**VICTORIA MEDICAL CENTRE**

**COVID-19 NEWSLETTER 2020**

Locum: Dr R Saraf

Partners: Dr C Singh & Dr N Ghosh

**Medical Emergency Appointments:**

**During the Covid-19 epidemic the appointment system protocol will change to accommodate the safety of all patients.**

**We will only be booking appointments on a day to day basis and NO pre-bookable appointments will be available.**

**All appointments with clinicians will be telephone triage only.**

**How we can all support the vulnerable in our community:**

**During the Covid-19 outbreak we have helped to support a community food bank and crisis response team by donating non-perishable food items and toiletries.**

**Hebburn helps is grateful for any donation big or small, if you would like to donate please contact 0191 489 9707.**

**Social Prescribing:**

**We will still be offering telephone appointments with our Social Prescriber during this time.**

**Social Prescribing is designed to support people with a wide range of social, emotional or practical needs which is focussed on improving patients’ mental health and physical well-being.**

**Please contact us for more information!**

**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.**

**Contact Us:**

* **Telephone number: 01914832106**
* **Email:** **stynccg.victoria-medical-centre@nhs.net**
* **Address: Victoria Medical Centre, 12/28 Glen Street, Hebburn, NE31 1NU**

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



**Baby Immunisations:**

**Baby immunisations will still be going ahead during the Covid-19 period.**

**You will be contacted by the surgery to make this appointment.**

**If you have any questions regarding this please give us a call!**

**Where to get help during the COVID-19 pandemic**

* **Impact Family Services**

**07375788835 (based in south tyneside to support domestic abuse cases)**

* **Angelou Centre (support for BME/refugees) – 0191 226 0394**
* **National Domestic Abuse Helpline – 0808 2000247**
* **Mens Advice Line - 0808 8010327**
* **National LGBT+ Domestic abuse helpline - 0800 999 5428**
* **Psychological wellbeing services – 0191 283 2937**
* **Crisis Team – 03031231145**
* [**https://web.ntw.nhs.uk/selfhelp/**](https://web.ntw.nhs.uk/selfhelp/)

**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!***