

Welcome to St Andrew's Medical Practice



Sensier House



Oxford Road

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

When We Are Closed

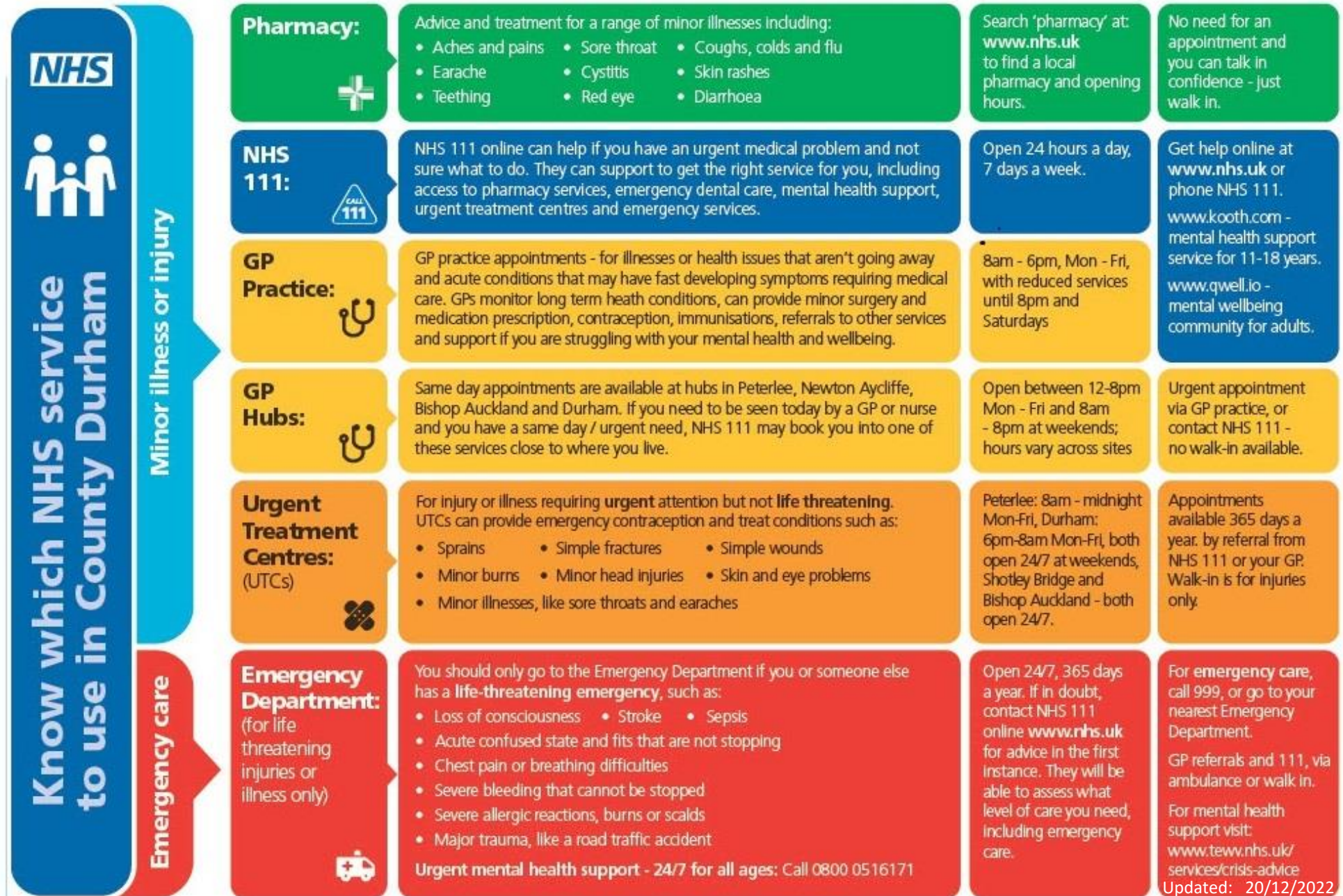


- ▶ St Andrew's is open from 8 AM to 6 PM*, Monday to Friday.
* Please note we are closed for lunch between 1 PM and 2 PM
- ▶ When the surgery is closed, except at lunchtime, call **111** for free where you will be referred to the right healthcare professional, as close to your home as possible.
- ▶ Please remember to 'Talk before you Walk' – dial **111** first as you must have an appointment to be seen in one of the hubs across County Durham.
- ▶ You may also use NHS Online at 111.nhs.uk.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Know Which NHS Service to Use in County Durham

You can download this form from the home page of our website or from the Reception desk.





