**VICTORIA MEDICAL CENTRE**

**SPRING NEWSLETTER 2019**

Partner: Dr Singh

**Prescription Line:**

**As of June 1st 2019 we will no longer have a prescription line.**

**In order to order your prescriptions you will have to attend the surgery and complete a form or order online.**

**Please ask Reception for further details and to inform us which pharmacy you wish to nominate if you wish for your prescriptions to be sent electronically!**

**Medical Emergency Appointments:**

**If you believe you have to see the Doctor urgently and it cannot wait for a routine appointment, we now have Urgent appointments in both the AM and PM!**

**As normal we will have Urgent appointments which become available at 8am BUT we will now have afternoon appointments which will only become available at 12 noon.**

**This will make sure you have more chance of seeing a GP that same day!**

**E-Consult:**

**E-consult is an online triage tool that enables GP’s to conduct consultations more efficiently; you can have your symptoms remotely assessed by your own GP without the need to visit the surgery.**

**To access please log onto:**

[**www.victoriamedicalcentrehebburn.nhs.uk**](http://www.victoriamedicalcentrehebburn.nhs.uk)

**This is a 24/7 service.**

**New Clinicians:**

**We would like to welcome Dr Ghosh our new GP and Loren our new practice nurse who have both joined our practice the beginning of April!**

**We look forward to you all having the opportunity to meet them.**

**Contact Us:**

* **Telephone number: 01914832106 & 01914282212**
* **Email:** [**Alison.tones@nhs.net**](mailto:Alison.tones@nhs.net)
* **Address: Victoria Medical Centre, 12/28 Glen Street, Hebburn, NE31 1NU**

[**http://www.victoriamedicalcentrehebburn.nhs.uk**](http://www.victoriamedicalcentrehebburn.nhs.uk)

**Veterans Day:**

**We will be holding a Veterans Day on Thursday 16th of May at 1pm, this will be open to everyone and we will be providing transport for any Veteran housebound patients who would like to come along.**

**If you have a relative who is a Veteran, please bring them along!**

**Light refreshments will be available.**

**We will be providing light refreshments and hope you can all attend!**

**Educational Closing Dates:**

**The practice will be closed on the following afternoons:**

* **Thursday 11th April 2019 – 13:00pm to 18:00pm**
* **Thursday 16th May 2019 – 13:00pm to 18:00pm**
* **Thursday 20th June 2019 – 13:00pm to 18:00pm**

**Patient Participant Group:**

**Our group consists of patients who are interested in developing the practice and the services available for you as a patient.**

**We meet on a quarterly basis and would welcome new members. If you are interested please leave your details at reception for the attention of Jayne.**

**New Patients:**

**We are currently registering new patients.**

**If you know anybody who would wish to join the practice please do not hesitate to ask reception for more information!**

**Tell us about your care:**

**Please visit our NHS choices page on:**

[**www.nhs.uk/services/GP/overview**](http://www.nhs.uk/services/GP/overview)

**You can tell us about your care at the surgery through this page.**

**Patient Online Access:**

**If you have access to the internet, you could ask reception for a PIN access code. This will allow you to make GP appointments, access medical records, access test results and order prescriptions online!**

**If you have any problems accessing your PIN please contact the surgery at your convenience.**

***Please note once your PIN access code has been sent you only have 7 days to activate this before it expires!***