

GREYSTOKE GAZETTE

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Surgery News

New Staff

In the last 2 months we have had to say goodbye to a number of receptionists and phlebotomists but all have moved on to exciting new jobs and we wish them well. It has been a busy time for our reception team as they have been training the new staff and we are grateful for your patience through this time. The 3 new members of the reception team introduce themselves below:

Maxine Adams

My name is Maxine Adams and I joined the Greystoke team in August. I previously worked in the NHS for 11 years before adopting my little boy. I live in Rothbury with my six dogs, 3 cats, ducks and chickens. I enjoy walking my dogs in the beautiful Northumberland countryside.



Vicky Jewers

I have enjoyed my first couple of months here and have had a warm welcome from staff and patients. Before Greystoke, I was a call handler for the 111 service based in the South of England. Outside of work, I enjoy spending time with my husband, 3 daughters and dog.

Tracy Crawford

Hello, I joined the practice in September and have taken over the role of Admin/Phlebotomist. I was previously working in the community alongside the District Nurses in North Tyneside. I live in Ponteland with my husband and two cockapoos and have a daughter living in Somerset who I visit regularly on weekends. I enjoy socialising, walking and Pilates. I am enjoying my new role at Greystoke and look forward to meeting you all.



New Training Administrator Role

At Greystoke we are constantly striving to offer the very best service possible to all of our patients. We now have 2 training administrators within the practice who will be working with existing members of our team to ensure we are all up to date with ongoing changes within the NHS and ensure a consistently high level of service is offered to all patients. Kirsty Barrass and Clare Smith have been appointed to this role and are looking forward to working with the staff to ensure we offer all of our patients a high standard of service at all times.

Teaching at Greystoke

Greystoke Surgery is an approved training practice and is committed to providing an excellent environment for learning and personal development. GP Registrars and **Medical Students** are a very welcome part of our medical team and we value their contribution to the practice and the stimulus they provide. From January 2020 to July 2020, the surgery will host 3rd Year Students every Tuesday (AM & PM). From January 2020, we will host a 4th year Student for 6 weeks. We will also have 2 pairs of 2nd Year Students and they will come for a day in December 2019 and a day in March 2020.



In the near future, we will also be welcoming **Student Nurses** to the practice for short observational placements. This training will offer significant benefits to not only the nurses of our future, but our practice and patients of the surgery. We hope that all our patients will be willing to allow our Student Nurses to observe during your consultations, however, if you do not want a student present please let reception or your health professional know.

We and the students would like to thank willing patients very much for helping us with this important teaching. Our medical student feedback is overwhelmingly positive, and this is largely due to our very helpful patients! We can't do it without you!

Kind Regards,

Your Practice Nurse Samantha Hoyle

Travel vaccines

Due to changes in NHS policy, Greystoke Surgery and the Practice Nurses can no longer administer private vaccinations for travel. The surgery can still offer travel health advice and NHS travel vaccinations.

If travelling, you can book a 20 minute telephone advice slot with one of our practice nurses preferably in good time before travel, and the nurse can discuss the travel advice and book you in for any NHS vaccines necessary.

You also have the option of going to one of the private travel clinics e.g. Health Hut Pharmacy in Morpeth, Boots in Eldon Square (Masta travel clinic downstairs), or Superdrug in Newcastle. For information you can go to Nathnac.org.uk (travel health pro) or www.masta-travel-health.com



The Friendship Line

A free telephone friendship service for people aged 60 and over. Would you or someone you know love to talk to someone every week?

Age UK Northumberland can match you with a trained volunteer who shares your interests and will call you once a week for a friendly chat.

How does it work?

1. You sign up and register with Age UK Northumberland.
2. They assess your profile.
3. They match you up with a suitable volunteer.
4. They then connect you to the volunteer for weekly calls.



Please ring to find out more on 01670 784 800 or look at their website ageuk.org.uk/Northumberland

Vaping Advice

You may be aware of the recent media coverage from the USA in relation to vaping (also known as electronic cigarettes or e-cigarettes), including reported cases of lung disease and the subsequent bans of flavoured e-liquids. In response to concerns following media reports. Public Health England have issued the following statement;

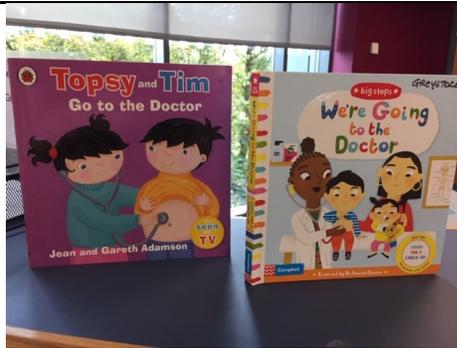
A full investigation is not yet available but indications are that these cases have been linked to people using illicit vaping fluid bought on the streets or homemade, some containing cannabis products like THC or synthetic cannabinoids like Spice, and others Vitamin E acetate oil.

This is not the same as using UK regulated nicotine products. Unlike the US, all e-cigarette products in the UK are tightly regulated for quality and safety by the Medicines and Healthcare products Regulatory Agency and they operate the Yellow Card Scheme, encouraging vapers to report any adverse effects.

