

THORNFIELD MEDICAL GROUP

Winter 2025
NEWSLETTER



Upcoming Practice Closures

**Wednesday 5th November 2025 from 13:00PM
for Staff Training**

Thursday 25th December 2025 – Christmas Day

Friday 26th December 2025 – Boxing Day

Thursday 1st January 2026 – New Years Day

**Thursday 19th March 2026 – from 13:00PM for
Staff Training**

If you need assistance during this time please visit a
Walk in Centre, call 111 or in an emergency dial
999.

Welcome to our latest newsletter, we will be
sharing the latest updates here at the practice and
some important information with you!

SystemConnect

SystemConnect is the new way to contact us and
access our services, it requires an online form to
be completed.

The Care Navigators view the form and signpost
patients to the most appropriate service for their
care. This could be a Doctor, Advanced Clinical
Practitioner, Pharmacist, Pharmacy, Nurse, Walk
in Centre, or A&E.

We still have the phone line available for those
who are unable to access the internet, we would
be very grateful if you could submit an online form

Phone update

We have recently upgraded our phone system
which allows some extra features. This means our
phone options have changed as follows:

Option 1. Link to SystemConnect website

Option 2. Cancel appointment

Option 3. Prescription line available 9am-11am.

Option 4. Speak to a Care Navigator

More information can be found on the following
page with regards to the changes and how this
may benefit you.

Flu vaccine

The flu vaccine helps protect against flu, which can be a serious or life-threatening illness. It's offered annually to people who are at higher risk of getting seriously ill from flu.



Who should have the flu vaccine

You can get the free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2026)
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system

Frontline health and social care workers can also get a flu vaccine through their employer.

If you're eligible we may have already contacted you, please call the surgery to book an appointment or pop in and we will get a member of staff to see you.

Community Pharmacist Consultation Service (CPCS)

The Community Pharmacist Consultation Service (CPCS) integrates Community Pharmacists into primary care.

This means for patients that same-day appointments with Community Pharmacists are available for a range of minor ailments or urgent supplies of regular medication.

The service gives patients quicker access to Pharmacists and their expert knowledge and alleviates pressure on GP practices at the same time.

How it works

Reception and Administration teams know which conditions, queries and ailments can be dealt with by Community Pharmacists and can direct referrals on patients' behalf.

This is an example of Care Navigation, where non-clinical staff can signpost or refer patients to the most appropriate services when patients are happy to share the details of their need or problem.



Annual Reviews



There is good evidence that patients who live with a long-term health condition, live longer when their condition is well managed. We also need to make sure that any medications that we give are helping you live well but also not causing any unintended harm. Therefore, it is very important that you are assessed to make sure that the best things for you are happening.

We will invite you to attend appointments in or around your birthday month so that all your health conditions can be reviewed together.

If you haven't received a message, please contact the surgery to check your eligibility.

HIGH BLOOD PRESSURE

COPD

DIABETES

ASTHMA

EPILEPSY

Social Prescribing Link Workers – SPLW Team

SPLWs connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice.

Some things the SPLWs can help with:

- Housing
- Benefits
- Financial problems
- Letters
- Power of attorney
- Getting food parcels/food vouchers/clothing/appliances/utilities/toiletries
- Homelessness
- Bereavement/mental health/loneliness
- Support with appointments
- Addiction support



If they can't help you directly, they will try their very best to find someone or something that can!

Speak to a Care Navigator or one of the Clinicians if you feel as though you could use

Reasonable adjustments

Reasonable adjustments are changes that we can make to help everyone access and use the GP surgery fairly, some examples are:

- Communication (e.g. interpreter, larger print, easy read documents)
- Environmental (e.g. a quiet place to wait, dimmed lights, accessibility)
- Appointment support (e.g. earlier/later appointment when the practice is less busy)

The aim is to remove the barriers that some patients may face when accessing our services. We can also share this information to your National Care Record allowing other services to be notified of your adjustments. This information will then be shared with hospitals, social care, dentists and other services we may refer you to like the physiotherapist.

