

# GREYSTOKE GAZETTE

ISSUE 66

APRIL—MAY 2016

## Practice News

### **On Line ordering of Prescriptions**

We have discovered that a recent software update from SystmOne has made it very difficult for us to identify free text you send us. If you need to request a medication that is not in your repeat or recent drug lists we would be grateful if you could either send a separate free text request which does not include requests for recent or repeat medication as well, or telephone the prescription line. We have informed SystmOne of this problem but their wheels move slowly. If you are not signed up for on-line ordering of prescriptions and making of appointments and would like to do so please speak to the receptionist at the desk.

### **Patient Participation Group News—Road Safety at the Junction**

The road access to the health centre has long been considered to be unsatisfactory, mainly due to the restricted visibility at its junction with the busy main road. It has been described as “an accident waiting to happen” and indeed, a few have already taken place. Congestion at the junction can also create inconvenience and delays to people with appointments and thereafter, delays in getting home.

In recognising the difficulties and possible dangers posed by this problem, the Practice Management and Patients Group has been pressing Northumberland County Council for many months to see if something can be done to alleviate the situation. In the short term, we have suggested that traffic calming measures (road signs and markings etc.) be put in place to improve road safety at this dangerous point on the main road. In the longer term, a roundabout junction is seen as the best possible solution. Despite many letters, emails and telephone calls, nothing so far has been achieved. This is both disappointing and worrying, especially with the forthcoming increase in traffic on the access road created by the new housing development at St. Georges’.

A patient’s survey undertaken some months ago showed that a significant number of people attending the surgery had experienced problems at this road junction. However, whilst the results of the survey are helpful to the case to convince the County Council that something needs to be done soon, more evidence is needed. Therefore, if you have had any problems getting to or from the surgery, or have other related comments or suggestions to make, we would be very pleased to hear from you.

Your views are important and could help to create a safer and more convenient environment for all visiting the health centre. Please feel free to contact:

Jennifer Dollman (Practice Manager)  
Tel: 01670 511393    [jenniferdollman@nhs.net](mailto:jenniferdollman@nhs.net)

Or

John Walton (Patients Group Chairman)  
Tel: 01670 512087    [jhwalton@btinternet.com](mailto:jhwalton@btinternet.com)

Alternatively, you can also leave a note and place it in the box on the reception desk. Blank paper and pens are available.

## Alzheimer's Society Volunteering Opportunities

By becoming a volunteer, you can make a huge difference to local people affected by dementia. They are looking for volunteers to support people with dementia and carers to enjoy groups including 'Singing for the Brain', 'Games for the Brain', Dementia Café and local History. They also need volunteers to work one to one within their befriending services. A befriender could become a gardening buddy, a walking companion, a bake mate or simply pop round for a cup of tea.

If volunteering for the Alzheimer's Society interests you please Tel:

0191 298 3989 or email: volsnstyne1@alzheimers.org.uk

To volunteer for the Northumberland Befriending Service please contact Suzanne Johnstone, Volunteering Officer, on Tel: 01670

813 255 or email: suzanne.johnstone@alzheimers.org.uk



**BritishRedCross**

## Support at Home and transport

The Red Cross helps thousands of people following a short stay in hospital and prevents unnecessary hospital admissions by providing extra support and care at home. The support offered by their volunteers can smooth the process of settling back into a normal routine and enable people to regain their confidence and independence. They also provide short-term loans of a range of equipment to help make life easier, for those recovering from an illness and offer transport support for medical appointments and essential daily needs. They can help you regain your independence and give you a valuable lifeline to the things and the people that matter. They can offer you a driver with a vehicle providing door-to-door support. Besides transport, they can also provide an escort who, if necessary, will stay with you throughout your journey

To access the above services please call the BRC on 0191 273 7961

## Carers Emergency Card

The carer emergency contact scheme offers free emergency support 24/7 to a person whose carer suddenly becomes unable to return and offer care in the usual way. This could be because of a personal crisis such as a sudden illness, accident or other emergency which occurs while they are away from home. If you would like an emergency card please call us on 01670 320025.

## Dementia: Understanding and Managing Challenging Behaviour

This free online course will help you learn more about managing challenging behaviour in people with dementia. Starts 9th May 2016.

If you are a carer looking after a family member with dementia in your own home or a professional working with people with dementia, this free online course will help you better understand the person and develop the skills needed to manage their challenging behaviour.

For more information and to join the course go to [https://www.futurelearn.com/courses/dementia?](https://www.futurelearn.com/courses/dementia?utm_source=FL_DB&utm_medium=crm&utm_campaign=19_01_2016_FL_newsletter&utm_content=text)

utm\_source=FL\_DB&utm\_medium=crm&utm\_campaign=19\_01\_2016\_FL\_newsletter&utm\_content=text  
For support to get online, if you do not have access to your own computer, contact 01670 320025.



## Hayfever sufferers

All the evidence shows that if you start your anti-histamines, sprays and drops before your hayfever develops you will achieve much better control of your symptoms throughout the hayfever season. Despite the cold, wet weather we have suffered the catkins are out and shedding pollen and the other trees will be following soon. All those who are sensitive to tree pollens should be starting their medication now. If you are only sensitive to grass pollens you should start your medication by the end of April.