

NEWSLETTER

EDITION – FEBURARY 2018

● The Whickham Practice Patient Forum ●

WELCOME

The Patient Forum has produced this newsletter as a way of keeping patients informed about the Practice, its services and any other useful information that we can provide

ABOUT WHICKHAM PRACTICE

Our Practice is highly patient focused and we aim to deliver the best for our patients by combining the skills of the practice team with other health and social care workers in the community. We provide modern health care facilities from purpose built premises.

The Whickham Practice Patient Forum was established in 2009 to represent the views of patients. The forum meets at 6:30pm for approximately one hour on the first Wednesday of each month. A patient of the practice chairs the group and the objectives; which have been agreed by the group, are:

- To provide a link between our patients and the practice
- To represent the interests of patients
- To help the practice meet patient needs
- To provide a forum to pool ideas for practice improvements
- To develop new services for a patient perspective and discuss proposed changes to the way the practice operates

If you would like to join our group please contact: the Practice on (0191) 4885555

OPENING TIMES

Monday 8:00am – 6pm ● Tuesday 8:00am – 7:30pm

Wednesday 8:00am – 7:30pm ● Thursday 8:00am – 7:30pm

Friday 8:00am to 6:00pm

**The Whickham Practice, Whickham Cottage Medical Centre,
Rectory Lane, Whickham, NE16 4PD**

Website: <http://whickhampractice.nhs.uk/>



What we do well

PATIENT SURVEY

68% of respondents usually get to see or speak to their preferred GP

90% of respondents say the last appointment they got was convenient

94% of respondents describe their overall experience of this surgery as good

97% of respondents had confidence and trust in the last GP they saw or spoke to

95% of respondents say the last nurse they saw or spoke to was good at listening to them

75% of respondents find it easy to get through to this surgery by phone

CHILD IMMUNISATION

96% eligible 2 year olds fully immunised

94% eligible 5 year olds fully immunised

CYTOLOGY

90% eligible women adequately smeared

EDUCATION EVENTS

In 2017 we had informative talks for patients and staff from The Stroke Association. In addition there were a couple of days highlighting information on Alzheimer and Dementia.

We are always looking for events that you would like to see – any suggestions would be most welcome.

CHATTY CHAMPIONS

Did you know that the Practice have Health Champions? We are Practice patients who are volunteering here as part of the Altogether better campaign. We are often seen in the waiting room. If you would like to find out more, come and have a chat, take a look at our stand, or ask at Reception for a leaflet. There's a website which gives more information: [http:11www.altogetherbetter.org.uk/health-champions](http://11www.altogetherbetter.org.uk/health-champions)

We organised a walking group from the Surgery on alternate Monday mornings. Watch this space for details of future events!! If you have any suggestions for the group on any other health events, please get in touch.

SURGERY CAR PARK

Unfortunately, car parking at the practice continues to be problematic.

Please only use the car park if you are attending the practice for an appointment.

Double-red lines have been added to the road which runs down next to the path beside the restaurant. Please do not park on these lines and/or across onto the path as this makes it unsafe for our patients / neighbours to safely cross the road; they often have to walk on the road itself which is unsafe

Apprentice of the Year winner presentation



USEFUL LINKS

<https://whickhampractice.nhs.uk/>
<https://www.ourgateshead.org>
www.communitymusicws.com

WHAT'S NEW

24 hour automated appointment booking service
Patient text messaging service
Appointment of advance nurse practitioner
Follow the new guidelines on Pharmacy First referrals
Our apprentice Brooke Mitchinson won Apprentice of the Year
The Practice came 2nd in the Employer of the Year awards

DID YOU KNOW THESE FACTS ABOUT OUR PRACTICE?

- We have 16,159 patients
- We have 13 GPs
- 1 Advance Nurse Practitioner
- We have 9 members of the nursing team
- We have 21 Admin / Reception staff
- We vaccinated over 4000 eligible people at our Flu Clinics
- We offer minor surgery and coil clinics

Thank you for reading our newsletter