



Dec 2017

Opening Times

Monday

8.00am—6.00pm

Tuesday

8.00am-6.00pm

Wednesday

8.00am-6.00pm

Thursday

8.00am—12noon

3.00pm—6.00pm

**CLOSED BETWEEN
12 AND 3PM**

Friday

8.00am-6.00pm

We're on the web :

www.nortonmedicalcentre.nhs.uk

Out of Hours

For Medical Assistance
when the Surgery is
closed Tel:

111

TIME OUT!

Please note the practice will
be **closed from 12noon** on
the following dates to allow
staff training to take place

7th February 2018

CLEVELAND
FIRE AND RESCUE
Protecting local
communities

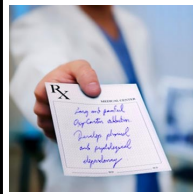
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Norton Medical Centre



IMPORTANT ANNOUNCEMENT

CHANGES TO TELEPHONE ORDERING OF REPEAT PRESCRIPTIONS

We are aware that over the past year patients have reported increasing problems in getting through to us by telephone and we have been trying to identify ways to make this better.

As a result we have decided that from **Monday 8th January 2018** we will direct telephone requests for repeat prescriptions to a dedicated telephone line. This means that patients wanting to get through to the surgery to request a call from the doctor or make an appointment will no longer find themselves in a queue behind a patient with a long, complex telephone order for medication.

The new number for ordering repeat prescriptions is:

01642 745361 and it will be open during the following hours:

Monday, Tuesday, Wednesday and Friday from 10:30 to 12:30 & 13:30 to 15:30.

Thursday from 10:30 to 12:30 & 15:00 to 15:30

Please note that there is no queuing system on this line so if it is busy you will receive the engaged tone.

Any patient who has difficulty in phoning during these time can consider these other methods of ordering as an alternative:

- Using their prescription counterfoil and posting in the drop in box in the waiting area.
- Signing up for online access - please ask at Reception for more details. This service is normally available 24/7.

To make this a safer, more efficient service we have employed two pharmacy technicians to bring their expertise to a dedicated prescribing team, working away from the busy reception environment. Therefore, anyone who calls the normal surgery line from 8th January 2018 to request a repeat prescription will be asked to call back on the dedicated prescription line during opening hours. From that date the reception team will have clear instructions from the Partners that they are not allowed to process repeat prescription requests.

We apologise for any confusion in the transition to this new system but we hope that it will bring benefits for all of our patients in the long term.

Thank you.



EXTENDED HOURS GP AND NURSE APPOINTMENTS

The pressure on NHS Services is well documented in the media and locally Hartlepool and Stockton Clinical Commissioning Group has been investing in services to help provide additional GP and Nurse appointments for patients living in the area.



As a result our patients are able to access appointments

Monday to Friday from 6:30pm until 8:00pm at:

Tennant Street Medical Practice, Stockton-on-Tees, TS18 2AT

Woodbridge Practice, 30 Myton Road, Ingleby Barwick, TS17 0WG

Chadwick Practice, One Life, Park Road, Hartlepool, TS24 7PW

Weekend appointments are also available as follows:

Saturday: Tennant Street Medical Practice - 10:00am - 1:00pm

Woodbridge Practice - 2:00pm - 5:00pm

Chadwick Practice, One Life - 10:00am - 1:00pm

Sunday: Tennant Street Medical Practice - 11:00am—1:00pm

Woodbridge Practice - 2:00pm - 4:00pm

Chadwick Practice, One Life - 11:00am - 1:00pm

You can make an appointment via the Practice or by calling NHS 111.

NHS 111 BSL service for deaf patients: www.interpreternow.co.uk/nhs111

There is also a 999 texting service for deaf patients: you MUST register first. Text 'Register' to 999 & follow instructions.

In an emergency text 'Ambulance' & address. Find out more at: www.emergencysms.org.uk



Choose Well Out of Hours

When the surgery is closed except in the case of a medical emergency please telephone 111 for medical assistance. The call handler will assess your need and direct you to the most appropriate service. Your local Pharmacist may also be able to help with minor ailments (coughs, colds, sore throats, hay fever etc.) or queries about medication.

