

If it's an emergency, call 999. For anything else, choose if you can treat it yourself at home or at the pharmacist, or call your GP practice. At night, call NHS 111.



Welcome to our new Chair of the Board

Please will you join us in welcoming Dr Martin Wright as Chair of TyneHealth Board! Dr Wright has delivered health and well-being as a GP partner in Portugal Place

Health Centre for many years. For the last 4 years he's also been Medical Director of North Tyneside CCG – he stepped down from this role before Christmas last year.

Dr Wright brings lots of experience and contacts, and a determination and drive to make things happen, and to keep what we're already doing happening.

Primary Care – the first part of the National Health Service

Primary Care is the first part of the NHS. Primary Care includes GP Practices, Dentists, Pharmacists and Opticians. We're here to keep you well, and to treat things early so they don't get any worse – in short, to keep you healthy, happy and safe.

TyneHealth is about the GP Practices – the Family Doctors who look after your whole family for your whole life. There are currently 29 GP practices in North Tyneside, serving a registered population (number of people registered with a GP practice) of 218,000. More people register with a GP practice in North Tyneside than actually live here, which shows how great our family doctors are!

At the last count, there were more than 183 doctors and 65 nurses in North Tyneside, and amongst the doctors around half are partners (they own the GP practice so they are here for life). The national news tells us that there's a nation-wide shortage of GPs, and times are very tough even in North Tyneside, but the beautiful neighbourhoods and lovely people mean we're a little better at keeping GPs than some places.

Times are changing

Most people who come for an appointment in the GP surgery have a long-term condition. They still want to come during the day, Monday to Friday. But an increasing number of people are out at work all day and need an appointment in the evening or at the weekend.

We've added Nurse Practitioners, Practice Pharmacists, and a variety of other healthcare professionals (including non-clinical professionals such as Primary Care Navigators) to the GP practice workforce. This means that we've been able to offer appointments in the evening up to 8pm, and on Saturdays and Sundays. This is ideal if you need some blood tests taking or a dressing changed and you are out at work all day.

Just to put this in context, member practices in North Tyneside have been making 25,000 clinical consultations (by phone or face-to-face) per week for years, and we're now offering another 1,000 to cover the evenings and weekends. It means that your practice has some more appointments available, so call them or connect online if you need a doctor or nurse, and speak to someone who knows you and has your medical history.





NHS 111 and 0191 486 2195

NHS 111 is there to give you telephone advice. However your GP Surgery is still the best place to call because they have your full medical record. NHS 111 can also book a phone appointment at your GP surgery or at one of the evening or weekend hubs, and book you an ambulance.

However if you need a routine appointment with your local GP or nurse, but you really can't wait until Monday morning, at weekends the number 0191 486 2195 will get you through to a team who can book you into a Saturday or Sunday appointment.



Urgent Treatment Centre and Overnight medical care

What is an Urgent Treatment Centre (UTC)? Something new? It's a new name to describe Urgent Care Centres, Walk-in, and A&E that isn't open 24 hours or can't deal with major trauma.

Up until October this year, North Tyneside has had two Urgent Treatment Centres – one in North Tyneside General Hospital on Rake Lane, and one at Battle Hill.

From October there will be a single UTC, open 8am-midnight, and an overnight home visiting service. We believe that this will provide an excellent service for everyone apart from the real emergency cases who need a blue light ambulance to take them to A&E.

We'd like to make sure that the new UTC and overnight service work well with our GP practices and evening and weekend hubs, to complement them and improve care for patients. We hope that you will work with us to make this come about.

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)
 Dr Martin Wright (Chair - Portugal Place)
 Hugo Minney (Chief Executive - based at Monkseaton)

Contact

Hugo is Chief Executive, and you can reach me on hugo.minney@nhs.net, and Claudia Kern is Administrator on Claudia.Kern@nhs.net.

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