



Welcome to our January Newsletter

January is usually a month of resolutions following the New Year, and if you are intent on a better health drive, we are here to help you. If you are in the age group of 40 – 75 without any underlying long-term conditions and have not had a health check in the last two years, please feel free to book a routine NHS Health Check at the Practice.

WINTER'S HERE

Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition

Get advice if you feel unwell

If you're 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell.

You can get help and advice from:

- a pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- your GP – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- NHS 111 – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do

The sooner you get advice, the sooner you're likely to get better. In a real emergency only, go to A&E immediately or call 999.

Keep warm and get help with heating.

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Check your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure they're working properly. You can find an engineer from the Gas Safe Register website.

Make sure your home is fire safe. For fire safety advice specific to you and your home, [visit the online home fire safety check website to complete a safety check for your home](#).

Make sure you're getting all the help that you're entitled to. There are grants, benefits and advice available to make your home more energy efficient, improve your heating or help with bills.

Find out more about [ways to save energy in your home from GOV.UK](#), or call the government helpline on 0800 444 202.

You can also [find out more from GOV.UK about benefits and financial support if you're on a low income](#).

Free NHS App

The NHS app allows you to access a wide range of NHS Services.

With full access you can do the following:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record
- book and manage coronavirus (COVID-19) vaccinations
- register your organ donation
- choose how the NHS use your data
- view you NHS number
- use NHS 111 online to answer questions and get instant advice or medical help near you.

You can download the NHS app on your phone or tablet. You can also access the same services in a web browser by logging in through the NHS website (Link: www.nhs.uk/nhs-app/account/). You must be aged 13 or over to use the NHS app.

Your Ideas Matter

At the Practice we are constantly trying to improve the services we provide to our patients in a sustainable manner and if you have any suggestions for improvement, we have now got a 'Your Ideas Matter' box in reception, and also feel free to drop a line to the Practice.

Thanks for reading our January newsletter. We look forward to providing a further newsletter in the Spring. Please keep checking in with us via our website at www.thegreenhousesurgery.co.uk as things change constantly.

Help Us to Help You

The Green House Surgery Staff work extremely hard, to provide care to our patients, please remember that they too are people with feelings; if you are unhappy with any aspect of the service we offer, please do let us know but please remain respectful and help us to help you.

Thank you for your cooperation, it is appreciated.

New Primary Care Services linked with the Practice

We are pleased to inform you that we have additional roles in the Practice to support our clinical teams.

➤ **Advanced Mental Health Practitioner (AMHP)**

Phillipa Dunn is an Advanced Mental Health Practitioner (AMHP) and will generally be working with people with a mental illness whose needs cannot be met by the NHS Talking Therapy Services (formerly known as IAPT). The AMHP works with patients to support shared decision-making about self-management and facilitates onward access to treatment services if required. You do not require a referral into this service and can book an appointment directly with the AMHP. The AMHP works closely with Clare McDermont, Health and Wellbeing Coach.

➤ **First Contact Practitioner (FCP)**

Haroon Ahmed is a first Contact Practitioner (FCP) and is a Musculoskeletal Physiotherapist working in an extended role to assess and manage patients who contact the surgery with Musculoskeletal (MSK) conditions. Our FCP can see patients with conditions affecting bones, joints, muscles, tendons and ligaments without the need to seek advice beforehand by a GP or Nurse Practitioner.

➤ **Clinical Pharmacist and Pharmacy Technician**

We have several Clinical Pharmacists and Pharmacy Technicians attached to the Practice. They provide ongoing support to the clinical team at The Green House Surgery.

➤ **Social Prescribing Support Practitioner (SPSP)**

We have Social Prescribing Support Practitioners (SPSP) linked to the Practice. Social Prescribing can provide short term support with social isolation, loneliness, emotional wellbeing, long term conditions, loss of confidence/purpose, poor health linked to housing or housing conditions, financial issues, substance/alcohol misuse, domestic abuse and support with accessing work, training or volunteering. To access the Service please ask one of our Medical Administrators for a referral.

➤ **Care Co-ordinator**

We have a Care Co-ordinator (Michelle) to assist with the care of our patients needing regular contact or requiring complex care. Michelle is the named contact for patients with some life limiting conditions or some patients needing extra support in managing their own care. Michelle is also the named contact for some patients with Learning Disabilities and some forms of Dementia or other cognitive impairment. Michelle will liaise with clinicians on behalf of the aforementioned patients with queries relating to various aspects of their care.

Care Navigation

What is Care Navigation?

Care Navigation offers individuals choice by **providing information** to help them move through health and social care services and **access the support** that is right for them. This will help patients to **see the right person**, to provide the **right care**, in the **right place**, at the right time as efficiently as possible.

Why use Care Navigation?

