

Monkseaton Medical Centre & Bridge Medical Patient Newsletter

December 2020



Chris Coady
Chairperson, Patient
Partnership Group

"Dear Patients

In these unprecedented times, I feel it is important that we marvel at the extraordinary transition of services at Monkseaton Medical Centre and Bridge Medical.

In a matter of months, science and technology have transformed working methods in our practices to safe, Covid-19 secure, effective, efficient and patient friendly experiences which are of benefit to all patients and the practice teams.

Whilst these new digital services have saved journeys into the practices, it is of the utmost importance to remind you that where necessary, patients are of course invited into the practice and home visits continue to be made. Specialist clinics for long term conditions, baby clinics and smears all continue to operate safely and the practices are keen to promote with you the specific challenges of men's and women's ongoing health.

I am delighted that in partnership with Langley First School and Vision for Education, a small number of our patients will receive Christmas Hampers donated by parents and children of the school. In these challenging times, a truly generous gesture. The practice teams have also donated to the Whitley Bay Food Bank and Norah's North Pole, keeping community spirit at the forefront. Many thanks to all involved.

Much has been written about the forthcoming Covid-19 vaccines in the media. A massive operational challenge which will be achieved through the Whitley Bay Primary Care Network. Patients will be contacted about its implementation in due course, please be patient.

In wishing you all good health and well-being during the Christmas period, can I urge you all to stay safe, follow the guidance challenging though it is and look forward to a brighter 2021.

Every good wish.

Chris"

HAVE YOUR SAY

We are always looking for patients to join our Patient Participation Group. This gives you an opportunity to have a say on how our services could be improved and provide helpful feedback to our staff. If you are interested in joining, please contact our Reception Managers, Janet Pallace at Monkseaton and Gary Houghton at Bridge, who can give you more information.



Monkseaton Medical Centre

Phone

0191 252 1616

Website (eConsult)

monkseatonmedical.nhs.uk

Bridge Medical

Phone

0191 253 2578

Website (eConsult)

bridgemedical.nhs.uk

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We want you to know that we are still open and still seeing patients face to face when needed. Our processes have had to change in view of the pandemic and all requests for appointments have to be discussed with a GP by phone initially.

Some routine checks have been delayed due to the pandemic but please be reassured that we are catching up with these and any monitoring that is required will be attended to in due course. Any monitoring needed for medication you take is still going ahead.

It is very important that you contact us if you have any symptoms that you are concerned about.

We still have flu vaccines available for anybody that has not had theirs yet.

Monkseaton Medical Centre

Morning	Monday	Tuesday	Wednesday	Thursday	Friday
	Dr H Tomlin ♀	Dr A Roberts ♂	Dr H Tomlin ♀	Dr H Tomlin ♀	Dr R Salam ♀
	Dr V Bastain ♀	Dr V Bastain ♀	Dr J Sutton ♂	Dr A Roberts ♂	Dr A Roberts ♂
	Dr M Griffiths ♀	Dr M Griffiths ♀	Dr M Griffiths ♀	Dr V Bastain ♀	Dr J Sutton ♂
	Dr R Hart ♀	Dr J Rickard ♀		Dr J Rickard ♀	Dr J Rickard ♀
		Dr R Hart ♀		Dr R Hart ♀	

Afternoon	Monday	Tuesday	Wednesday	Thursday	Friday
	Dr R Salam ♀	Dr A Roberts ♂	Dr R Salam ♀	Dr H Tomlin ♀	Dr R Salam ♀
	Dr H Tomlin ♀	Dr V Bastain ♀	Dr H Tomlin ♀	Dr A Roberts ♂	Dr A Roberts ♂
	Dr M Griffiths ♀	Dr M Griffiths ♀	Dr J Sutton ♂	Dr V Bastain ♀	Dr J Sutton ♂
	Dr R Hart ♀	Dr J Rickard ♀		Dr R Hart ♀	Dr J Rickard ♀
		Dr R Hart ♀			

Bridge Medical

Morning	Monday	Tuesday	Wednesday	Thursday	Friday
	Dr H Coundon ♀	Dr J Atkinson ♀	Dr S Hartley ♀	Dr H Coundon ♀	Dr H Coundon ♀
	Dr S Hartley ♀	Dr I Williams ♀	Dr J Atkinson ♀	Dr R Arthur ♂	Dr R Arthur ♂
	Dr J Atkinson ♀				

Afternoon	Monday	Tuesday	Wednesday	Thursday	Friday
	Dr S Hartley ♀	Dr H Coundon ♀	Dr S Hartley ♀	Dr H Coundon ♀	Dr H Coundon ♀
	Dr J Atkinson ♀	Dr J Atkinson ♀	Dr J Atkinson ♀	Dr R Arthur ♂	Dr R Arthur ♂
		Dr I Williams ♀			

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Cervical Screening

Cervical screening is extremely important for the prevention and early detection of cervical cancer. Please contact the surgery or the 1-to-1 centre to book an appointment when you receive your recall letter. If you have any concerns about having it please discuss this further with us.

