



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.

 Self-Care Eg. Minor headache, Colds, Grazes, Small cuts, Sore throat	 Pharmacy Eg. Diarrhoea, Flu, Minor viral, Cough, Sore throat, Upset stomach	 GP Eg. Arthritis, Asthma, Back pain, Long term health problems, Stomach ache, Vomiting, Symptoms that won't go away	 Urgent Care Centre Eg. Cuts, Sprains or Rashes, Minor burns, Bites	 A&E/999 Eg. Severe bleeding, Chest pain, Severe breathing difficulties, Loss of consciousness.
---	--	--	---	---

Fun in the sun this Spring Bank Holiday

Please stay well this Spring Bank Holiday. If the reports are anything to go by and here's hoping we have a repeat performance of the last Bank Holiday's warmer weather, the extended weekend at the end of this month is set to be another scorcher.

This is the time when people may have a little too much fun in the sun, with people drinking to excess thanks to the extra day off work, and this is often when accidents happen. It means that the ambulance service is under increased strain, and many hospitals and A&E departments are overwhelmed.

NHS is a 24 hour, 7 day per week service. If you need to go to A&E (the clue is in the name – a serious Accident, or a medical Emergency) then there are A&E departments at NSECH ('the Northumbria') in Cramlington, and RVI in Newcastle. You usually know that it's an emergency because you need an ambulance to get there. Otherwise, think about where is the best place to go.



Choose Well

- GP practices are open 8am-6pm with extra appointments every weekday evening and Saturday and Sunday mornings during the Bank Holiday. Please call 0191 486 2195 to book an appointment if you feel unwell. This number is open Bank Holiday weekends when the clinics are open (morning) and is only to book an appointment – we don't currently offer telephone appointments.
- Buy paracetamol, ibuprofen and other medication for upset tummies, including types suitable for children if you have them
- Slap on the sunscreen, wear a hat and seek shade during the midday heat. Don't forget to drink plenty of water and stay hydrated during the warm weather too (alcohol dehydrates you!)
- Make sure your food is fully cooked. Bank Holidays and warmer weather signals the start of BBQ season. If you're dining alfresco, make sure all meat is cooked through thoroughly and use separate tongs for handling uncooked and cooked foods
- Coughs and colds – If you have a case of the summer sniffles, neither your GP practice nor the hospital can do much about a virus. Your pharmacist may supply something to take away the headache or the runny nose. Stay home - don't go around infecting people!



We've reached a major milestone!

We're celebrating having reached a major milestone in the roll out of an innovative new healthcare scheme, designed to help you and your family live well both physically, mentally and emotionally.

We first launched our Primary Care Navigators programme in March 2017, which sees our administrative staff trained to help talk to you about your non-medical healthcare needs, so they can sign post you to local groups and services to help improve your sense of well-being.

Now, we're delighted to tell you that we have trained over 100 members of the reception teams in your own GP practices to be Care Navigators, so they can help you with a whole matter of things from how to get in contact with housing (both private and council - for repairs and adaptations); social prescribing (activities to make friends and strengthen your community); as well as physical activity groups.

For more information about our Care Navigators scheme, simply ask at reception next time you're in your GP surgery.



TyneHealth Board Members

- Dr Kerry Burnett (Park Road)
- Dr Jane Derry (Collingwood)
- Karen Iliadis (Portugal Place)
- Dr Naeem Iqbal (Swarland Ave)
- 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.



Now, we're delighted to tell you that we have trained over **100 members** of the reception teams in your own GP practices to be Care Navigators