- To improve access to health and social care
- To release doctors time to care for patients with long term conditions and complex needs.
- To improve the service provided by frontline staff in health services.

How does it work?

- If you contact the Practice you will speak to a receptionist.
- These receptionists will have been specifically trained to provide Care Navigation locally.
- The receptionist will ask you for a **brief outline of why you're contacting** them and will be able to offer potential choices regarding appropriate services
- You may be provided with a choice in relation to an appropriate member of staff you can see within the Practice.
- The choice may also involve an alternative service which can meet you needs, for example; community pharmacy, stopping smoking services or sexual health
- Where appropriate you may be directed to Local Community Groups
- Where appropriate the receptionist may be able to book and appointment for you directly.
- This is not clinical advice or triage.
- You do not have to accept the choice provided by the receptionist.

Patient self referral

Did you know that patients can now refer themselves directly to the following services for triage and assessment?

- Musculoskeletal (MSK) services
- Audiology (community age relating hearing) services
- Podiatry services
- Wheelchair services

Please note that self-referral means a referral for triage where the service will assess suitability for treatment/intervention. Should the providers believe their service is unsuitable following triage patients will be directed back to their GPs for review and assessment.

Self referral pathways

Musculoskeletal Service (MSK)

Patients can self-refer directly for triage and assessment with the South Tees MSK Service. To do so, patients should visit the website at

<https://www.southtees.nhs.uk/services/community/musculoskeletal/referral-criteria/msk-self-referral/> to read the referral information first before submitting the referral form.

Paper referral forms are also available for the Tees Musculoskeletal Service, telephone 01642 854664. Telephone lines are open from 8.30am – 4.30pm Monday to Friday. The South Tees MSK Service can also be contacted via email at: stees.musculoskeletalservice@nhs.net

Physiotherapy self-referral can be done via telephone, details are outlined online at <https://www.southtees.nhs.uk/services/physiotherapy/community-outpatient-physiotherapy-middlesbrough-redcar-and-cleveland/how-to-refer/>

Patients registered with a GP in Middlesbrough, Redcar and Cleveland can self-refer by phoning 01642 944682 or 01642 944708 to speak with a member of the admin team.

Wheelchair Services

Patients will shortly be able to self-refer for assessment into the South Tees Hospitals Wheelchair Service via webform on the South Tees Trust website (<https://www.southtees.nhs.uk/services/disablement-services/wheelchair-service/>). This is not live yet but is expected to be made available soon.

Telephone referrals are not appropriate for this service, and as such patients are encouraged to use the webform which will guide users for taking measurements for wheelchairs.

Patients will be able to watch a short video explaining how to make measurements for a wheelchair to aid in getting appropriate equipment to suit each patient's needs. This video is still pending recording and uploading to the Trust website.

Podiatry

Patients can self-refer into the Podiatry Service via email and telephone, information is available at: <https://www.southtees.nhs.uk/services/community/podiatry/>

Patients should telephone 01642 944746 and ask for a copy of the self-referral form, or email podiatry.clinic@nhs.net

Audiology (Community Age-Related Hearing Loss)

To make a self-referral to audiology services patients will need to refer to their local audiology provider's policy. Information for patients on making a referral can be found below.

Patients should be made aware that self-referral is only available to patients who meet the current criteria for audiology referrals from GPs.

Specsavers

Patients can call or visit stores in person. The patient will then be triaged by staff for eligibility into the service. Patients can call stores at the following locations:

Stockton Specsavers, 49-51 Wellington Square, Stockton-on-Tees, UK, TS18 1RG

Telephone: 01642 037780

Middlesbrough Specsavers, 25/27 Newport Road, Middlesbrough, Cleveland, UK, TS1 1LE

Telephone: 01642 036045

Hartlepool Specsavers, Unit 136, Middleton Grange Shopping Centre, Hartlepool, Cleveland, UK, TS24 7RD Telephone: 01429 705024

Darlington Specsavers, 41 High Row, Darlington, County Durham, UK, DL3 7QW Telephone: 01325 968150

Redcar Specsavers, 57 High Street, Redcar, Cleveland, UK, TS10 3BZ Telephone: 01642 037576

Scrivens

Patients can call Scrivens to book an appointment via telephone 0800 027 5102. This number will direct patients to the scrivens Customer Services Team who will then direct patients accordingly into the service.

Patients who struggle with telephone contact can email customercare@scrivens.com to self-refer, or visit www.scrivens.com to book an appointment online.

Minor Ops

Patients can self-refer to Minor Ops via telephone and email booking. Patients should call 0191 9178886 or email hearingcare@minor-ops.co.uk

Outside Clinic

Patients can self-refer to the Outside Clinic via telephone booking. Patients should call 0800 954 9093 to be registered, after which they will receive a call from the Audiology Advisor Team to be