

January 2018

**NHS**

# NEWSLETTER

**TyneHealth**  
GPs together in North Tyneside

**TyneHealth is the members' association for all 29 GP practices in North Tyneside. We're part of the NHS – National Health Service.**



## A members' association

TyneHealth, as an organisation, has a special obligation – the owners are the GP practices, and the benefit we want is a healthy, happy, and safe population (working in health is a vocation).

This means that TyneHealth has the obligations of a commercial organisation to run services well and efficiently, but then to invest any surplus achieved in benefiting you, the people who live or are registered with a GP practice in North Tyneside.

## Winter, and Choosing Well for You

TyneHealth now coordinates the GP practices and the local doctors to give you evening and weekend appointments to see a GP, nurse or Health Care Assistant (HCA). GPs are great for more complex issues and new conditions; nurses ensure an existing condition is looked after correctly and will diagnose and treat more common conditions; and HCAs do health and

wellness checks, take bloods, and change dressings. All of these roles, and more, may be available in your hub.

There are 6 hubs in North Tyneside, with at least one open in each Primary Care Home area (marked out by the Coast Road and A19 which divide North Tyneside into 4 quarters of 50-60,000 population) each weekday evening and on Saturday mornings, and at least one open on Sunday.

To book an appointment, speak to your GP practice. If you need an evening or weekend appointment, then ask. During the winter (through to March), you can also call 0191 486 2195 at the weekend to book an appointment at a hub. We do have access to your medical record (for 'Primary Purpose' – this means they can only look for the purpose of delivering care to you), but if you have an ongoing condition then it's still better to see someone in your GP practice.

And just a reminder – if you have a cold or flu, then stay at home, and get some flu remedies from your pharmacist.

## Primary Care Navigators

Your receptionist in the GP practice may have an additional role, as a Primary Care Navigator. Your doctor or nurse may suggest you speak to them, or they may approach you at the desk.

The Primary Care Navigator can help you with non-medical situations, like Isolation, housing difficulties and social activities. It's an additional service that GP practices in North Tyneside are offering, and it links in with North Tyneside Council Community Navigators (0191 643 7474) and Age UK North Tyneside advice line (0191 280 8484).



## Clinical Pharmacists in General Practice

The Primary Care Strategy includes a section about expanding the primary care workforce. Although the best way to treat illness is to keep people healthy, and if they get sick, to get them well again before it gets any worse (which is what Primary Care does), there aren't enough GPs for everything that's being asked of them. So TyneHealth prepared a bid to NHS England, endorsed by North Tyneside CCG, to get a team of pharmacists to work in GP practices across North Tyneside, reviewing medication and acting on hospital discharge letters.

We've just been given the news that we were successful, and we're starting recruitment now. The pharmacist will be a tremendous help in practices (some practices already have them) and free up GP time for the most complex patients. We look forward to seeing them soon.

## Bringing the Hospital closer to home

Healthcare advances even faster than computing – about 50 years ago diabetes could only be treated in hospital, whereas many people manage their own condition with a finger prick meter today, and keyhole surgery has transformed recovery times.

You'll find that your GP practice can do more and more for you, that previously you would have had to travel for. TyneHealth coordinates Sexual Health and Menorrhagia (heavy menstrual bleeding) treatment in practices, Health Checks (40-74 year olds), and a new Community DVT pathway, delivered in your GP practice or in one near you. Please check out our website [www.tynehealth.org.uk](http://www.tynehealth.org.uk)

### TyneHealth Board Members

Dr Kerry Burnett (Park Road)  
 Dr Jane Derry (Collingwood)  
 Karen Iliadis (Portugal Place)  
 Sylvia McKeag-Smith (Marine Ave)  
 Les Miller (Appleby)  
 Lin Murray (Lane End)  
 Dr Jake Pearson (Whitley Bay)  
 Hugo Minney (Chief Executive based at Monkseaton)

### Contact

Hugo is Chief Executive, and you can reach him on [hugo.minney@nhs.net](mailto:hugo.minney@nhs.net), and Claudia Kern is Administrator on [Claudia.Kern@nhs.net](mailto:Claudia.Kern@nhs.net).

We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4.