



NEWSLETTER

PRACTICE NEWS

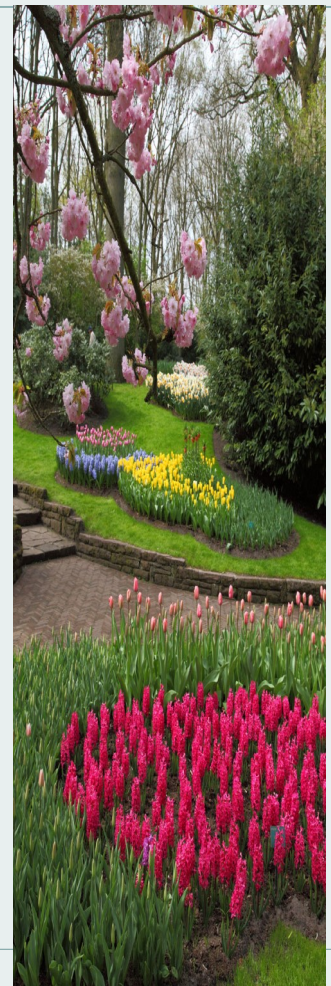
Hello and welcome to the Summer edition of the practice newsletter.

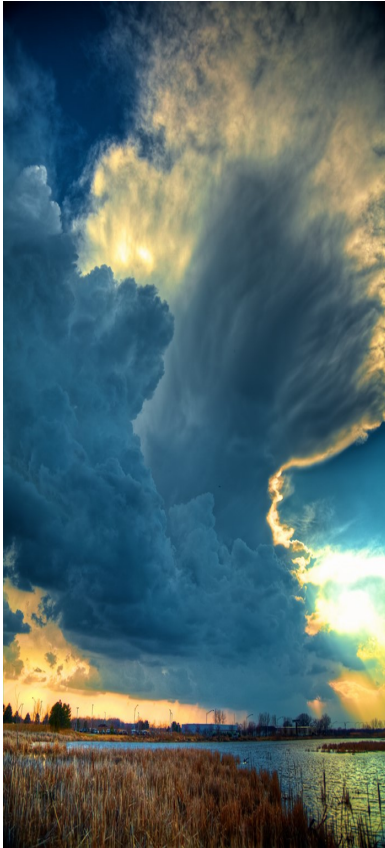
We have new staff members that have recently joined the Practice and we would like to give them a warm welcome. Elliott Philips, is our new Registrar, Marian Hall who is a receptionist and Pamela Cochrane who is our apprentice.

We have a number of attached staff who also visit the practice. More about them later on.

DISPENSARY

Just a reminder that if you order medication online at the weekend please remember that as we do not work weekends this will not be dealt with by staff until Monday so will not be ready until Thursday under the three working days. Therefore it would not make the medication deliveries that week.





GREEN IMPACT

Many of us were affected by Storm Arwen at the end of November 22, possibly the worst storm in Northumberland anyone can remember. Although we cannot attribute this storm directly to climate change, the change in weather patterns due to man-made climate change makes storms like Arwen, heavy downpours and flooding, or prolonged drought periods far more likely, and unfortunately far more frequent.

But what does this have to do with health and healthcare? In the UK, the NHS is responsible for about 5% of greenhouse gas emissions. And greenhouse gases directly impact on global warming. This in turn can have direct effects on the physical health of people (such as injuries during adverse weather, contamination of drinking water or housing from flooding, heat-stroke, or worsening of conditions such as Asthma) but also on mental health. Just think about the stress the recent storm has caused, for example.

An example of a direct effect of storm Arwen was the surgery's vaccine supply: because of the damage to the electricity network, our vaccine fridge was without power for too long, meaning all the stock in the fridge had to be disposed of as the necessary storage temperature could not be maintained. Apart from the significant cost involved in this, it directly affected patient care and the ability of people to receive flu-jabs as well as other routine vaccinations.

As a practice, we have signed up for a voluntary scheme called 'Green Impact'. This is a toolkit that allows us to look at how we currently use resources, and how we can improve, and reduce our carbon footprint. We are for example looking at our water usage, waste and recycling, prescribing and food and drink impact.

As part of this, we aim to make the surgery more resilient against climate change related problems.

