

Your Doctors

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OPENING TIMES

8.30am—1 every day
2pm—8pm (Monday)
2pm—6pm (Tues-Fri)
Closed Saturday & Sunday

ENHANCED ACCESS

If you need access to GP services in the evenings, or at weekends, there are now improvements to where, when and how appointments can happen.

Monday evening appointments at Neetside Surgery are available up to 8pm. Please contact us for details.

Call 111 for medical advice & direction: 999 for life-threatening emergencies.

CLOSURES AHEAD

WEDNESDAY 25th DEC.
THURSDAY 26th DEC.
WEDNESDAY 1st JAN.
2025



THANK YOU

We wanted to take this opportunity to thank our patients for the support given to us whilst introducing the new TOTAL TRIAGE system this month. The feedback so far has been really good. No new system is without challenge, so we are listening to our patients to ensure that the way we manage your requests for appointments with our GPs and other clinical team members is appropriate, fair and safe, determined by medical need and overseen by those with the expertise and experience to make these decisions.

As well as our patients, the brilliant Neetside team have really risen to the challenge of a new way of working. They have been and continue to be magnificent. We all feel that it's a cooperative journey we are taking together.

Just a few pointers:

** If you aren't able to access the triage link on the website, you can still call us and we will go online to complete the form with you. It really helps us if you are able to use the online form yourself, however. The TOTAL TRIAGE link is at the top of the website homepage and looks like this:



** You do not need to register to use this service. Once you have clicked the link just choose between an admin query and a medical query. It will look like this:

I have an admin query
Contact us about a fit (sick) note, test results, repeat prescription, or anything else admin related. →

I want help for a medical issue
Contact us about a new or ongoing problem. →

** If you feel your condition is urgent please contact us ASAP, ideally **before 11am**. Please continue to leave more routine contact until after 11am.

** Bookings for Practice Nurses, Healthcare Assistants and Phlebotomy (bloods) are unchanged and not part of TOTAL TRIAGE appointments. Continue to book as previously. Thank you again for working with us.

AUTUMN VACCINATIONS—what to look out for

Flu vaccine side-effects

Flu vaccines are very safe. All adult flu vaccines are given by injection into the muscle of the upper arm.

Most side effects are mild and only last for a day or so, such as:

- slightly raised temperature
- muscle aches
- sore arm where the needle went in – this is more likely to happen with the vaccine for people aged 65 and over

Try these tips to help reduce the discomfort:

- continue to move your arm regularly
- take a painkiller, such as paracetamol or ibuprofen – some people, including those who are pregnant, should not take ibuprofen unless a doctor recommends it.

Covid vaccine side-effects

Like all medicines, the COVID-19 vaccines can cause side effects, but not everyone gets them.

Most side effects are mild and should not last longer than a week, such as:

- a sore arm from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

You may also get a high temperature or feel hot or shivery 1 or 2 days after your vaccination. You can take painkillers such as paracetamol if you need to. If your symptoms get worse or you're worried, call 111.

Information from <https://www.nhs.uk/>

WHERE ELSE CAN I GO FOR AUTUMN WINTER VACCINATIONS?



The Covid and flu vaccination clinics run by us complete on Saturday 19th October. If you still need a vaccination the following options may be of help.

NATIONAL BOOKING SERVICE

Call 119

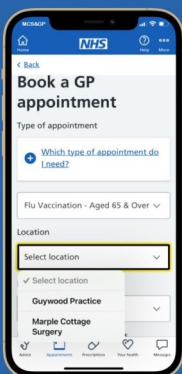
SOME PHARMACIES

Check first

WALK-IN CLINICS HELD LOCALLY BY OTHER PROVIDERS

Check our website, we post when we hear.

NATIONAL BOOKING SERVICE ONLINE



BOOK ONLINE FOR
YOUR ANNUAL
FLU VACCINATION
USE NHS APP



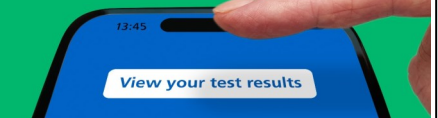
If you'd like to be able to use NHS App and need a little help, please feel free to ask us!



Wait by the doormat

or

Just tap the App



OUR WEBSITE IS CHANGING!

As part of a pilot project being run by NHS England, Neetside Surgery has been chosen to offer its patients the new GP Practice Standardised Website.

Our current website, familiar to many of you, has served us well over many years, however it does now need a substantial upgrade to accommodate the increasing amount of information required to be on it and the volume of activity now having to be run from it—TOTAL TRIAGE, for example.

The new website will look quite different, using the standard that is being adopted nationally, with a familiar and recognisable NHS identity to give patients confidence and trust that they are in the right place for their website and using accredited NHS information. The webpages will include the NHS logo and have a distinctive blue identity that people recognise from established NHS information pages. The aim is for it to be easy and quick to use and the information less complicated.

Our new website migration is being managed by **Spindogs** (a UK website provider and digital transformation specialist) with work being carried out in the background throughout October and November. This part of the process will not affect our patients in any way. Our Neetside Surgery Team, along with our Primary Care Network media colleagues will also be checking that the information on the new website is both correct and in the best place for our patients. Once the new website is ready and working correctly, the old website will be retired and the new one will replace it. The proposed date for this to happen is currently **Thursday 21st November 2024**.

