

# NEWSLETTER

August - September  
2023 Issue 80

PRODUCED BY THE PATIENT PARTICIPATION GROUP FOR SALTSCAR SURGERY

## Annual Flu' Vaccinations



THIS YEAR'S FLU CLINICS will be held in September and October. Patients, who have a mobile phone registered with the surgery, will receive a link to book their own appointment.

Flu' Clinics will be held on Saturday mornings, 8.00am to around mid-day, as follows:

**16th & 23rd September – patients over 65 years**

**30th Sept & 7th Oct - eligible patients under 65**

Healthy 3-4 year old children and patients under 18 years who are considered 'at risk' will be offered a nasal spray vaccination during the Half Term holiday – week commencing 30th October.

Please don't ring the surgery for a flu' appointment. We will telephone patients who don't have a mobile phone or who don't use the link.



## Hit by Hay fever?

YOU DON'T NEED AN APPOINTMENT. Call at any pharmacy and pick up an over-the-counter remedy. The pharmacist will offer advice if you are not sure which to buy.



## Repeat Prescriptions



PLEASE ALLOW up to 72 hours for repeat prescriptions to be prepared. We will always process them as quickly as possible but some days our prescription clerks may handle over 800 prescriptions. Order online and then collect at your preferred pharmacy.

## When to go to A&E



### When is an Accident an Emergency?

Most 'walk-in' patients at James Cook Hospital's A&E department are seeking help for minor problems that that could be dealt with at the Minor Injuries Unit at Redcar Hospital. Many more need only the attention of our own Nurse Practitioners and Nurses.

**Before trekking off to A&E**, ask yourself two questions

- Is it a serious accident?
- Is it a life-threatening emergency?

*If it's not, then pause to consider the alternatives.*



## Was it you?

USE THEM OR LOSE THEM! If you book an out-of-hours appointment, *don't miss it*. Each week we are allocated 20 out-of-hours appointments. Each month around a dozen patients fail to turn up,

wasting a huge amount of the Doctors' and Nurse Practitioners' time and denying other patients those appointments.

## Can't remember your next appt?

FORGOTTEN THE TIME or date of your next appointment? Our new phone system now allows you check, change or cancel your next appointment – choose Option-1 when your call is answered. **NOTE:** as a security measure, this works only when you call from the phone that is registered to you in our records.

## Who Cares?



ARE YOU A CARER? A carer is someone who provides unpaid care and support to a family member or friend who has a disability, illness, mental health condition, addiction, or who needs extra help as they grow older. (*It isn't someone who volunteers or is employed to provide support.*)

If you care for a family member or friend, please contact us so that we can ensure we offer the best support.

## Ins & Outs . . .

JOANNE BAILEY, Pharmacy Medicines Management Technician joined the Saltscar Surgery team earlier this summer. Joanne works behind the scenes checking that prescriptions are relevant and appropriate.

We welcome FAYE BROOKES who begins in September as a Practice Nurse.

KAREN WATTS who covered Nurse Rebecca Stowe's maternity leave departs on 15th September.

JESSICA CARTER, one of our team of Nurse Practitioners, leaves at the end of September. We wish her every success in the future.

## Phoning the Surgery

OUR NEW PHONE SYSTEM records incoming calls for training and accuracy purposes. There are up to five receptionists answering the phone lines during the morning peak period before 10.00am.

Saltscar receptionists are trained to ask *all* callers the same questions. It's completely confidential and it helps us to connect you to the help you need as quickly as possible. *Please answer the questions*

In addition, please remember that the practice will not tolerate abusive or aggressive behaviour towards any of our staff either in the surgery or on the phone. Thank you for your cooperation.



## Saltscar Surgery

We are a NO FEAR service



We know that a smear test can seem unpleasant so we offer:

- Bring a friend for support.
- Back-to-back 'buddy' appointments.
- Fully trained female nurses.
- Text message reminder

### Evening and weekend cervical screening appointments

Available at our Out-of-Hours Hubs - North Ormesby, Linthorpe, Redcar and Brotton. Book via your own GP practice. All Hubs operate the No Fear approach!

Cervical screening saves lives

## Doctor, doctor . . .

- Doctor, doctor, I feel like a carrot  
*Don't get yourself in a stew*
- Doctor, doctor, my spouse is so ill, is there no hope?  
*It depends what you are hoping for*
- Doctor, doctor every time I drink hot chocolate I get a stabbing pain in the eye  
*Try taking the spoon out first*
- Doctor, doctor I think I need glasses  
*You certainly do, this is the fish and chip shop!*
- Doctor, doctor I think I'm suffering from Déjà Vu!  
*Didn't I see you yesterday?*
- Doctor, doctor, people keep ignoring me . . .  
*Next please*
- Doctor, doctor I've got acute appendicitis  
*You've got a cute little dimple too*