By sharing this information, it allows other services to meet your needs and make the changes as necessary, we can only do this with your consent.

This will then be reviewed annually to make sure everything is up to date. If you feel as though you could benefit from a reasonable adjustment, please speak to reception.



DO YOU KNOW HOW TO ASK FOR THEM?

People with disabilities should tell health and care services what reasonable adjustments they might need to support them to access services.

You can find out more information about reasonable adjustments by checking out our flyer or scanning the QR code or visiting www.necdnet.co.uk/work-programmes/reasonableadjustments

REASONABLE
North East and North Cumbria ADJUSTMENTS

SCAN ME →



Local Help

Our local area has a lot to offer if you are struggling.

You can visit the below link www.feedingfamilies.org.uk/get-help/ which has some useful links to help navigate you to the correct help in your area. If not, ask to speak to one of our Social Prescribers!

Some local help:

- CAP Debt Counselling, call 0800 328 0006 to arrange an appointment.
- Search Trussell Trust to find local food banks.
- Peoples Kitchen can provide a free hot meal daily.
- Vinnies Kitchen, Byker Bridge, you can get 10 items for £5.00.
- Newcastle Pop Up Pantry – google to find local pop-up areas and dates.
- Food Cycle:

Every Thursday 7pm at St Silas' Church, Clifford Street, Byker, NE6 1DR.

Every Wednesday 12:30pm at Monkchester Community Centre, Monkchester Road, Walker, NE6 2LJ



You and Your GP

You and Your General Practice has been developed to help patients understand what to expect from their general practice and how they can get the best from their GP team.

YYGP enables patients to provide feedback or raise concerns with their GP Practice, Healthwatch or the Integrated Care Board (ICB).

For more information or to submit feedback, visit our website.

What You Can Expect (Your Rights)



Contacting us

- Open Monday – Friday 08:00am – 18:30pm
- Call us, visit in person, use the NHS app, or contact us using SystmConnect (website)

When we're closed

- Urgent (non-emergency)? Call 111 or visit NHS 111 online
- Emergency? Call 999 or go to A&E

Appointments

- Tell us what you need so we can help quickly
- We'll reply within one working with:
- Same day/future appointment
- Phone call or message
- Advice from pharmacy or NHS service

Who you might see

- GP, Nurse, Pharmacist or other trained staff
- Carers can speak for you with your consent
- You can ask for a preferred clinician (may wait longer)

Extra support

- If you're under 16, you can still ask to see a GP without your parent or guardian if it is seen appropriate
- tell us if you need a translator, wheelchair access, or any other help

Your rights

- register with any local practice – no ID or proof of address needed
- choose your hospital for referrals if available
- be treated with respect, kindness, and fairness

Scan the QR code to complete an online request form.

This can be used for both clinical and administrative requests including home visits, fit notes, letters, and medication.

If you're unable to use online, please let us know and we will look to see how we can help you.

You can also order your medication by using the NHS app or by handing in a paper request into reception.

*Please note all medication requests take 2 working days to be processed and sent to your nominated pharmacy.

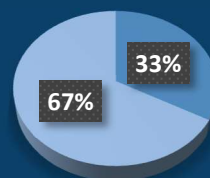


Scan me to complete an online form for Thornfield Medical Group



During the month of September 2025 493 patients did not attend their Clinical appointments

Did Not Attend Appointments



■ GP/ANP Appointments
■ Nurse/HCA Appointments

33% of missed appointments were with a Doctor or Advanced Nurse Practitioner.

67% of missed appointments were with a Nurse or Health Care Assistant.

In total this equates to 120 hours of Clinical time wasted through patient not cancelling their appointments.

If you cannot make your appointment, please let us know so we can give it to someone else.

To cancel you can press option 2 on our phone line, reply to your reminder SMS message or cancel via the NHS app.

