GP Practice reception team to book an appointment with a patient advisor at either location.

Are you unsure of working because of your health?

Are you worried about losing your job because of your health condition?

Would you benefit from exploring available work options, training or voluntary opportunities?

Are you unsure of work goals or help that is available to you?

Do you need help changing career because of a new health condition?

Patient Advisors can offer help with:

- Job advice, CV preparation and interview techniques
- Discuss what reasonable adjustments may enable you to stay in or return to work
- Support with conversations with your employer
- Lots of further support



A Patient Participation Group (PPG) brings patients, staff and GPs together.

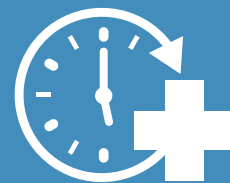
They meet to talk about services and issues related to GP practice.

✓ We want you to have a say in the choices and plans we make. If you want to make a positive change in your local community, express your interest via email: nencicb-sun.washingtonpcnenhancedaccess@nhs.net



Enhanced Access Service

Did you know you can get a GP appointment out of hours?



From the 1st of April 2025 the Enhanced Access will be held at Level 2, Galleries Health Centre Monday to Saturdays. The service will no longer be held at Washington Primary Care Centre.

The Enhanced Access Service runs clinics on:

- Monday to Friday 6.30pm to 8.30pm
- Saturday 9am to 5pm

Book an appointment through your GP Practice or 111. Ask your GP receptionist for more information.

The service is run by local GPs, nurses and health care assistants. They offer lots of services and appointments, including:

- GP and ANP appointments
- Phlebotomy (bloods)
- Ear Syringing
- Cervical Screening (Smear tests)
- Annual Reviews
- Vaccinations



We're here for you evenings and weekends

NHS



To book appointments at these times, contact your GP practice.

Your health matters
Help us help you



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Sunderland Health and Wellness Hub

Not sure where to go for health and wellness advice?

The Sunderland Health and Wellness Hub was built by local healthcare professionals. Use the website to find more information about health and care services in Sunderland.

The website has lots of information about lots of different services. Find out more about mental health services, pharmacy services and more. It also has a section on self-help for patients to access advice and guidance.

Find us online at
www.shwh.co.uk

Or scan the QR code with a smart phone to view the website.



healthwatch Sunderland

Healthwatch Sunderland works with patients to get feedback on local health and care services. This feedback is then used to improve care.



To get involved visit
www.healthwatchsunderland.com or call 0191 514 7145.



If you would like more information about anything in this newsletter please email us using the QR code.

