

# NOVEMBER NEWSLETTER



## OPENING TIMES

Monday- **8:00am to 7:30pm**

Tuesday- **8.00am to 6:30pm**

Wednesday-**7:30am-8.00am**  
(prebooked appointments)  
**8:00am to 1pm**  
**2pm to 6:30pm**

Thursday- **8.00am- 6:30pm**

Friday **8:00am to 6:30pm**

Saturday **Closed**

Sunday **Closed**

## WHAT'S NEW

We would like to welcome our newest member of our admin team Libby to the practice who is currently covering maternity leave.



## STAFF TRAINING DAYS THIS YEAR:

5th November

**On these days the practice will close from 12:30pm**



# Meet The Team

## Meet our coders

Our brilliant coding team is made up of Natalie, Judith and Ellie, who you may remember from last month's newsletter.

As well as Sarah, a proud Newcastle United supporter (you may spot her by her black and white lanyard and water bottle!)

Deborah, whose cheerful voice often arrives before she does. When she's not coding, Deborah loves taking her dog for long walks.

Here's a quick look at how we've been supporting our patients this past month:

📞 7,750 inbound calls received, with an average wait time of 2 minutes 44 seconds another great improvement!

❌ 97 'Did Not Attend' appointments, down slightly from last month.

💻 370 eConsultations submitted.

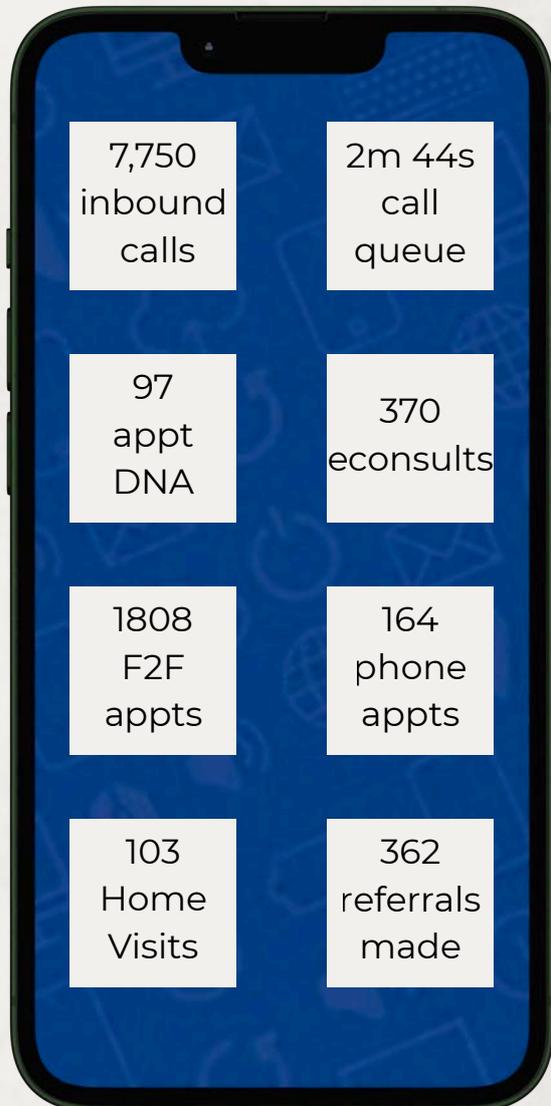
🏥 1,808 face-to-face appointments completed.

📞 164 telephone appointments held.

🏠 103 home visits carried out.

👤 362 referrals made to further care and services.

Thank you to our team for continuing to provide excellent care and service!



To treat a burn, follow the first aid advice below:

