**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!**

**Medical Emergency Appointments:**

**During the Covid-19 pandemic the appointment system protocol has changed 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 (Except weekend appointments.)**

**All appointments with GPs will be telephone triage only unless informed otherwise.**

**Locum: Dr. Saraf**

**Partners: Dr. Singh and Dr. Ghosh**

**Contact Us:**

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

**GP 2 Pharmacy**

**We are also offering a service where you can be referred to your local pharmacy to be seen by a trained pharmacist for minor ailments as well as having treatment prescribed.**

**Please ask a receptionist for more information regarding this!**

**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.**

**VICTORIA MEDICAL CENTRE**

**SUMMER NEWSLETTER 2020**

**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.**

**Once a month the staff and GP’s get together in the practice over a lunch time and we each provide a food dish of our choice to share with each other.**

**This is called a potluck lunch It helps us to keep moral up and put time aside to be able to enjoy each other’s company and cuisine talents (or not).**

**We decided the type of theme and then prepare food to that theme. June’s month was English dishes; July’s month will be Italian and Augusts Indian.**

**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 200 0247**
* **Men’s Advice Line – 0808 801 0327**
* **National LGBT+ Domestic abuse helpline – 0800 999 5428**
* **Psychological wellbeing services – 0191 283 2937**
* **Crisis Team – 0303 123 1145**
* [**https://web.ntw.nhs.uk/selfhelp/**](https://web.ntw.nhs.uk/selfhelp/)

**Opening Times**

**Monday 8.00am – 6.00pm**

**Tuesday 8.00am – 8.00pm**

**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**