***FLU SEASON***

***Protect yourself and Protect Others***

**Free** NHS **flu** programme is for people aged 65 and over, pregnant women, people with certain conditions such as kidney disease, asthma or heart disease and carers or those in care homes.

Households of those on the shielded patient list and children in the first year of secondary schools will now also be eligible for the vaccine for the first time.

People aged 50–64 years are now eligible for a free flu vaccine in England, although they will be invited later in the 2020/2021 flu season for a vaccination,

**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! Or visit our website***

**Medical Emergency Appointments:**

During the Covid-19 pandemic the appointment system protocol has changed to accommodate the safety of all patients and staff.

We will only be able to book appointments on a day to day basis and **NO** pre-bookable appointments will be available at the moment (Except for weekend appointments.)

All appointments with GP’s will be telephone triage only unless informed otherwise.

**VICTORIA MEDICAL CENTRE**

***Autumn Newsletter 2020***

**Locum: Dr. Saraf**

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

**Contact us:**

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



**E-Consult**

**E-Co**nsult 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)

**Patient Online Access:**Victoria Medical Centre are proactive with patient on-line access and we encourage all patients to use this service, its safe faster access to services such as making a GP appointment, accessing your medical records and ordering your medication online!

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

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

**Opening Times:**

Monday 8:00am – 6:00pm

Tuesday 8:00am – 6:00pm

Wednesday 7:00am – 6:00pm

Thursday 7:00am – 6:00pm

Friday 8:00am – 6:00pm

We also offer extended weekend hours every Saturday and 2 Sundays a month.

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

**Where to get help during the Covid-19 pandemic:**

* Impact Family Services – 07375788835 (based in South Tyneside to support domestic abuse cases.)
* Angelou Centre – 0191 226 0394 (Support for BME/Refugees.)
* 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/>

**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.