Jo's Cervical Cancer Trust provides support and information for all patients. Visit jostrust.org.uk to find out more.



Breast Screening

Breast screening is important for the early detection of breast cancer for women aged 50-71. Please attend your appointment when you are invited.

You may be eligible for breast screening before the age of 50 if you have a very high risk of developing breast cancer. (This may mean several of your female relatives developing breast or ovarian cancer, or a relative having breast cancer < 40 years old). If you think you might be high risk, please speak to your GP who can see if you are eligible for earlier screening.



Bowel Screening

Bowel cancer screening is offered to people aged 55 or over, if you're 55, you'll automatically be invited for a one-off bowel scope screening test, if it's available in your area. If you're 60 to 74, you'll automatically be invited to do a home testing kit every 2 years. If you're 75 or over, you can ask for a home testing kit every 2 years by calling the free bowel cancer screening helpline on 0800 707 60 60.

If you're too young for screening but are worried about a family history of bowel cancer, speak to a GP for advice.



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Self-Care this winter: Looking after your wellbeing

Helping Hands: 0345 200 102:

Supporting adults maintaining their independence at home.

Carers UK Helpline: 0808 808 7777:

Advice and support for carers and the cared-for.

Sliverline: 0800 47 8090:

Information, friendship and advice for older people.

Age UK North Tyneside: 0191 280 8484:

Offering friendly chats and other services to the elderly.

Post Office Helpline: 0845 722 344

State Pension Helpline: 0800 470 8090

Ability Prop Service: 0191 295 1335

Dog Walking Group: 07583 744696

Gardening Services: 0191 643 7897

Lockdown Coffee with Charly

Also based at the Linskill Centre and organised by Charly (Charlotte). This is an informal group chat which takes place on Fridays from 11am to 12 noon. Please get in touch for the meeting link by email charlotte@linskill.org or phone 07561 778 827.



