

# 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)

### New Staff Introduction

- The Practice has welcomed Olivia as our new Clinical Coder/Admin
- The Practice welcomes Dr. Tan (Gp Registrar) to the team.

*GP Registrar is a qualified Dr who is undergoing training to become a GP.*

### Zero Tolerance



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.

### Prescriptions



You can request a repeat prescription via our Prescription Line 12-1 Mon/Friday, Online services, Practice website & Prescription forms available in the waiting room. The easiest way to request your prescription is via Online. Online Services can help you request repeat medication at your convenience with automated delivery of your prescription to your preferred pharmacy. It will show you your repeat medication and dosage and you can choose the ones you need.

Routine prescriptions can take **48hrs to process.**

New medication queries or alternative medication can take longer than the normal 48hrs, however the prescription team and GPs will do their best to get this turned around within the 48hrs.

Please be aware that the practice does not operate same day prescription requests. However, given the reason for your request, staff will forward requests onto a GP who will determine if the request is suitable for same day.

In the unlikely event that you find yourself left without medication over the weekend. Please visit a pharmacy and speak with the pharmacist, you may be able to obtain an emergency supply for 2/3days.

You can also contact NHS 111 for prescriptions – this is free to call from landlines and mobiles.

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### The MacMillan Coffee morning

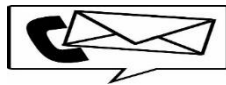


Being held in practice on **Monday 22<sup>nd</sup> September** from 8.30am-12.30

This is an annual charity event where people gather to enjoy a coffee/tea and a slice of cake, whilst raising funds for MacMillan Cancer Support.

It's a great opportunity to come and connect with others, whilst contributing a donation that helps support the charity's services for people living with cancer and those lives effected by cancer.

### Patients Contact Details



Please inform your practice if you have a change to your Name, Address, or phone number – **thank you**

### Flu & Covid Autumn campaign



The Stephenson Practice have started offering Pregnant Ladies and Children 2-3yrs of age the Flu vaccine from September.

School Children will be offered the flu vaccination by the NHS school immunisation service.

The Flu & Covid campaign will fully commence from **1<sup>st</sup> October 2025**. All eligible patients will be contacted via the practice.

**Please note:** Patients who have received the covid vaccine in the past may not fit the criteria for this year, due to changes in the guidelines.

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### Patient Participation Group (PPG) Event

Our PPG members are very kindly holding a Digital Training event on Thursday 16<sup>th</sup> October at 1.30pm. The event will cover econsults and how to navigate submitting a form into the practice by using your mobile phone.

If you are interested in attending this event, please contact the surgery on 0191 416 2578 or drop us an email to [d.partners@nhs.net](mailto:d.partners@nhs.net)

Lastly, the team at the Stephenson Medical Practice believe in working together with our patients to provide excellent services that are delivered with the patient at the centre.

If you would like to be part of our Patient Forum, please contact the practice and leave your name, telephone number and email address. Your information will be passed over to the Practice manager Henny Carmichael & Liz (PPG Chair).

The next PPG meeting will take place on Wednesday 8<sup>th</sup> October.



### DNA's

If you are unable to attend your appointment for any reason, please contact the surgery to cancel, so we can give this to another patient in need.

Waste of appointments by patients not attending without cancelling in sufficient time, is taken very seriously at the practice. We will be introducing a DNA policy where patients who do not attend an appointment and fail to inform the surgery, will be contacted.