Spring 2024 Covid Booster Eligibility

- COVID-19 is more serious in older people and in people with certain underlying health conditions.
- For these reasons, people aged 75 years and over, those in care homes, and those aged 6 months and over with a weakened immune system are being offered a spring dose of COVID-19 vaccine
- Vaccinations began on 15th of April for those most at risk, including adult care home residents and staff, those that are housebound and people who are immunosuppressed.



Spring 2024 Covid Booster Eligibility

- You should be offered an appointment between April and June, with those at highest risk being called in first.
- You will be invited to have your booster around 6 months after your last dose, but you can have it as soon as 3 months.
- If you are turning 75 years of age between April and June, you do not have to wait until your birthday, you can attend when you are called for vaccination.
- St Andrew's will invite you when you are eligible,



Spring 2024 Covid Booster Eligibility

- ▶ If you are unwell on the day of your vaccination, wait until you have recovered to have your vaccine. You should not attend an appointment if you have a fever or think you might be infectious to others.
- ▶ You will be given a booster dose of a vaccine made by Pfizer or Moderna and approved in the UK.
- ▶ These vaccines have been updated since the original vaccines and target a different COVID-19 variant. These updated vaccines boost protection well, and give slightly higher levels of antibody against the more recent strains of COVID-19 (Omicron).



Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

TOP TIPS FOR DEALING WITH STRESS



TIP 01

Divide big tasks
into small ones

TIP 02

Create to-do lists

TIP 03

Stay active

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.

Visit **Every Mind Matters** for more tips and advice

Clinical Pharmacists are part of your general practice team



They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Talk to the reception team to find out more.






Your
health
matters

Help us
help you



See your GP health record on the NHS App



-  you can see all new entries
-  includes consultation notes, medicines and immunisations
-  need help? Get support in the app or visit nhs.uk/helpmeapp



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Google Play and the Google Play logo are trademarks of Google LLC.

Pharmacy Technicians are part of your general practice team



They can help by:

- showing you how to use your medicines
- supporting Clinical Pharmacists to review your existing medication
- advising you on your lifestyle choices.

Talk to the reception team to find out more.



We're here for you evenings and weekends



Evening and weekend appointments are available at this GP practice or at an NHS service nearby.

Book with the reception team or visit our website for more details.

Your
health
matters

Help us
help you



Every **Story** Matters

Every Story Matters is your opportunity to help the UK Covid-19 Inquiry understand your experience of the pandemic.



The pandemic affected every single person in the UK and, in many cases, continues to have a lasting impact on lives. Every one of our experiences is unique and this is your opportunity to share the impact it had on you, and your life, with the Inquiry.

<https://covid19.public-inquiry.uk/every-story-matters/>

Social Prescribing Link Workers are part of your general practice team



They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities.

Talk to the reception team to find out more.



We are here to help you.
Thank you for treating
us with respect.



Don't let Measles, Mumps and Rubella into your child's world

Protect your child with both doses of the MMR vaccine. Book with your GP or find out more at nhs.uk/MMR

MMR
vaccines
protect

Help us
help you

Health and Wellbeing Coaches are part of your general practice team



They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups.

Talk to the reception team to find out more.

Your
health
matters

Help us
help you



AVAILABLE NOW!



eConsult also allows you to seek advice from a medical professional for your condition or if you need general or administrative advice.

eConsult is also available on the **NHS App** and from a link on our website.

eConsult is available from **6AM to 10PM**, Monday to Friday. It is not available overnight, weekends or bank holidays.



<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

**Better
Health**

every mind
matters

NHS

Feeling anxious? Simple breathing exercises could help.