And to come back to the vaccine example: our newly installed solar panels will allow us to not only generate greener energy for daily use, but will also give us the option to install a battery unit in future which could be used to power a fridge or even the surgery....so watch this space!

We have gained a Pioneer Standard Award '2023' for the Green Impact initiative.

ATTACHED STAFF

ADDITIONAL STAFF

We are very fortunate at the practice to have access to additional staff to complement our core team of GP's, nurses and healthcare assistant and our administration team. You may have had letters, text messages or seen posts on Facebook offering appointments in addition to the regular service offered. This is a brief introduction to some of these staff members. All of which you can self-refer to, just ask at reception.

MILES CALLUM

Hello my name is Miles Callum and I am a recent addition to the Team at Belford. My role is that of a First Contact Physiotherapist. This is part of a national drive by NHS England to make certain services more available in GP Practices. The service is very much that of a 'Musculoskeletal GP'. In a 20 minute appointment I am there to assess and examine your Musculoskeletal problem, rule out anything serious or any major damage and then work together to discuss what options may be best for your problem. I can give people a bit of early advice and signpost them to exercises to get the ball rolling. If we feel a formal course of Physiotherapy would be helpful I can point people in the direction of the JMAPS Physiotherapy service for this.

Anyone over the age of 16 can access the service. People can self refer by ringing the practice. All we ask is that people feel well apart from their ache or pain. If people feel unwell with it then they are best talking to or seeing a GP first. The GP's or Nurse Practitioners at Belford can also refer people onto myself.

I am at Belford every Tuesday all day between 8:40am and 4.20pm.

My back ground is a Physiotherapist for twelve years working for 10 years at Wansbeck Hospital and more recently in Whitby, North Yorkshire. I have moved back up to Northumberland to look to settle back nearer to my family in Morpeth and so far am enjoying my time at Belford and the people I have met and helped so far.

Rebecca Hall- Our recently appointed Health and Wellbeing coach. Rebecca offers face to face and telephone appointments to patients who would like to make some lifestyle changes and would like some support with this. This can be anything from help with diabetes care, weight loss, increasing exercise or helping with low mood in conjunction with other health care professionals.

Jannette Casson- Dementia lead social prescriber. Jan offers support to anyone diagnosed with dementia or their families.

Carol Gunn- Social prescriber. Carol supports patients with all manner of issues, from housing and benefits to loneliness and isolation. Appointments can be face to face or telephone.

David Pearse- Clinical pharmacist, David see patients either face to face or via telephone to discuss any medication queries and conduct medication reviews, an essential part of ongoing care to ensure your medication is the most suitable for you and that it is working the way it should.

Judith Sefton- Mental Health Occupational therapist. Judith offers support and care with Mental health issues which may not be covered by talking matters. Appointments are face to face or telephone.

MILES CALLUM

EVERY TUESDAY

9AM—4PM

REBECCA HALL

EVERY MONDAY

9AM –12 MIDDAY

CAROL GUNN

EVERY MONDAY

8:30 AM—5PM

JUDITH SEFTON

TUESDAY EVENING

18:30-20:00 PM

WEDNESDAY 08:30 –5PM

DAVID PEARSE

MONDAY 10-4PM

TUES AM 10—1PM

THURS MORNING

CURRENT OPERATING PROCEDURES

Current Opening Times

Belford Surgery

01668 213738

8.30-6.00 Monday to Friday

Prescription Ordering

9am—2pm

Blood/X-ray Results

9am-2pm

Seahouses Surgery

01665 720917

Monday and Tuesday

8.30-6.00

Thursday

8.30 –5.30

Friday

8.30-12.30

Wednesday

Closed

Prescription Ordering

9am-2pm

Blood/X-Ray Results

9am-2pm

Website:

www.belfordmedicalpractice.nhs.uk

Facebook Page:

Belford Medical Practice

Appointments

The surgery is using the telephone triage system. This means that patients will initially be phoned by a Doctor or Nurse Practitioner and if they need to be seen the Clinician will organise a surgery time with the patient for a face to face consultation. This does have an advantage in that patients with urgent medical symptoms can be seen straightaway. Other patients are usually seen either that day or the day after or if appropriate, triaged to another team member such as the first contact Physio.

