



# Dunelm Medical Practice

## Newsletter September 2015

Bearpark

Framwellgate Moor

Gilesgate

Welcome to the Dunelm Medical Practice Newsletter for September 2015

**You Said**

Make more appointments available

**We Did**

Encourage patients to cancel appointments in advance to reduce the number of wasted appointments

**You Said**

Modernise waiting areas

**We Did**

Information screens to be introduced to Framwellgate Moor site

### **Focus on carers in our community**

Our practice and staff are keen to identify and provide support to carers within the community.

#### **Are you a Carer?**

A carer is anyone who cares, **unpaid**, for a friend or family member who, due to illness, disability, old age, a mental health problem or an addiction cannot cope without their support.

***If you look after someone, you may be considered a carer.***

#### **What support and advice is available?**

Amongst other things we can support you by:

- \* Providing a carer's assessment to discuss what would make your life easier
- \* Providing online and local information and advice
- \* Helping you to access support groups, social events and emotional support
- \* Making sure that you stay fit and healthy by attending reviews and providing services like free flu injections
- \* Provide access to counselling services if you feel you would like to speak to someone about any difficulties you might be facing
- \* Help you to access other forms of support

### **What to do?**

Speak to one of the practice staff to make sure that we know you are a carer. We can then provide you with a short questionnaire to help us discover the ways in which we can best support you.

You can also contact local carers organisations directly. A good place to start is the Carers Trust:

<http://www.carers.org/carers-services/find-your-local-service>

E-mail: [support@carers.org](mailto:support@carers.org),

The local service for Durham can be accessed via:

[Durham County Carers Support](#)

Durham County Carers Support

Tel: 0300 005 1213

[admin@dccarers.org](mailto:admin@dccarers.org)

[www.dccarers.org](http://www.dccarers.org)

### **Flu Injections for Carers**

If you are a carer you are entitled to a free flu injection at the practice. Ask at reception and they will be happy to book you an appointment, or call your local branch: Bearpark 0191 373 2077, Gilesgate 0191 386 4242 or Framwellgate Moor 0191 386 6044.



### Book Your Flu Injections!!

You are entitled to a free flu injection if you are:

- Over 65
- Have a long term condition such as Asthma, Chronic Heart Disease, Diabetes , Chronic Kidney Disease, Stroke
- Pregnant
- A Carer

Please book your appointment today in one of our flu session clinics.



**Did you know that you can order your prescriptions and book appointments online or by using a mobile phone app?**

You can register for this service by asking at reception. You will require some proof of identification—for example a passport, driving licence or utility bill and then the receptionist will issue you with the a User name and Password.

The system is easy to log onto and simple to use and allows you to book selected appointments at any time of the day. It also provides the ease and convenience of being able to order your repeat prescriptions without having to drop a request slip in to the practice.

**Register today to start enjoying the benefits**

### Choose the right care



	<b>Self care</b>	Grazed knee Hangover Sore throat Cough
	<b>NHS 111</b>	Unwell? Unsure? Need help? GP surgery closed?
	<b>Pharmacy</b>	Diarrhoea Hayfever Painful cough Runny nose
	<b>Your GP</b>	Ear pain Fever Persistent vomiting Unexplained pains
	<b>Urgent care centre or minor injury unit</b>	Broken bones Severe sunburn Sprains Strains
	<b>Emergency Department or 999</b>	Chest pains Heavy bleeding Severe burns Stroke



**Remember - The Emergency Department or 999 is for emergencies only**



### Dunelm Medical Practice

#### Choose the right staff to see

	<b>HEALTHCARE ASSISTANT</b>	Injections Taking bloods Foot examinations Having blood pressure taken
	<b>NURSE</b>	Annual review for you long term conditions Vaccinations and Immunisations For your smears Ear Syringing
	<b>NURSE PRACTITIONER</b>	Chest Infection Simple skin problems Water Infection Sore Throat and coughs and colds
	<b>DOCTOR/REGISTRAR</b>	Long term conditions Complex medical and problems Unexplained symptoms Any other health concerns

# GP