

Kingsway Medical Centre

Patient Newsletter Summer 2018

Welcome to the first issue of our practice newsletter. The newsletter is to provide patients with news, information or forthcoming events. If you have any suggestions as to what you would like to see in the newsletter, please inform a member of staff.



Going on Holiday?

After booking your holiday abroad, please remember to collect a travel questionnaire from reception. Then complete and return the form to reception.

The Practice Nurse will look through your records to determine which immunisations you have had, and will decide which vaccinations you may need. Please contact the surgery a week later, to see if you require any further vaccinations and a travel health appointment.

There will be a charge if you require Hepatitis B. If you require Yellow Fever, you will need a private travel health appointment. Pharmacy 365 in Stockton, City Doc in Middlesbrough and James Cook University Hospital administer Yellow Fever vaccinations.

For travel at short notice, we may not be able to offer you an appointment at the surgery; therefore you would need to make arrangements to be seen at a private travel health clinic.

Dates the surgery is shut

The surgery will be shut on Monday 27th August 2018 for the bank holiday.

Please note the surgery will be shut for staff training on Wednesday 10th October 2018 from 12 noon. We will re-open at 8 am on Thursday 11th October.

Email Communication



We would like to improve the way we communicate with patients. Patients are now able to contact the surgery by email for non-urgent queries.

Reception Team email address : hstccg.receptionkingswaymedicalcentre@nhs.net

Admin team email address : HSTCCG.A81057@nhs.net

We would also like to contact patients by text message or email, this is quicker than trying to contact patients by phone. If you are interested in being contacted by the Practice by text or email, please pop in and complete a form at the Reception Desk.

Staff Changes

We have recently welcomed Debbie to the reception team.

Mo and Georgia our third year medical students have finished their placement with the practice. We will host further medical students from September 2018.

Dr. Gardner will finish her training placement at the practice in August. We wish Dr. Gardner all the very best for her new role as a Partner at Norton Medical Centre.



We look forward to welcoming our new Registrar, Dr. Egbo, on 1st August 2018.

Found it hard to get an appointment?

In June 2018 we had 172 patients who did not attend for a scheduled appointment. Please cancel any appointments you are unable to keep.

You don't always need to see a doctor for help



Reception Team Signposting

The idea of signposting is not to deny access, but to help improve it, as well as allowing the doctors to focus on the things only they can do. If you are contacting the surgery for an appointment, our reception team will ask for some details to try and help signpost you to help you receive the right care, the first time.

Signposting people to the right care, first time

Pharmacists can give advice for :

Bites and stings	Chickenpox
Cold sores	Cold or flu
Conjunctivitis	D & V
Diarrhoea	Ear ache
Eye infection	Fever
Fungal infections	Head Lice
Nappy rash	Sinusitis
Styes	Sunburn
Threadworms	Warts/Verrucas



Dentists can give advice for



: Toothache and Tooth abscess

Referrals for Counselling

Patients are able to self refer for counselling, without having to see a doctor first. To make a referral, either ring Teesside: 01642 263121 or go onto the www.wecantalk.org website which lists the organisations which provide free counselling.



E.consultations

Did you know that you can contact our doctors by completing a form on the surgery website? www.kingwaymedicalcentre.co.uk



Look for the message on the home page of the website.

Complete a form and you should receive a response by the end of the next working day.

Online Services

Patients who use this service can make appointments with a GP or a Nurse and request repeat medication on-line. This service is available 24/7. Patients need to register to use online services. You will require a user name and password – please speak to a member of staff – proof of identification is required.

7 Day Access to Primary Care Services



It is now possible to see a doctor or nurse on an evening or at the weekend. The reception team will be able to give you more information about services offered in central Stockton, Ingleby Barwick and Hartlepool.

General Data Protection Regulation



In line with the new General Data Protection Regulation changes, we have updated our privacy notice. This is available on the surgery website, or by asking for a leaflet from reception.



On 18th July 2018, we celebrated 70 years of the NHS by hosting a lunchtime party in the patient waiting room for staff and patients and their carers.