

Summer Edition

August 2020



Welcome to the 2020 Summer edition of THE GREEN GRAPEVINE.....

We would firstly like to thank all of our patients and staff for their hard work and cooperation during the difficult times we are experiencing. Coronavirus has forced us to find new ways of working and treating our patients and everyone has adapted to this in a positive way.

We would also like to welcome some new GPs to the practice, Dr Drummond, Dr Sood and Dr Shaikh who will be with us until December, and thank our previous GPs; Dr Mian, Dr Rozane, Dr Smith-Gillespie and Dr Angus. We wish them all the best in their future endeavours. We would also like to give a special thanks to Sasha our medical student who has helped out immensely during the pandemic, working in all departments to cover the shortfall.

There will also be some changes to the permanent Drs at the Village Green Surgery. Sadly, Dr Olley will be retiring at the start of November after many years here as a GP. We will also be welcoming Dr Fraser as a partner at the surgery and Dr Surgeoner is now a permanent member of the team.

Congratulations are also in order this summer as Dr Kamal, Dr Wood and our receptionist Katy all welcoming new babies to their families.



We are now offering a video consultation service to all of our patients. If you are unable to get to the surgery or need an appointment quickly then Livi is perfect. It is available 7 days a week with appointments available in minutes.

You can get a GP appointment from home, work or on the go. This is a free, complimentary service to what we already offer and can be used where appointments with our GPs are unavailable. All you have to do is download the Livi App and book an appointment at a time that suits you. Livi GPs are able to offer medical advice, prescribe medication and do specialist referrals if required.

Immunisations

Are your immunisations up to date? We are currently offering Pneumococcal and Shingles vaccines to anyone who is eligible. You may receive a call/text/letter from the surgery. Please respond to this and let us know if you do or don't want to have your vaccination. Flu jabs will be carried out in the autumn as usual and you will hear from us as soon as we have them in stock.

Making sure you are up to date with your vaccinations will help you stay healthy during the winter and help us fight the current pandemic.



Useful Contacts Numbers

For appointments call

0191 295 8500

We have a number of "same day" appointments available which can be booked from 8.00am onwards

We also have numerous appointments which can be booked at any time of day up to 4 weeks in advance

For Nurse Appointments call

0191 295 8512

Between the hours of 8.30am and 5.00pm

For repeat prescriptions call

0191 295 8514

Prescriptions can be phoned in to the surgery and would be ready for collection 48 hours after the request was made

For ambulance bookings call

0191 215 1515

(Monday -Friday)

Ambulance bookings can be requested over the phone with 48 hours notice

For Health Visitors call

0191 643 8861

For a Doctor's advice call

0191 295 8500

You can speak to a Doctor for advice from 11.15-11.45 or book a telephone consultation

Out of hours Doctor

111

When the surgery is closed please call NHS 111

THE VILLAGE GREEN SURGERY

The Green Grape Vine

Physiotherapy

We are now offering a physiotherapy service at the Village Green Surgery. You don't have to see a GP first and an appointment can be booked in directly with reception. The clinics are on a Tuesday and Thursday and will initially be held via telephone during the pandemic.

Our physiotherapists are able to see patients with:

- ◇ Soft tissue injuries, sprains, strains or sports injuries
- ◇ Arthritis – any joint
- ◇ Problems with muscles, ligaments, tendons or bones e.g. tennis elbow, carpal tunnel, ankle sprains
- ◇ Spinal pain including lower back pain, mid-back pain and neck pain.
- ◇ Spinal related pain in arms or legs including nerve symptoms e.g. pins and needles or numbness
- ◇ Post-orthopaedic surgery

If you feel you would benefit from this service, please contact main reception on **0191 295 8500** to book an appointment.



Summer Smoothie

Boost your immune system and up your vitamin intake with this delicious summer smoothie.

Ingredients:

- 1 orange, peeled and roughly chopped
- 1 large carrot, peeled and roughly chopped
- 2 sticks celery, roughly chopped
- 50g mango, roughly chopped
- 200ml water

Method:

Put all the fruit and vegetable into a blender, add water then blitz until smooth. Serve with ice for a refreshing drink on a summer's day.



Your Mental Health



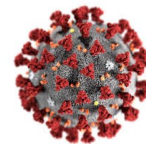
We understand that the last few months have been very difficult for some people and this may have had an effect on their mental health. At the Village Green Surgery, we have lots of resources designed to help with this. You can visit our website for useful information or resources, or if you feel like you need more help, speak to one of the GPs about getting an appointment with our specialist mental health nurse.

We also have care navigation and social prescribing services which are designed to help patients with anything non-medical this could be anything from help with getting back into the community with social and leisure activities, help with housing and finances or combatting loneliness.

New Website & Facebook Group

We have a new website where you can find useful information and resources. We will also be launching a new Facebook group over the coming weeks.

You can find us at The Village Green Surgery on Facebook or on our website www.villagegreensurgery-wallsend.nhs.uk.



COVID-19 Update:

New government guidelines require everyone to wear a mask when in shops and social situations where distancing is not possible.

We will not be providing exemption certificates for patients, however if you feel you are medically exempt simply explain this to a member of staff, they will not challenge you further. You can also go to the government website or Hidden Disabilities to get an exemption card.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

<https://hiddendisabilitiesstore.com/>

Shops will still have the right to refuse service to anyone not wearing a mask.