

# GREYSTOKE GAZETTE

ISSUE 61

OCTOBER—NOVEMBER 2015

## **Electronic Prescription Service**

On Tuesday November 10th we will be going live with the electronic prescription service. We believe this will be a very positive development for ourselves and our patients as it should reduce the risk of prescriptions not being available when you go to your pharmacy to collect them. Patients need to nominate the pharmacy they want to collect their prescriptions from (many of you will have already been signed up to this by your pharmacy in preparation for the change); please check with your pharmacy if you are not sure. You can choose a pharmacy that is convenient for you, near work, home or where you shop. Continue to order your prescription in the usual way. Your GP will check it is safe to issue it and then send it electronically to the NHS spine. Only your nominated pharmacy can take it from there and dispense the medication for you so it is very secure and reduces the risk of the paper prescription being lost or stolen.

## **Flu Vaccines still available**

We have now completed our usual Saturday morning flu clinics where we have given the vaccine to approximately 1750 people. We still have supplies of the vaccination available for those people who have been sent an invitation letter. We will be running extra clinics to make sure everyone who wants a vaccine gets one. Please contact the reception for details of these clinics and to make an appointment.

Dr Glennie (Influenza Vaccination Campaign Lead)

## **Repeat Prescribing and Medication Reviews**

We thought it would be helpful to explain how these work. Medication is added to repeat for you to order through receptionists when your GP feels it is safe to do so. These medications are reviewed every 6 months by a GP who re-authorises the receptionists to issue them on your request for another 6 months. Your doctor aims to coincide your medication review date with the dates of your long term condition or drug monitoring checks. They can then review your results to ensure the medication is working and it is safe to continue to prescribe it before updating the review date. If you do not make an appointment after receiving your invitation letter for your check with the nurse your doctor may ask the receptionist to remind you to make an appointment before issuing further medication.

## **Patient Participation Group:**

Greystoke Surgery have an established patient led group, who regularly meet to work alongside the GPs and practice staff to provide a patient perspective on healthcare services. We are always keen to recruit new members. You can participate by either attending meetings or via email / telephone (whichever is easiest for you). Any contribution is most welcome. There is a leaflet in the reception area which contains more information, or please contact either Jenni Dollman, Practice Manager on 01670 511393 ( [jenniferdollman@nhs.net](mailto:jenniferdollman@nhs.net) ) or John Walton, Chair of the PPG on 01670 512087 ( [jhwalton@btinternet.com](mailto:jhwalton@btinternet.com) ) for more information.

## Are you partially sighted and require larger print?

At one of our flu clinics last month a patient mentioned that he had difficulty reading the date of his appointment in his letter. We realised we ought to use larger print in letters to patients who are partially sighted. If you would find this helpful please let the receptionist know and we will add a code to your records to trigger large print in your invitation letters .

## Trust launches British Sign Language self help guides



**BSL**

Northumberland, Tyne and Wear NHS Foundation Trust has worked in partnership with the Deaf health charity SignHealth to produce 14 mental health self help guides in British Sign Language. Visitors to the NTW website and YouTube channel can now view the BSL videos on issues including domestic violence, depression, stress, anxiety and sleeping problems.

To view the new BSL guides visit [www.ntw.nhs.uk/pic/selfhelp](http://www.ntw.nhs.uk/pic/selfhelp) or go to the NTW YouTube channel.

## Withheld telephone numbers

We are having increasing difficulty contacting patients because our telephone has a withheld number. This was for historical reasons as our telephone system in the old building used a different telephone number was used to ring out. We now use the same number to ring out and in so have asked to have the withheld number removed, the IT department will do this as soon as possible.

## Guide to Mental Health and Debt

Mental health problems can cause severe debt; severe debt can cause mental health problems. Debt isn't just a financial problem. It causes relationships to break up, people to lose their homes and families to break down. This updated guide from Martin Lewis, Money Saving Expert, with guidance from major charities, including Mind, Rethink, CAB and CAP, aims to make things easier to understand and deal with. Written for people with mental health problems, it covers how to handle debts when unwell, work with banks, free debt counselling, specific tips for bipolar disorder or depression sufferers, whether to declare a condition and more. This guide is not only aimed at people experiencing mental health problems, but friends, family and carers who want to help them tackle their finances. You can download the latest guide from the following link:



**Carers Northumberland** is holding a FREE advice session for Carers at Morpeth Town Hall on Friday 20th November from 10am until 1:30pm. They are keen for anyone to go along and find out about rights as a carer and speak to specialist advisors .

Organisations attending;

- Carers Northumberland, Information Officer.
- Carers Northumberland - Working Carers Officer
- A Welfare Benefits Advisor.
- A Debt Advisor from DAWN Advice
- Fuel Poverty Advisor
- Housing and Social Care Advisor from Age UK Northumberland
- Alzheimer's Society
- Healthwatch Northumberland
- British Red Cross (Carers Emergency Card)
- Credit Union
- A solicitor from Legacare (A local legal charity)

Booking is not necessary for more information please call 01670 320025

