**Victoria Medical Centre**

**Winter Newsletter 2021**

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

**E-Consult and E-Consult Lite:**

**Due to the Covid-19 pandemic, all GP surgeries have to now screen patients before they come into the practice.**

**We are now offering a new service called E-Consult Lite. This is where a receptionist will fill in a form for you over the phone if you cannot access E-Consult yourself or are unable to fill in the online form. This form will then be passed to a clinician who will contact you either by email, telephone or text.**

**If you are calling about a medical problem, you no longer need to request an appointment with the GP or Nurse, you can simply fill in our online E-Consult form which can be found on our website.**

**Test results, sick notes and prescriptions can also all be requested via E-Consult.**

**If you are calling about a life threatening emergency please call 999.**

**Covid-19 Vaccinations**

We have contacted and vaccinated all our patients within government guidance for their 1st COVID vaccination.

The cohorts that have been vaccinated to date are:

* **Care home residents/workers**
* **Patients aged 65 years and over.**
* **Health and social care workers.**
* **Clinically vulnerable patients as directed by the department of health.**
* **Patients with learning disabilities.**
* **Housebound patients.**

The next cohort will be high risk adults under 65; we are currently awaiting government guidance on when we can commence this.

**If you are in any of the above cohorts and have not received your vaccine, please contact the practice.**

**Contact Us:**

* **Telephone number – 0191 483 2106**
* **Email –** **stynccg.victoria-medical-centre@nhs.net**
* **Address – Victoria Medical Centre, 12-28 Glen Street, Hebburn, NE31 1NU**



**New Clinician**

**We would like to welcome our new Practice nurse Dionne who joined us February 2021.**

**Dionne will be offering face to face and telephone consultations, please contact reception for further information**

**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.**

**Where to get local support during the COVID-19 pandemic:**

* **Hebburn Helps – A Food Bank and Crisis Response Team providing food parcels, adults and children's clothing, baby equipment, toys, household items and more – 0191 489 9707**
* **MENCAP - MENCAP offer personal support to people with a learning disability such as employment, social care, housing, residential care and supported living services – 0808 808 1111**
* **South Tyneside Mutual Aid - A group of volunteers who have come together to assist and support each other during the current crisis - 07841 350103**
* **Age Concern - People over the age of 50 can access a wide range of flexible support tailored to their individual needs and circumstances such as short courses for those wishing to enhance their digital skills, health and wellbeing support and financial advice – 0191 456 6903**

**For further details on numerous other organisations in the South Tyneside area please visit:**

[**https://www.southtyneside.gov.uk/article/71160/Coronavirus-COVID-19-Local-support-services**](https://www.southtyneside.gov.uk/article/71160/Coronavirus-COVID-19-Local-support-services)

**Opening Times:**

**Monday 8:00am – 6:00pm**

**Tuesday 8:00am – 8:00pm**

**Wednesday 7:00am – 6:00pm**

**Thursday 7:00am – 6:00pm (doors close at 2pm)**

**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.**

**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.