Age UK Virtual 2020 Christmas Social & Physical Activities Zoom Programme

Gingerbread Workshop

Monday, 21st
Dec
11am to 12pm

Christmas Carol Singalong

Tuesday, 22nd
Dec
10am to 11am

Christmas Quiz

Tuesday, 22nd
Dec
1pm to 3pm

Dancercise Gold

Tuesday, 22nd
Dec
3pm to 4pm

Fitness, Strength and Balance

Wednesday,
23rd Dec
1pm to 2pm

To sign up for Age UK Social Activities call 0191 287 7012

To sign up for Age UK Physical Activities call 0191 287

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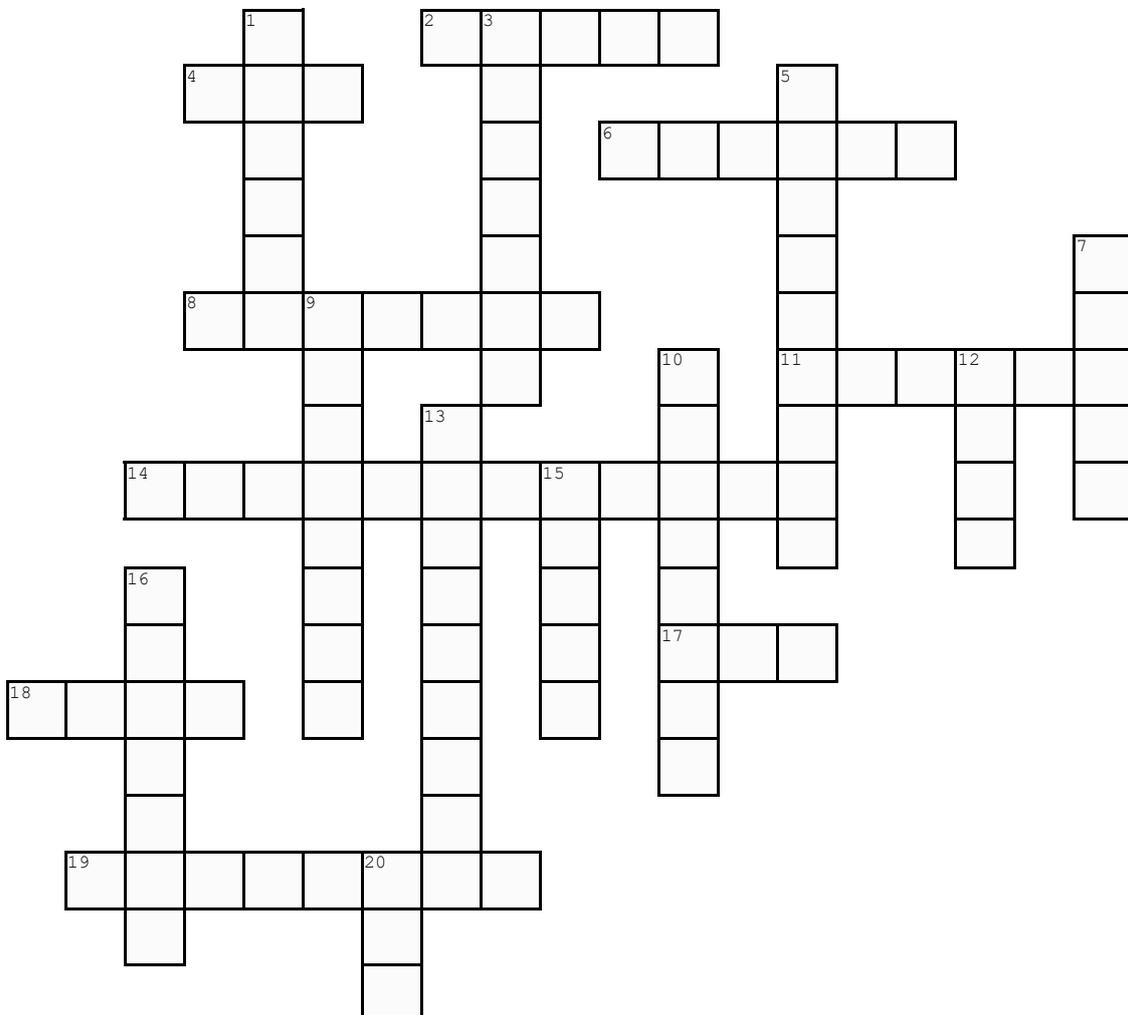
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Across

- Who helps Santa?
- What is the name of the Grinch's dog?
- Open the doors
- Wrap me up
- What Christmas beverage is also known as "milk punch"?
- What was the second present given to baby Jesus?
- How many lords were leaping?
- How many ghosts appear in A Christmas Carol?
- What month is Christmas?

Down

- Name one of Santa's reindeers whose name begins with the letter "D"?
- Where does Santa live?
- Where was baby Jesus born?
- What do you traditionally put on top of a Christmas tree?
- In Charles Dicken's A Christmas Carol, what is the first name of the main character?
- Who said "God bless us everyone!"?
- How many reindeer pull the sleigh?
- You kiss under this
- Which one of Santa's reindeer has the same name as another holiday mascot?
- You decorate your tree with these
- Who was Christmas number 1 in 2000?



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2020—A year of reflection

I think we can all agree that this year has been hard for everyone. The Covid pandemic has made us all live and work in a completely new way. We have all at some stage suffered anxiety, stress and sadness. We had to adapt quickly to new ways of living and working. Staff and patients responded magnificently to the changes and we wanted to reflect on some things that we did that we feel hopefully helped this year.



We adapted quickly to new ways of working ensuring our patients and staff were as safe as possible. We added more telephone appointments so patients could still access their GP and we still offer face to face appointments if the doctor feels they need to see you. We developed new systems such as E-consults to provide as many different ways for patients to discuss their medical needs with one of our staff. We dedicated our first hour to patients who were at the most risk of Covid-19. We added extra safety measures into our practices with floor signs to show social distance measures and hand gel to use when entering the building. We sent various newsletters out to some of our patients. In May we sent to our shielded patients and over 75 year olds an information newsletter to remind them we are still here. We sent a further information pack in June and November to some of our most vulnerable patients giving them more resources and information to help them during this time.

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Our nursing team have been ringing patients throughout the pandemic to check on their health and well-being. Reception staff have also been involved in a “Food Bank” drive and this month they have run a “Christmas Toy” drive and these have been delivered to Charities in our community.



We have just had our annual telephone inspection with CQC this month and they have commented that despite the most difficult year for the NHS, Monkseaton Medical Centre and Bridge Medical have delivered caring, responsive and safe care to all of our patients and staff.

Our campaign to fight Covid-19 begins late December and we will begin the Covid-19 vaccination programme starting with our most senior of patients. We hope this will bring new hope for a brighter 2021.

HAPPY HOLIDAYS



From all the team at Monkseaton & Bridge Medical