**Contact Us:**

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

**Educational Closing Dates:**

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

* **Thursday 18th July 2019 –**

**13:00pm to 18:00pm**

* **Thursday 15th August 2019 –**

**13:00pm to 18:00pm**

* **Thursday 19th September 2019 –**

**13:00pm to 18:00pm**

**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.**

**Welcome!**

**We would like to Welcome Sarah the Practice Nurse to the team.**

**Sarah’s working days are Wednesday and Thursday mornings. She will be providing clinics from 7.00am to accommodate patients who prefer early morning appointments.**

**Please watch this space as we plan to offer an early morning blood clinic in addition to these extended hours.**

**GP’s: Dr. Singh, Dr. Ghosh and Dr. Saraf**

**Prescription Line:**

**Just a reminder that as of June 1st 2019 the prescription line is no longer available on a dedicated number.**

**To continue ordering your prescriptions please complete a re-order form available in the practice or you can order online.**

**Both options allow you to nominate a pharmacy where you prefer to collect your medication from. A nominated person can also order medication on your behalf.**

**VICTORIA MEDICAL CENTRE**

**SUMMER NEWSLETTER 2019**

**Patient Online Access:  
If you have access to the internet you could ask the reception team for a PIN access code. This will allow you to make GP appointments, access your medical records, and order prescriptions online!**

**If you have any problems registering with Patient Online, please contact the surgery and the reception team will be happy to help you with the initial registration.**

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

**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.**

**Veterans Day:  
We would like to thank everyone who attended our veterans day! On 16th May 2019**

**It was a huge success and we hope to see you all again at future events.**

**Opening Times from 1st July 2019**

**Monday 8.00am – 6.00pm**

**Tuesday 8.00am – 6.00pm**

**Wednesday 7.00am – 6.00pm**

**Thursday 7.00am – 2.00pm**

**Friday 8.00am – 6.00pm**

**We also offer extended weekend hours on a Saturday and 2 Sundays a month**

**Please ask the receptionist for further details of weekend opening times.**

**Please note we no longer close for lunch**

**Patient Participant Group:**

**The patient group consists of patients registered with the practice who are interested in developing the practice and the services available to you as a patient.**

**We meet on a quarterly basis and would welcome new members. If you would like to be a member but are unable to attend the group meetings, we offer the ability to register via email and would welcome your participation through email. We would email you prior to the quarterly meeting to check if you had any agenda items to be discussed and would ensure your received copies of the minutes. If this is something you would be interested in please leave your details at reception for the attention of Jayne.**