Get a free, personalised Mind
Plan and discover simple steps to
look after your mental wellbeing.

Search Every Mind Matters



Telephone

Our phone lines are open 8:00 AM to 6 PM

Please note the following options when you ring.

- 1) Appointments & General Enquiries
- 2) Prescriptions - Automated
- 3) Dispensary
- 4) Repeat sick notes
- 5) Secretaries
- 6) Test Results



<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

You could save money on your prescriptions



- If you are on a low income or pay for more than three prescription items in three months, or 11 items in 12 months, you could save money on your prescriptions.
- A Prescription Prepayment Certificate covers all NHS prescriptions for a set pre-paid price or spread over 10 direct debit payments.
- People on a low income could be entitled to help with costs or free prescriptions through the low income scheme, depending on your circumstances.
- You can check if you're eligible for free prescriptions at www.nhsbsa.nhs.uk/check or find out more about the Prescription Prepayment Certificates at www.nhsbsa.nhs.uk/ppc.

Are your details up to date??

Please keep us up to date with any changes in your:

- ✓ address,
- ✓ telephone number,
- ✓ mobile number,
- ✓ email address,
- ✓ carer details.



You can also advise us via eConsult which is accessible on our website home page or the NHS app.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Paramedics are part of your general practice team



They can help by:

- assessing and treating certain health conditions
- attending home visits
- ordering tests and interpreting results.

Talk to the reception team to find out more.



Your
health
matters

Help us
help you

GP Partners

Dr Neil Middleton
Dr Victoria Oliphant
Dr Matthew Shield
Dr Victoria Middleton

Salaried GP

Dr Adebola Adisa
Dr Yehya Ghonem
Dr Elizabeth Logan

GP Registrar

Dr Betilucy-Stephenie Nanorson
Dr Chuk Onwukwe

FY2 Doctor

Dr Sarah Ashburn

Advanced Paramedic Practitioner

Katie Davison
Jo McKay
Lee McKay

Advanced Nurse Practitioner

Audrey Jefferson
Susie Watson
Alison Wake

CLINICAL
STAFF

Healthcare Assistants are part of your general practice team



They can help by:

- carrying out health checks
- providing healthy living advice, such as stopping smoking and weight loss
- tending to dressings and stitch removal.

Talk to the reception team to find out more.



Practice Nurse

Claire Bell
Julia Bleasdale
Kayleigh Collingwood
Karen Cunningham
Margit Howard

Nursing Associate

Wendy Gamsby
Alice Storey
Alicia Ward

Phlebotomist

Olivia Alston

Healthcare Assistant

Glynis Eddy
Sheila Gittins
Thomas Simpson

Advanced Physiotherapist Practitioner

Chris Robson

Pharmacists

James McGann
Emma Littlefair

Pharmacy Technician

Holly-Rae Barnes

Practice Manager

Tracey Martin

Deputy Practice Manager

Bev Barrett

PA to Practice Manager

Terri Bartlett

Reception Supervisor

Elaine Robinson

This team is responsible for ensuring that our surgery runs smoothly and efficiently.

If you experience any difficulties with arrangements or have any suggestions for improving our services, please see our website.

Search for **Comments, Suggestions**

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Your general practice team is here to help you

Talk to us to find out more



Your
health
matters

Help us
help you

WHAT TO DO IF YOU SUSPECT SEPSIS:

Call 111 or contact your GP if you're worried about an infection.

Call 999 or visit A&E if someone has one of the sepsis symptoms.

JUST ASK "COULD IT BE SEPSIS?"

Our 'Streets Against Sepsis' campaign is encouraging local communities to look out for each other and learn the signs of sepsis.

CONTACT UK SEPSIS TRUST

If you need advice or support, call our free sepsis helpline. Run by trained sepsis nurses, it is open from 9am - 4pm, Monday - Friday.

STREETS AGAINST SEPSIS



Call us on 0808 800 0029. For more info, visit sepsistrust.org

Travel Vaccines

- ▶ St Andrew's Medical Practice offers a travel vaccine service for our patients.
- ▶ You will be required to complete a brief questionnaire prior to an appointment. This will normally be via an interactive text message.