Public Health England's advice remains that vaping carries a small fraction of the risk of smoking. Using a nicotine-containing e-cigarette makes it much more likely someone will quit successfully than relying on will-power alone – three studies this year have found them twice as effective as NRT alone. But it's important to use UK-regulated e-liquids and never risk vaping home-made or illicit e-liquids or adding substances.

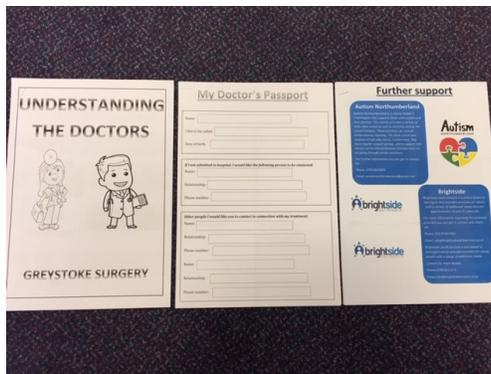
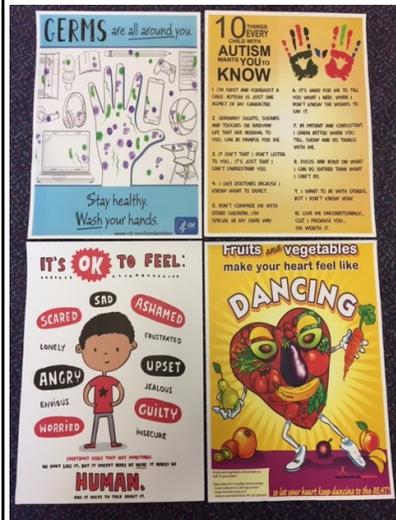
The Vaping position in the UK is different to that of the USA; to date no serious side-effects have been reported in the UK via the Yellow Card Scheme and vaping remains largely confined to those who already smoke or ex-smokers.

Whilst the reports from USA are worrying and need investigating, the advice from all official bodies in the UK is that the hazard to health arising from long-term Vaping is unlikely to exceed 5% of the harm from smoking, and it is always preferable to vape than to smoke.



We have recently undertaken a review of how younger patients and patients with additional needs view our services. We have been guided by Melissa Stephenson who helped produce a resource pack for our clinicians / patients, along with some additional resources e.g. chair for

young patients to tuck themselves away whilst waiting and some reading books etc. If you would like additional information, please feel free to contact the surgery.



Vitamin D

In spring and summer, most of us get enough vitamin D from sunlight on our skin and a healthy, balanced diet. During autumn and winter (from October until the end of March) the sun isn't strong enough in the UK to produce vitamin D. That means we have to rely on getting it just from the food we eat. Because it's difficult to get enough vitamin D from food alone, many of us risk not getting enough. Taking a supplement helps to keep levels of the vitamin topped up during the colder months.



Public Health England advise that adults and children over the age of four should consider taking a daily supplement containing 10mcg of vitamin D, particularly during autumn and winter. Vitamin D supplements are widely available from supermarkets and chemists.

People who have a higher risk of vitamin D deficiency are being advised to take a supplement all year round. The at-risk groups include people whose skin has little or no exposure to the sun, like those in care homes, or people who cover their skin when they are outside. People with dark skin, from African, African-Caribbean and South Asian backgrounds, may also not get enough vitamin D from sunlight in the summer. They should consider taking a supplement all year round as well.

It is recommended that children aged one to four years should have a daily 10mcg vitamin D supplement all year round. As a precaution, all babies under one year should have a daily 8.5-10mcg vitamin D supplement to make sure they get enough. Vitamin drops are available for babies. Your health visitor can tell you where to get them. These are available free to low-income families through the Healthy Start scheme. However, babies who have more than 500ml (about a pint) of infant formula a day don't need a vitamin D supplement as formula is already fortified.

Eating Distress

NIWE is a specialist organisation for people whose lives are affected by eating distress. Disrupted eating can start as a strategy to regain control in an unsafe or chaotic world and develop into an everyday struggle which impacts work, health and relationships. Any relationship with food that you find difficult may cause eating distress.



Eating distress and disorders are serious emotional and physical problems and it is important to seek help and support.

- If food and eating feels like it is taking over your life then it may be that you need help.
- If you have a loved one you are worried about then help is available for you too.

We would encourage you to make appointment with your GP but NIWE can offer a range of services to help as well:

- Information and signposting
- Counselling (men and women)
- Group therapy (women aged 18+)
- HOPE—a support group for women aged 16+ providing therapeutic activities e.g. singing, craft nights, yoga
- Health topic workshops e.g. mindfulness, self esteem, anxiety

You can contact them directly by telephone, e-mail, letter or via our Facebook page. If you need help to get in touch, you can ask someone to contact us on your behalf.

More information about NIWE is available on their website www.niwe.org.uk
NIWE Eating Distress Service, The Old Post Office, 5 Pink Lane, Newcastle upon Tyne NE1 5DW Tel: 0191 221 0233