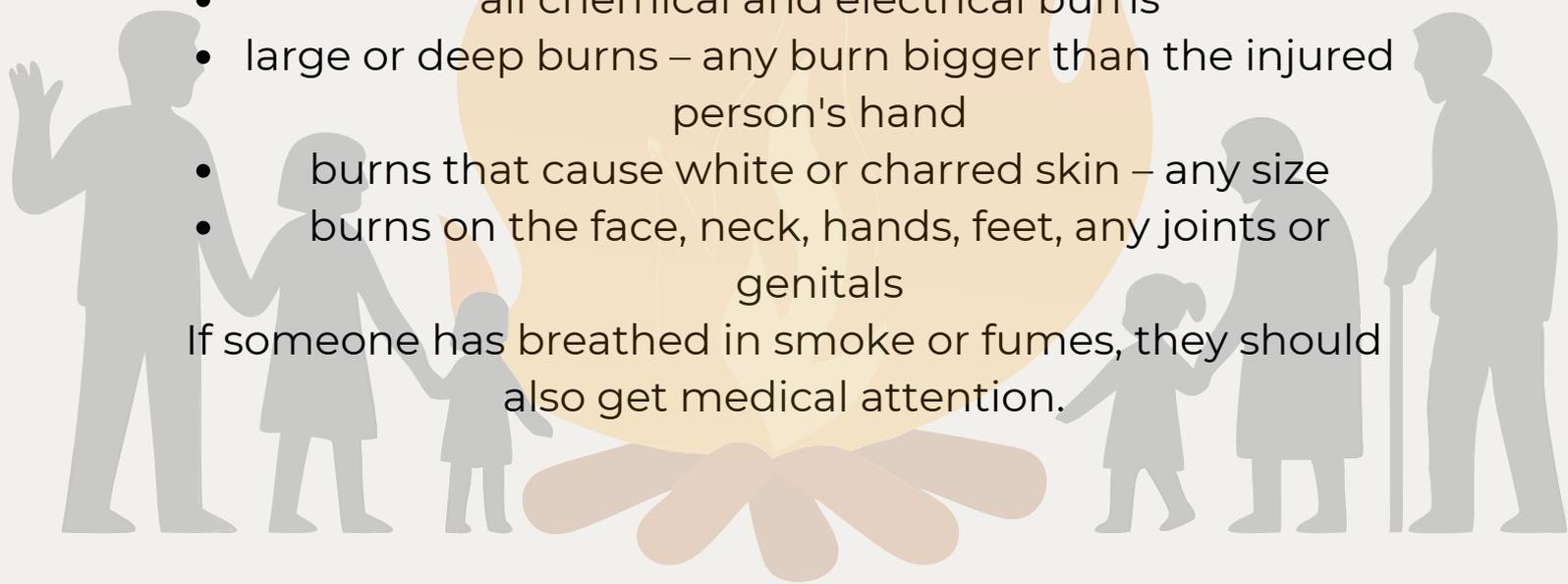
- **immediately get the person away from the heat source** to stop the burning
- **remove any clothing or jewellery** that's near the burnt area of skin, including babies' nappies, but do not move anything that's stuck to the skin
- **cool the burn** with cool or lukewarm running water for 20 to 30 minutes – do not use ice, iced water, or any creams or greasy substances like butter
- **make sure the person keeps warm** by using a blanket, for example, but take care not to rub it against the burnt area
- **after cooling the burn, cover the burn** by placing a layer of cling film over it – a clean plastic bag could also be used for burns on your hand
- **use painkillers** such as paracetamol or ibuprofen to treat any pain
- **raise the affected area if possible** – this helps to reduce swelling
- **if it's an acid or chemical burn, dial 999**, carefully try to remove the chemical and any contaminated clothing, and rinse the affected area using as much clean water as possible

More serious burns require professional medical attention.

You should go to a hospital A&E department for:

- all chemical and electrical burns
- large or deep burns – any burn bigger than the injured person's hand
- burns that cause white or charred skin – any size
- burns on the face, neck, hands, feet, any joints or genitals

If someone has breathed in smoke or fumes, they should also get medical attention.



**We'd like to say a very big thank you to all our patients who had their flu and covid jab with us last month. We have to date vaccinated 1369 patients with flu jabs and we have given 258 covid jabs to our patients. We hope to deliver Covid 19 vaccinations to our patients again should a spring booster vaccine be rolled out.**

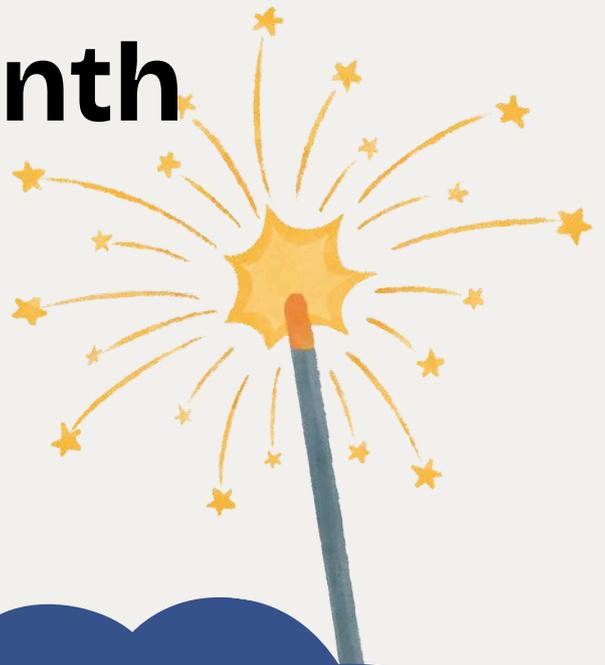
**By getting your vaccinations at the practice you help us generate income which we put back into the practice to improve our services for you**



This month at the practice we are promoting Men's health awareness month

## Things to look out for this month

We will be observing a minute silence on 11<sup>th</sup> November for remembrance day



We wish nurse Robyn all the best in her new venture