



# Newsletter for our Younger Population at 14

## Delivering a Service Around your Needs

Now that you have reached the age of 14 the practice is keen to let you know how to access and use our services., should you need to. We hope this newsletter will give you the confidence to start using your surgery when you need to as well as:

- Topics you can relate to
- Let you know about the practice and what services we have to offer
- Give you enough information to help you to choose the right person to see for your problem or worry
- Tell you how to make an appointment and access the service
- Ensure you have the right information to feel confident when contacting us

Debbie Scott is our **young person champion** for you—and you can contact Debbie about anything.

### Who to see?

Dr Pattekar is female and is good with problems that might be causing you to feel low or depressed.

Dr Rouse is female and can help with sexual health and contraception or you can talk to our nurse Hayley

For young men with male type problems have a choice to see Dr Dowden who is male or any of the female GPs

Dr Mannikar is female and specializes in sexual health all our GPs are good at listening



## Connect with us



### Moving forward with technology

**Internet Access: sign up now! On line... make appointments; order repeat medication or view your records**

<https://patient.emisaccess.co.uk/Account/Login>

## USEFUL APPS



WellMind is your free NHS mental health and wellbeing app designed to help you with stress, anxiety and depression.

Asthma patients can track their symptoms, trigger factors and medication with this handy asthma journal app.



TeenSphere—need answers to tough questions you (or your teen) face every day? This app covers feelings; Relationships; Bullying; Stress; Self-Harm; Self-Esteem and Eating Disorders.

## Here to Listen

**and not to Tell...** this is our message to you—whatever is discussed is in total confidence between only you and the clinician you see or speak to. Nothing is shared with anyone else unless you are in danger.

Your records at the surgery are confidential and are not shared with anyone. All staff sign a confidentiality document which means that they cannot divulge any information contained in your records to anyone else unless you have given consent. No member of staff is allowed to access your

records unless on a need to know basis. This means that if you want a test result they are allowed access to your records to do this task. Remember:

- Whatever is discussed between you and the doctor or nurse is confidential.

- No one can ring up and ask about whether you have attended or what you came in for
- No one has access to your records unless you give consent for that happen

This is to reassure you that your medical records are strictly confidential documents and only you have access to them.

## Special points of interest:

- ABOUT YOUR CONFIDENTIALITY
- SERVICES
- THE TYPES OF CONSULTATIONS
- WHO ARE WE
- WHO TO SEE
- WHAT TO EXPECT

## TRINITY MEDICAL CENTRE

New George Street  
South Shields  
NE33 5DU

Phone: 0191 4560053  
Fax: 0191 4546787  
E-mail:  
stynccg.trinitymc@nhs.net

### ► Are you a young carer?

At Trinity Medical Centre we believe that all children and young people who have caring responsibilities for a family member at home should be offered support, advice and information from ourselves, and from the local Young Carers Service within South Tyneside.

A Young Carer is someone between the ages of 5-18yrs who helps to look after someone in their family who has a serious illness, disability, substance misuse problem or mental health difficulty.

Contact us for further information

### OPENING TIMES

Monday	07:30—6:00
Tuesday	08:15—6:00
Wednesday	08:30—6:00
Thursday	07:30—6:00

## Services we offer

- Advice on any Health Concern
- Contraception and Contraceptive Advice
- Skin Problems
- Stop Smoking Services
- Young Person Mental Health Support



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## How Old Do I Need to be to Make an Appointment?

Young People aged 14 upwards can make an appointment to see anyone at the practice on their own without an adult.

You can bring a relative or a friend with you if you wish or you can ask for a chaperone from the surgery to accompany you. Just ask at reception or telephone and speak to our "Young Person Champion" Debbie Scott.

Debbie will be able to advise you who to see, direct you to the right service/person or just give you general advice about the surgery.

We are on the Web:  
[Trinitymedicalcentre.nhs.uk](http://Trinitymedicalcentre.nhs.uk)

## What Type of Appointments are there?

We now operate a same day telephone-led consulting service to make it easier and quicker for our patients to get help from the team at Trinity Medical Centre. If you need to be seen by a GP please ring on the day before 5pm.

**Face-Time:** This is a new area we are developing whereby if you have an Apple IPHONE or IPAD you will be able to have a face time consultation with the GP or Nurse— We are now piloting this



### Other Useful Contacts:

**Childline—0800 1111**

(confidential advice line for young people up to their 19th birthday Free-phone—you are not charged for this call an the number does not appear on the phone bill)

[Childline.org.uk](http://Childline.org.uk)

(Get online advice, email a counsellor, post on message boards)



Services for Young People