For more information see our website or

bit.ly/83001-travelvaccine

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

NHS Mental Health Campaign

1 of 2



- We don't need to wait until we are struggling with our mental health; 'Every Mind Matters' encourages adults to be more aware of their mental health and help them discover simple steps to look after their mental health and wellbeing.
- The campaign provides useful resources to help you spot the signs of common mental health concerns, offering practical self-care tips and guidance, and explains when to seek further support.

<https://www.nhs.uk/oneyou/every-mind-matters/>

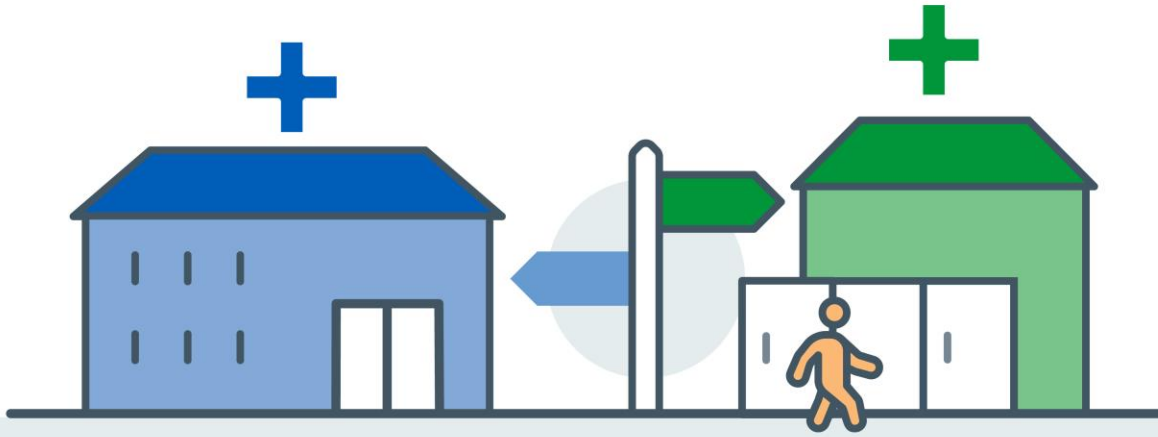
NHS Mental Health Campaign

2 of 2



- There is a free NHS approved online tool on Every Mind Matters website, which helps you build an action plan to deal with stress and anxiety, boost your mood, improve your sleep and help you feel more in control.
- To learn more about how to look after your mental health and create your own action plan, visit:

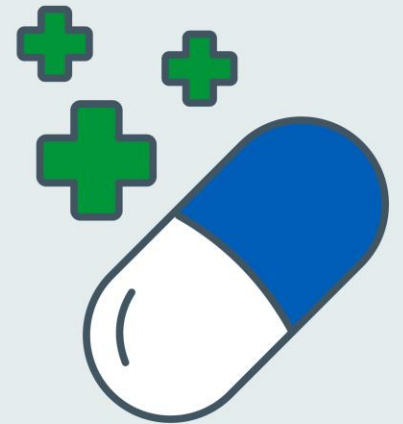
<https://www.nhs.uk/oneyou/every-mind-matters/>



Our practice is working closely with local pharmacists to support you with certain health conditions

It may be more appropriate to have your NHS consultation with a trained pharmacist instead of the GP practice. You can choose from any available pharmacy providing the service and we will arrange this for you.

Ask us for more information





Royal College of
General Practitioners



**Armed Forces veteran
friendly accredited
GP practice**



**We are an Armed
Forces veteran friendly
accredited GP practice.**



This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

**To find
out more,
ask your
nurse or GP.**

There are three ways to get in touch with us at this surgery



Your GP practice

No matter which you choose, we will get back to you with next steps tailored to your needs



Face-to-face appointment



Phone consultation



Video consultation



Text message



Home visit



Referral to another service



Did you miss something?

Is there anything in this presentation you want to see again?

Are you interested in viewing the presentation online?

A PDF version (without videos) is available on our website:

www.StAndrewsMedicalPracticeSpennymoor.nhs.uk

Search **presentation**