

# SUMMER NEWSLETTER



## Need an Appointment but tired of long phone queues?

**Online** - Did you know you can use your **NHS App** and other partner apps to make an appointment? Sign up online or ask a receptionist for more information.

**EConsult** - for non-urgent appointments you can fill an e-consult in which will ask you some triaging questions then automatically be submitted to us. You can also request **administrative help** such as **fit notes**, **medication** and **test results**.

We will allocate you an appointment or respond with further instructions. Just go to our website and click the button shown below.



### Website -

You can now do the following on our practice website:

[Leave feedback](#)

[Request Travel advice](#)

[Update your Contact Details](#)

[Register as a new patient](#)

[Update your communication preference](#)

[Complete the friends and family questionnaire](#)

[Request a fit note](#)

[See what new services we offer.](#)

[Find public transport routes and directions to the surgery](#)

[Use the NHS 111 online triage tool when we are closed](#)

## HOLIDAY RELATED PRESCRIPTION REQUESTS

We are fast approaching holiday season and have noticed an increase in the amount of requests we are receiving for both anxiety medication and period delay tablets. The GP Partners have asked for this to be addressed widely to our patients.

### Fear of Flying

Fear of flying is not a condition covered under the standard NHS GP contract. This means that GPs are not obligated to prescribe medication for it.

Benzodiazepines, like diazepam, are often requested for flight anxiety, but GPs are cautious about prescribing them because the British National Formulary (BNF) guidelines advise against using benzodiazepines for mild, short-term anxiety. Benzodiazepines can also have side effects like drowsiness, reduced reaction times, and potential for dependency, which could be problematic during a flight, especially in case of emergencies.



Further to this, sedating medications can increase the risk of deep vein thrombosis (DVT) due to reduced movement during long flights.

We have also received requests for propranolol and this has been discussed in our clinical meeting. As our appointment system is repeatedly reaching full capacity, and each of these requests would require a consultation on a patient basis, we have made the decision to not facilitate these requests.

If patients still desire medication for flight anxiety and/or fear of flying, they may need to consult with a private GP or travel clinic.

### Delay of period

As a Practice, we do not prescribe medication to delay periods for a holiday or any other purpose, as this is considered a non-medical request.

Patients seeking this service may contact a private provider or a community pharmacy which may offer period delay medication for a fee.

Unfortunately, if the request is denied by a pharmacy or private provider due to age or other factors, we will still not prescribe for non medical purposes and will not accept appointment requests to discuss this.

We would like to thank our patients for their continued understanding and support and we hope that everyone can enjoy their holidays this summer despite these issues.

## HAVE YOUR SAY! JOIN OUR PATIENT

The Practice manager is looking for a handful of patient representatives who would like to meet on a quarterly basis and discuss ideas and feedback regarding the general day to day running of Denton Turret Medical Centre.

Joining the PPG will give you a chance to speak up for your demographic, tell us what is working well and what could be improved. It's important to gather these opinions from you as service users so that we as a practice can strive to meet patient expectations.

If you are interested in joining please email your information to:

[Dentonturret.a86601@nhs.net](mailto:Dentonturret.a86601@nhs.net) OR speak to a member of the reception team.

The practice manager will then get back to you with further information.

# MEET THE TEAM

## Denton Turret Medical Centre

10 Kenley Road  
Denton Burn  
Newcastle Upon Tyne

Phone: 01912741840  
Prescription line: 01912742477  
Email:  
dentonturret.a86601@nhs.net

### Opening Hours:

Monday 8am - 6pm  
Tuesday 7am - 6pm  
Wednesday 8am-6pm  
Thursday 8am - 12:30pm  
1:30pm - 6pm  
Friday 8am - 6pm  
Saturday Hours Vary

### Upcoming closures:

Tuesday 10th June 2025  
Wednesday 2nd July 2025  
Tuesday 9th September 2025  
Wednesday 5th November 2025

The practice will close from  
12pm on all of the above dates  
to allow essential training.

### General Practitioners:

Dr Bratch  
Dr Snowdon  
Dr Shakoor  
Dr Akor  
Dr Kan

### Advanced Nurse Practitioners:

Julie Rutherford  
Carol Green

### Emergency Care Practitioner:

Lyndsay Williams

### Nursing Team

Lizzie - Practice Nurse  
Laura - Practice Nurse  
Julie - HCA  
Steph - Phlebotomist

### Practice Manager:

Sharon Russell

### Administrators:

Anne  
Lisa  
Molly  
Terry

### Secretaries:

Sonia  
Terry

### Receptionists:








Alex  
Eliza  
Heather  
Kim  
Steph  
Kimberley  
Michelle  
Syeda

### Workflow:

Heather  
Jade  
Linda  
Rebecca

## THINK PHARMACY FIRST

The Pharmacy First service builds on the NHS Community Pharmacist Consultation Service which has run since October 2019. The consultation service enables patients to be referred into community pharmacy for a minor illness or an urgent repeat medicine supply. This new service is expected to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare. It includes the supply of appropriate medicines for 7 common conditions including earache, sore throat, and urinary tract infections, aiming to address health issues before they get worse. For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self care and safety-netting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to visit a GP.

CONDITION	TYPICAL SYMPTOMS INCLUDE	CONDITION	TYPICAL SYMPTOMS INCLUDE
 <b>Sinusitis</b>	<ul style="list-style-type: none"> <li>Pain, swelling, tenderness around your cheeks, eyes or forehead</li> <li>Sinus headache</li> <li>Blocked nose</li> </ul>	 <b>Infected insect bite</b>	<p>An insect bite or sting:</p> <ul style="list-style-type: none"> <li>Pain where you were bitten or stung</li> <li>A small, swollen lump on the skin</li> </ul> <p>If infected:</p> <ul style="list-style-type: none"> <li>The area may become more swollen and painful</li> <li>There's pus, which indicates an infection</li> </ul>
 <b>Sore throat</b>	<ul style="list-style-type: none"> <li>Painful throat, especially when swallowing</li> <li>Dry, scratchy throat</li> <li>Redness in the back of your mouth</li> </ul>	 <b>Impetigo</b>	<p>Red sores or blisters, which can quickly burst and leave crusty, golden-brown patches</p> <p>The patches can:</p> <ul style="list-style-type: none"> <li>Get bigger</li> <li>Be itchy</li> <li>Spread to other parts of your body</li> </ul>
 <b>Earache</b>	<p>A young child might have earache if they:</p> <ul style="list-style-type: none"> <li>Rub or pull their ear, or do not react to some sounds</li> <li>Have a temperature of 38C or above</li> <li>Are irritable or restless, or off their food</li> </ul>	 <b>Uncomplicated urinary tract infections (UTIs) in women</b>	<ul style="list-style-type: none"> <li>Pain or burning sensation when peeing</li> <li>Needing to pee more often than usual, during the night or suddenly/more urgent than usual</li> <li>Pee that looks cloudy or has blood</li> <li>Lower tummy pain or pain in your back, just under the ribs</li> </ul>
 <b>Shingles</b>	<ul style="list-style-type: none"> <li>Tingling or painful feeling in an area of skin</li> <li>Headache or feeling generally unwell</li> <li>A rash will appear a few days later, as blotches on your skin on one side of your body only</li> </ul>		

Pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

Every pharmacist trains for

5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well.

They are also experienced in spotting warning signs, otherwise known as red flag

symptoms, which may warrant a referral to another healthcare provider.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day.