Collecting Prescriptions

When you enter the surgery please make your way into the booth to the left, this will take you to the dispensary window and you will be able to collect your medication from there.

Home Visits

Home visits by the GP's and District Nurses are still being undertaken as necessary. **If you feel you need a home visit we would ask you to contact the surgery as soon as possible** in the morning so that you can be added to the visiting list for that day (before 11am). You will be asked your name and address and the reason for the visit. As usual the request will be triaged by the GP's.

Telephone System

Select Number one if requiring a prescription or results, select number two if requiring an ap-

pointment and select number three for all other enquiries.

Requests for prescriptions and results are only available between the hours of 9-2.

If you select this option out with those times then you will hear a message and the phone line will cut off.

HEALTH AND WELLBEING

SOCIAL PRESCRIBING LINK WORKER

GPLW – Belford : **Carol Gunn** carol.gunn2@nhs.net

Dementia GP Linkworker: **Janette Casson** janette.casson@nhs.net

The Social Prescribing GP Link Worker (GPLW) service works across all practices within the Well Up North PCN and has 5 GPLW and 1 Dementia GPLW. Each GPLW is assigned to a practice and has positive links with the community and voluntary sector.

The Social Prescribing GPLW provides non-clinical person centre care offering a listening ear, empathy and time for patients to unpick complex issues affecting their wellbeing which helps reduce health inequalities. By focusing on 'what matters to me' enabling a holistic approach to people's health and wellbeing patients feel empowered to have more control over their lives. Processes are in place providing the opportunity for patients to monitor their own progress over the course of their support with the GPLW. Positive collaboration is ongoing to ensure that the GPLW is able to connect people to community groups and statutory services for practical and emotional support.

Support is available to anyone over the age of 18 who:
is struggling with social, economic or environmental issues
would like access to a more holistic approach to their health and wellbeing
is not benefitting from current treatment plans who might have other underlying issues
has long term conditions that could benefit from additional community-based supports
has low level mental health issues that may be precipitated by loneliness, isolation, grief etc

Additional to this, we offer Dementia Support for those who are:

[Beginning to experience memory loss](#)

Mild Cognitive Impairment

Diagnosis of Dementia

GPLW connect people to community groups and help the person to develop the skills, friendships, and resilience. They work collaboratively with local groups and the voluntary sector to ensure accessibility and sustainability and also help to start new groups where there are gaps in the community.

[On average, GP link workers have between 6-12 contacts with a patient, depending on their needs and offer appointments in practice, over the phone or visit people in their home, where needed.](#)

People can be easily referred to a GPLW from a wide range of local agencies, including GP, practice staff, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals, fire service, police, job centres, social care services, housing associations and voluntary, community and social enterprise (VCSE) organisations. Self-referral is also encouraged.

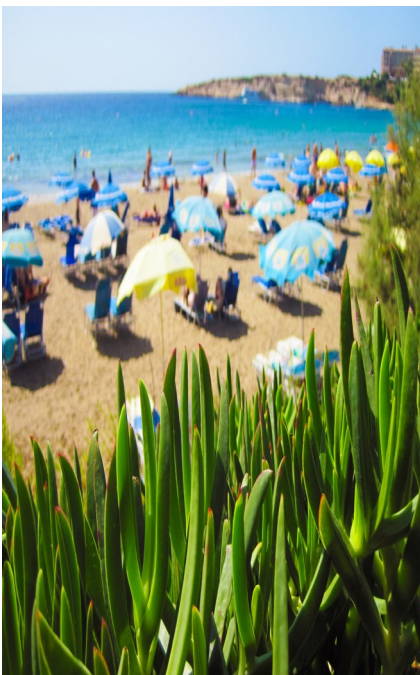


SUMMER SAFETY

The weather can affect our health, particularly in those who are more vulnerable or have long-term health conditions. If hot weather hits this summer, you can help protect yourself and others by:

- Looking out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk
- Staying cool indoors – closing curtains on rooms that face the sun can keep the temperature lower in indoor spaces
- Drinking plenty of fluids and avoiding excess alcohol
- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals
- Try to keep out of the sun between 11am to 3pm, when it's strongest
- Walking in the shade, applying high factor sunscreen regularly can protect your skin, and it's helpful to wear a wide brimmed hat while outside on sunny days

If you feel unwell or feel as if you have heat stroke drink plenty of fluids and stay out of the sun. If there is no improvement dial 111.



