Coquet Medical Group
NEWSLETTER

As a busy year is quickly coming to an end we are currently preparing for another year of caring for our patients. In order to help us provide you with the best possible service we will be holding our annual practice survey, starting in December. We would encourage our patients to take part by completing a questionnaire which are available in our health centre waiting rooms. The questionnaire should only take you 5 minutes to complete and there is space for you to leave your own comments at the end. Your views are very important to us and we hope you will take the opportunity to share them with us at this time. Thank you.

Staff Changes

Sadly, Dr Helen Wilcox will be leaving us on 20th December to work at another practice, nearer to her home. We wish her every happiness for the future.

Dr Rebecca Day will also be leaving us at the beginning of December, we wish her luck with the rest of her training and she will be replaced by F2 Doctor, Laura Kenny who will be joining us on 4th December for 4 months. We welcome two new Physician Associates, Chloe and Imogen, who will be working with our GP’s and Advanced Nurse Practitioner’s each Tuesday for 6 months.

Congratulations to Maria Carroll and Coleen Common who have now completed Phlebotomy training and now have dual roles as a receptionist and Phlebotomist.

Welcome to Caitlin Holmes who joins us at the beginning of December on a 12 month apprenticeship in customer service.

Best wishes for a peaceful Xmas and a Healthy New Year from all the partners and staff!

New online services

We have just launched our new Facebook page! Please follow and like our page on Facebook @coquetmedicalgroup to receive information on the practice and health promotions.

The NHS ‘APP’

The NHS App is a new easy way to register for online service:

The NHS App is the first app from the NHS for people across England. Use the NHS App to:

- Book and cancel appointments. Search for, book and cancel appointments at your GP practice.
- View your record. Get secure access to your GP medical record.
- Order repeat prescriptions. See your available medications and place an order.
- Check your symptoms. Find trusted information on hundreds of conditions and treatments and get instant advice.
- Register to be an organ donor. Easily manage your preferences on the NHS Organ Donor Register.
- Choose how the NHS uses your data. Register your decision on whether your data can be used for research and planning.

We would really like you to download the app and use online services. While everyone cannot access us in this way it frees up our time for those who can’t. If you currently use another app you can still continue to do so. Please follow the link below for further information or to sign up today: https://www.nhs.uk/apps-library/nhs-app/
**Xmas and New Year hours**

We will be closed on the following days:

- **Christmas Day**
  Wednesday 25th December

- **Boxing Day**
  Thursday 26th December

- **New Year's Day**
  Wednesday 1st January

Our usual opening hours apply at all other times. Please consider these hours when ordering your repeat prescriptions. We require up to 2 working days to process prescriptions. Thank you.

The NHS Out of Hours Service is available when we are closed.

Ring 111 for advice and in an emergency dial 999

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**NHS SCREENING TIMELINE**

The NHS currently offers screening as follows:

- **Screening in Pregnancy** - Offered at 10 Weeks and 20 weeks

- **Newborn Screening** - Offered to newborns then at 3 days and 6 to 8 weeks.

- **Diabetic Eye Screening** - Offered annually to people with diabetes aged 12 and over.

- **Cervical Screening** - Offered to women aged from 25 to 49 every 3 years and women aged from 50 to 64 every 5 years.

- **Breast Screening** - Offered to women aged from 50 up to their 71st birthday. Older women can self-refer.

- **Bowel Cancer Screening** - Offered to men and women aged 60 to 74 every 2 years. Those 75 or over can request screening by calling 08007076060. In some areas people aged 55 are also invited for a one-off bowel scope test. You can check by calling the number above.

- **Abdominal aortic aneurysm (AAA) screening** - Offered to men during the year they turn 65. Older men can self-refer.

Screening is the process of identifying healthy people who may have an increased chance of a disease or condition. It can be helpful to think of screening like a sieve. The sieve represents the screening test and most people pass through it. This means they have a low chance of having the condition screened for. The people left in the sieve have a higher chance of having the condition. The screening provider can then offer them information, further tests or treatment as appropriate. All screening is a balance of potential benefits and potential harms. Deciding whether or not to have a screening test is a personal choice and one which only you can make. You have the right to accept or decline screening. At each stage of the screening process, people can make their own choices about further tests, treatment, advice and support. It is important to have realistic expectations of what a screening programme does. Screening can save lives or improve quality of life through early identification of a condition. It can also reduce the chance of developing a serious condition or its complications. However, screening does not guarantee protection and receiving a low chance result does not necessarily prevent the person from developing the condition at a later date.

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**Hospital appointments and referral clinic letters.**

Patients often ask us how they can chase up their hospital appointments or referral clinic letters and they can do this by contacting the following:

- **Northumbria Hospitals Switchboard:** 0344 811 8111
- **Newcastle Hospitals Switchboard:** 0191 233 6161