

**Newsletter Date**  
**July 2011**  
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**DR Baliga's Surgery**  
**Shildon Health Clinic**  
**Church Street**  
**Shildon**

## News from The Practice

*Dear Patient/Reader*

*We welcome your views on this new Newsletter, If you have any ideas or would like us to include anything in this newsletter please tell us.*

### **PATIENT PARTICIPATION GROUP**

We have an active patient group, who meet every eight weeks to discuss the practice. At the moment we have 9 members. We are looking for representative members of the following groups of patients: Young/mature, working/not working, retired, Carers, Patients with any Long Term Condition (such as Diabetes, CHD, COPD), Male/Female, Disabled, Ethnic minority. If you would like to join our meetings or would be willing to be consulted by email please ask at reception for more details, we would like to hear your views and discuss any issues and ideas you may have.

#### **TRIARGE**

It may not always be necessary to see a GP face to face to deal with certain medical problems, for test results, to discuss medication changes, request a sick note, to enquire about a hospital appointment etc. You will now be asked a few more triage questions by the reception staff when requesting an appointment, this is to make sure your request is dealt with in the most appropriate way and by the most appropriate member of staff.

#### **NHS 111**

NHS 111 is available 24hrs a day, seven days a week, If you have a medical problem and are unable to see you own Gp and think you need medical care ring 111 where you will be advised of the appropriate help.

#### **REPEAT PRESCRIPTIONS**

Can we remind patients to wait 48 hrs before picking up prescriptions this will allow time for medication to be checked by the Dr and for prescriptions that are not on repeat to be actioned.

#### **CARE AT THE CHEMIST**

You can obtain medicine from a local Community Pharmacy instead of waiting for an appointment with your GP practice. Common conditions treated under the scheme are :Sore Throats, Headache, Ear-ache, Temperature, Thrush, Allergic contact Dermatitis, head Lice, Allergic rhinitis, Athletes foot, Threadworm, Nasal Congestion, Indigestion/Heartburn, Diarrhoea, Constipation, and Infant Teething. The medication given will be free to those who are exempt from paying for prescriptions.

We need to keep your records up to date, Please tell the receptionist if you change your address or telephone number as soon as possible, especially mobile telephone numbers

*Many thanks for taking the time to read our newsletter.*