

December 2017



NEWSLETTER



All 29 GP practices in North Tyneside are members of TyneHealth, the GP Federation. We're part of the NHS – National Health Service – and as well as supporting our members, we also provide some services. You can find out what we do on www.TyneHealth.org.uk.



 Self-Care Eg. Minor headache, Colds, Grazes, Small cuts, Sore throat	 Pharmacy Eg. Diarrhoea, Flu, Minor viral, Cough, Sore throat, Upset stomach	 GP Eg. Arthritis, Asthma, Back pain, Long term health problems, Stomach ache, Vomiting, Symptoms that won't go away	 Urgent Care Centre Eg. Cuts, Sprains or Rashes, Minor burns, Bites	 A&E/999 Eg. Severe bleeding, Chest pain, Severe breathing difficulties, Loss of consciousness.
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Winter is coming – Choose well

Please stay well this winter. Winter is when people have coughs and colds, slips and falls, and also accidents on the road. This means that the ambulance service is under strain, and many hospitals and A&E departments are overwhelmed.

NHS is a 24 hour, 7 day per week service. If you need to go to A&E (the clue is in the name – a serious Accident, or a medical Emergency) then there are A&E departments at NSECH ('the Northumbria') in Cramlington, and RVI in Newcastle. You usually know that it's an emergency because you need an ambulance to get there. Otherwise, think about where is most appropriate.



Choose well

- **GP practices are open 8am-6pm** with extra appointments every weekday evening and Saturday and Sunday mornings. Please call your GP practice to book an appointment. If you need an urgent appointment at the weekend (especially Festive Season and Bank Holiday weekends) then call **0191 486 2195** who will try to book you with GP, nurse or Health Care Assistant. Remember this is exclusively for patients registered with a GP practice in North Tyneside.
- **Buy paracetamol and ibuprofen**, including types suitable for children if you have them
- **Keep in touch with neighbours and relatives** - get current phone numbers of everyone who cares about you and who you care about. During the winter, phone people.
- **Keep warm and safe.** Wrap up well, move around the house rather than outside if you can. Order groceries online. Don't risk falling over.
- **Coughs and colds** - Neither your GP practice nor the hospital can do much about a virus. Your pharmacist may supply something to take away the headache or the runny nose. Stay home - don't go around infecting people!

Can you help someone to spend Christmas at home?

If nan is in hospital, can you look after her over Christmas? If you possibly can we want people out of hospital and in their community so that the hospitals can deal with the Accidents and Emergencies?

Where to get more information

Your GP surgery has Primary Care Navigators, who can talk to you about what you need. The Care Navigators can explain to you how to get in contact with housing (both private and council - for repairs and adaptations); social prescribing (activities to make friends and strengthen your community); physical activity groups.

North Tyneside Council has Community Navigators – call Care and Connect on 0191 643 7474. Age UK North Tyneside is another invaluable advice line 0191 280 8484.

If you want to help others, then would you like to join a TimeBank? If you can do something skilful like gardening or computing, or read to someone, then speak to Age UK on the number above.



North Tyneside
Care Plus



Care Plus

Care Plus is a specialist community frailty service to support your own GP practice to keep you safe and well. It's now supporting all GP practices in North Tyneside.

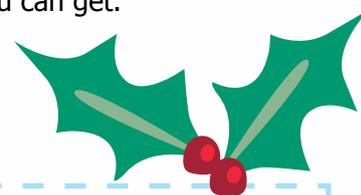
The Care Plus team includes a Community Geriatrician, specialist GPs, Promoting Independence Coordinators, Pharmacist, Care Coordinator, Physiotherapist, OT, Community Matrons and a number of other care professionals. Care Plus combines the expertise of TyneHealth, Age UK North Tyneside, Newcastle Hospitals Foundation Trust, and Northumbria Healthcare Foundation Trust; and works closely with many other health and care organisations.

Your GP may decide that you could benefit – your permission is needed. Care Plus supports people with moderate to severe frailty, and aims to keep people well or as well as they can be, to maintain independence and quality of life. In short, to keep you in your own home and happy.

Don't forget the carers

If you look after someone, even if you are a spouse or parent, then don't be afraid to call on friends and neighbours (and the NHS and council) to help you (Carers' Centre is available on 0191 643 2298). Winter is a demanding time and you need to look after yourself as a carer so you can be better support for the people you care about.

Please remember to come for your flu jab and find out what other support you can get.



Happy Christmas from the TyneHealth Board Members

Dr Kerry Burnett (Park Road)
Dr Jane Derry (Collingwood)
Karen Iliadis (Portugal Place)
Sylvia McKeag-Smith (Marine Ave)
Les Miller (Appleby)
Lin Murray (Lane End)
Dr Jake Pearson (Whitley Bay)
Hugo Minney (Chief Executive based at Monkseaton)

Contact

Hugo is Chief Executive, and you can reach him on hugo.minney@nhs.net, and Claudia Kern is Administrator on Claudia.Kern@nhs.net.

We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4.