INSECT BITES

- Cover exposed skin – if you're outside at a time of day when insects are particularly active, such as sunrise or sunset, wearing loose clothing and keeping shoes on can help you avoid bites. Apply insect repellent to exposed skin – repellents that contain 50% DEET (diethyltoluamide) are most effective.

Be mindful that some insects such as horseflies are commonly found near water.



LOCAL PHARMACIES

Our local pharmacies can help with

Sexual Health & Wellbeing

Foot & Nail Care

Foot and Nail Care
Fungal Nail

Stomach and Bowel

Constipation
Heartburn & Indigestion
Diarrhoea
Irritable Bowel Syndrome
Haemorrhoids (Piles)
Nausea & Sickness
Acid Reflux
Fybogel

Colds and Coughs

Cold and Flu
Children's Cough
Sore Throat
Decongestants
Vaporisers and Inhalants
Cold Sores
Covonia
Numark
Vicks

Pain Management

Headaches & Migraines
Muscle & Joint Pain
Period Pain
Oral Pain
Aspirin
Paracetamol
Ibuprofen
Pharmacy Strength

First Aid

Antiseptics and Wound Care
First Aid Kits

Feminine Care

Vaginal Itching
Thrush
Cystitis
Vaginal Dryness

Hayfever & Allergy

Hayfever Bundles
Eye Drops
Nasal Spray
Organic & Drug Free

Sleep

Sleep Disturbance

Skin Care

Antiperspirants
Eczema & Psoriasis
Acne Treatment
Cold Sore and Warts
Hand & Foot Care
Moisturisers & Cleansers
Baby & Child

Ear & Eye Care

Ear Wax Removers
Eye Soothers and Brighteners
Eye Infections
Eye and Contact Lens Care
Dry Eye Treatment

Infestation

Lice Treatments
Worm Treatments
Scabies

Dental Care

Mouthwash
Toothpastes
Dental Accessories
Denture Care
Dry Mouth

Travel & Holidays

Holiday Products
Travel Sickness / Diarrhoea

Vitamins & Supplements

Shop by Ingredient
Shop by Health Need
Shop by Brands
Women's Vitamins
Men's Vitamins
Children's Vitamins
Over 50s

Diabetes

Monitors and Tests
Blood Testing and Monitoring

TRAVEL ADVICE



From 01/11/23 the Practice will no longer be offering any travel advice, medication or vaccinations. This is in line with other practices in the area.

The first point of contact for travel advice is MASTA via 0330 100 4272.

Online travel advice can also be accessed through:

- **Lloyds Pharmacy**
- **Superdrug Health Clinic**
- **Boots Travel Clinic**

Travel clinics based locally are:

- **MASTA at Newcastle and Forrest Hall**
- **Health Hut at Morpeth**
- **Travel Clinics Morpeth**

It is advisable to be arranging an appointment at least 6-8 weeks prior to travel to ensure you have the appropriate immunisations and medications before you travel.

PPG

Patient participation group are holding a meeting at our surgery Wednesday 12 June if anyone would like to attend.

PPGs meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

This group is open to anyone of all ages and would welcome a wide range of age groups.

The aim of the PPG is to work alongside the practice and to offer support and advise and to ensure the patients voice is heard, Part of this is looking at new initiatives to support health + wellness within the community

The mum + baby yoga group was a 6 week course which was organised through the PPG. It is holding a baby first aid course which is now fully booked and if this successful it maybe something that we look at running again in the future.

PCN Well Up North

The research team are undertaking new studies. Patients who are eligible may be contacted. Participation is optional.

You will be contacted in due course by the Team.



The Practice will soon be sending out messages to eligible patients via SMS and email about this years flu and covid campaign, there will be instructions to follow to allow you to make your appointments for campaign which will start in October. Patients should note that it is their responsibility to make their own appointments. Patients looking to ring the surgery to make appointments are asked to ring after 2pm Wednesday - Friday from 10th July, please do not ring before this date.