## 

OCTOBER 2020

Patient Newsletter

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**WE ARE OPEN**

**We are open – if you need an appointment about something that is not CORONA VIRUS related then please call us on 0191 2620444.**

**You will be assessed by a clinician over the telephone and an appropriate appointment given which may be advice over the phone, a video consultation or a face to face appointment.**

**If a face to face appointment is required you will be advised what to do when you come to the practice. This will include the wearing of a face covering while in the building.**

**Please do not just come down to the surgery. Only come down once you have been assessed by a clinician over the phone or been invited to visit by a member of the practice team.**

**THIS WILL ENSURE WE CAN CONTINUE TO PROVIDE ESSENTIAL CARE KEEPING PATIENTS AND STAFF SAFE.**

**Staff have been employed to keep the patients and practice staff safe. If you have problems using a phone or have no access to a phone please make this clear to the staff at the door who will be able to help get you access to our services.**

**Thank you for your co-operation at this difficult time for all of us.**

**FLU IMMUNISATIONS**

**This has been a difficult flu season once again but we have managed to obtain further supplies of vaccine for those patients aged over 65 (before 1 April 2021) and for those under 65 in the most at risk categories. Invitations for the vaccine have been sent out so if you are eligible and want this important annual vaccination please call reception 0191 2620444 to book an appointment.**

**Parents of children who are eligible for a nasal vaccine will receive invitations to make an appointment at the surgery for their child.**

**You may have heard in the news that the Government are planning to extend the age range of patients for a flu vaccine from those aged over 65 to all those over the age of 50. We are still waiting for details from the government as to how this vaccination program is to be administered and currently we do not hold any stocks for this age group. When we have more details about this we will be in contact.**

**CLOSING TIMES FOR TRAINING**

**We will be closed on:**

**THURSDAY 26 November - P.M. ONLY - FOR STAFF TRAINING**

**When we are closed and you need emergency help ring 999 and ask for an ambulance for other urgent medical help and advice call the 111 service. This is a free service from landlines and mobiles.**

If you have any suggestions for our Newsletter please write down on a piece of paper and pop into the suggestion box or send via the web site.