

Missed appointments—Did Not Attend:

A DNA is an occasion on which a patient does not attend a booked appointment with a member of the practice team without contacting the surgery to cancel prior to the appointment time.

It is estimated that around £150 million of NHS money is wasted each year due to patients who fail to keep an appointment with their GP surgery.

Year - 2023	Number of appointments not cancelled
January	161
February	117
March	182

If you cannot keep an appointment, please cancel it.

Social Prescribing: - What is it?

You can improve your health and wellbeing through social prescribing—Your Doctor isn't the only person who can help you feel better! It is really easy to access a Social Prescriber.

A Support Practitioner helps you explore extra services that may support you to improve your health and sense of wellness. They will aim to contact you by telephone to discuss what matters to you. They may invite you to come and see them at the GP practice or arrange to meet you elsewhere. They can provide short term support with: Social Isolation, Loneliness, Emotional Wellbeing, Accessing local groups & activities, Long term health conditions, Loss of confidence/purpose, Poor health linked to housing or housing conditions, Financial issues, Substance/Alcohol misuse, Domestic abuse, accessing work, training and volunteering.

You can talk to your GP or surgery staff or ask at reception to be referred.

If you require medical advice outside of surgery hours please telephone NHS Out of Hours on 111

However, if you require urgent medical assistance contact 999

Enhanced Access: GP services in your area are available 6 days a week. From 1st October 2022, in addition to your usual practice opening times, appointments will be made available for patients to book Monday to Friday 6:30pm to 8:00pm and Saturdays 9:00am to 5:00pm.

These appointments will only be available for patients of the Redcar Coastal Primary Care Network member practices, which are: Bentley Medical practice, Coatham Surgery, Green House Surgery, Huntcliff Surgery, Saltscar Surgery, Ravenscar Surgery and Zetland Medical Practice.

You can book your appointment through your GP surgery or online up to 2 weeks in advance. The NHS 111 service may also book for you.

The service (known as Enhanced Access) will be provided by ELM Alliance from Bentley Medical Practice (Redcar Primary Care Hospital). This service replace any existing Extended Hours appointments provided by your practice.

Surgery Opening Times:

**Monday - Friday:
8.00am - 6.00pm**



Practice and the Patient Participation Group (PPG) Newsletter Spring 2023

The Green House Surgery
Redcar Primary Care Hospital
West Dyke Road
Redcar, Cleveland, TS10 4NW
Tel: 01642 475157

www.thegreenhousesurgery.co.uk

Find us on Facebook: <https://facebook.com/greenhousesurgery>

The Surgery will be closed on the following dates for Easter:

Friday 7th April 2023 & Monday 10th April 2023

&

Bank Holidays:

Monday 1st May, Monday 8th May & Monday 29th May 2023

Out of Hours service for when we are closed:

Tel: NHS 111

HAY FEVER and other allergies



Medicines to treat hay fever and seasonal allergies are readily available to buy from local pharmacies and other retail outlets.

Have you thought about talking to your pharmacist about hay fever and allergies and buying what you need?

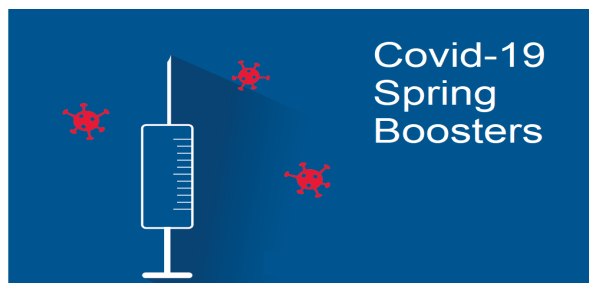
Prescribing readily available medication

like antihistamines costs the health service millions every year, adding unnecessary strain to local GPs and the health service. Processing these prescriptions can cost 20 times the price of buying identical medication at your local pharmacy or retail outlet.

Before you speak to a GP, or make a request for a prescription, please talk to your pharmacist and see what's available over the counter.

Your details:

We ask that you please notify the Surgery of any change of address, telephone numbers or email address's to ensure we can contact you when necessary.



COVID Vaccination Programme Update:

SPRING BOOSTER

The COVID vaccine will be offered to
EVERYONE aged 75 and over,
Residents in care homes for older adults
and
People aged 5 and over who are
immunosuppressed

Emotional Support:

Talking to someone can often be enough to help us cope when we're distressed. Experienced mental health crisis staff can offer a safe space to talk about whatever is causing you distress - you don't even have to give your name. The listening service can also give information and advise about other local services available to support you.

Open 24 hours a day, seven days a week the listening service is available for anyone aged 18 and over living in Teesside, Durham & Darlington.

Freephone: 0800 0516 171

Teesside: press option 3 then option 3
Durham & Darlington: press option 1 then option 3

Patient Participation Group

We are group patients who are interested in working with the surgery to improve the service to patients. We meet once a month. Assist Patients communication in taking more responsibility, including self help projects. Provide a sense of ownership and partnership to the Practice. Provide Practical Support and highlight the importance of Patients.

It is important that the Patient Participation Group (PPG) is representative of the practice population. We are therefore particularly interested in recruiting additional volunteers.

If you are interested in becoming involved, please either contact

Julie Connorton, Business Manager or contact the PPG directly at: The Patient Participation Group, c/o The Green House Surgery, Redcar Primary Care Hospital, Redcar, TS10 4NW
or email: barbara.smith700@gmail.com

Telephone number to make appointments and order repeat prescriptions:

We are delighted to announce an upgrade to our telephone system. We have added an automated service (there are no call queues) called Voice Connect (previously known as Patient Partner), which allows you to book, change or cancel an appointment or order a repeat prescription 24 hours a day / every day of the year.

To use this service, simply telephone
01642 42 46 22.

You may need to telephone us first to obtain a PIN.