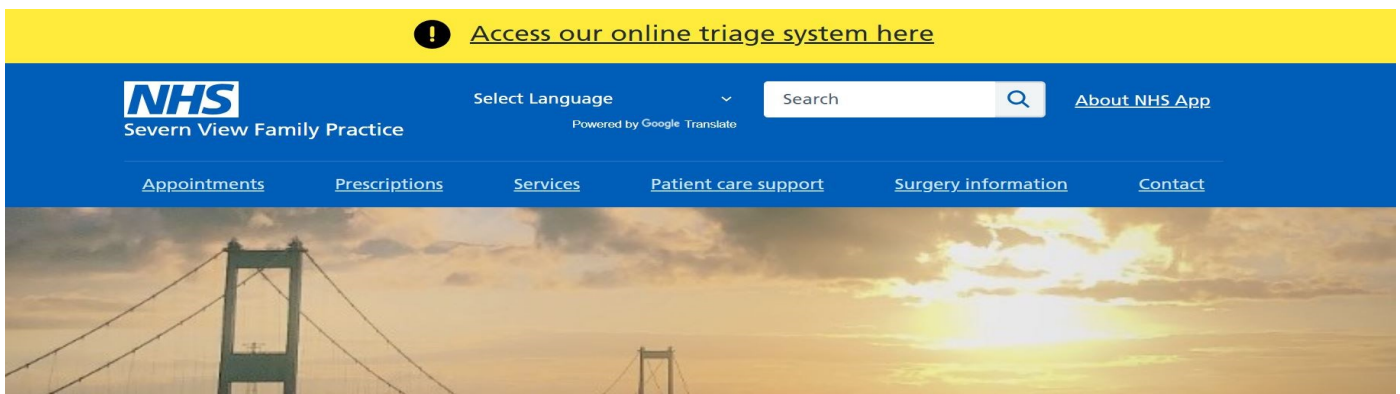
To have a look in advance at how the GP Practice Standardised Website looks, have a look at Severn View Family Practice here:

<https://severnviewfamilypractice.nhs.uk/>

We are confident as a practice that this improved and updated website will better serve the needs of our Neetside patients. Once it's up and running we'd love to hear what you think.



The Neetside Team



Respiratory Syncytial Virus (RSV) is a common cause of coughs and colds. RSV infections usually get better by themselves, but can sometimes be serious for babies and older adults. A new RSV vaccination is being offered for the first time this year to pregnant women and those who are aged 75 to 79. Pregnant women will be offered and RSV vaccination through their hospital maternity services.

Once the Neetside Surgery Covid and flu vaccination clinics have ended we will be contacting patients again in the 75 to 79 age group who are eligible for the RSV vaccination, continuing the programme of invitations started in September. The RSV vaccination is a year-long campaign so will be available all year.

If you wish to find out more please type RSV VACCINATION NHS into your browser to find NHS information. Our nursing team will also be able to advise.

An NHS poster for RSV vaccination. The top left corner features the UK Health Security Agency logo. The top right corner features the NHS logo. The main text reads: "You'll be offered the RSV vaccine once you turn 75". Below this, a white box contains the text: "RSV can cause pneumonia and other life-threatening conditions in older adults, with thousands needing hospital care every year." At the bottom, it states: "From Sep 2024 the vaccine will be offered to adults when they turn 75. There will be a one-off catch-up programme for those already aged 75-79." The poster includes icons for accessibility (a person with a cane) and a checkmark in a circle. The background image shows an elderly couple looking at a laptop.

STOPTOBER ... be a smoke-free zone!



STOP SMOKING AND GOOD THINGS HAPPEN

Commit to quit



Quit smoking this Stoptober

When you stop smoking, good things start to happen — you can begin to see almost immediate improvements to your health, as well as your finances.

So this October, join the thousands of smokers committing to quitting. Stop smoking for 28 days and you're 5 times more likely to give up for good.

It's much easier to stop smoking when you get the right support and there are lots of options to choose from.

Check out the free tools, tips and support to help you stay on track by following the link or QR code. Let's do this!

<https://www.nhs.uk/better-health/quit-smoking/>

SMOKING CESSATION SUPPORT IN CORNWALL



Quit Smoking Start Saving

Join the thousands of people who are quitting smoking.



Download the free NHS Quit Smoking app to get started or scan the QR code for more information.



QUIT33-PO1



Smoking cessation support is now delivered free-of-charge throughout Cornwall by the **Healthy Cornwall Smokefree** service.



Telephone: 01872 324 200

E-Mail: healthy.cornwall@cornwall.gov.uk

or go online via the QR code or at <https://www.healthycornwall.org.uk/smokefree-cornwall/>

Select "Make a Change" and fill out the enquiry form.

Text Support:

HC advisors can support you through text messages; whether it's checking up on how you're getting on, arranging prescriptions or answering any queries you may have.

Telephone Support:

HC advisors can support you via weekly phone calls to keep up to date with your stop smoking journey and give you advice and support when you need it.

Digital Support:

HC advisors can also support you through the use of email or with virtual meetings held over Microsoft Teams or Skype.

NEETSIDE SURGERY IS AVAILABLE ON FACEBOOK

Get all the latest!



Neetside Surgery: 01288 270580