**ST GEORGE’S MEDICAL PRACTICE**

Yarm Road, Middleton St George, Darlington, DL2 1BY

Tel: 01325 332022

Website: [www.stgeorgesmp.co.uk](http://www.stgeorgesmp.co.uk/)

Email: [stgeorges.medical@nhs.net](mailto:stgeorges.medical@nhs.net)

Welcome to the latest edition of our newsletter from St George’s Medical Practice! We would like to take this opportunity to say a huge thank you for your support and patience during this unprecedented time as a result of the COVID19 pandemic. For the safety of staff and patients we are still limiting the number of face to face appointments we offer and ask that you only come to the surgery if you have an appointment: Please where you can, use our online tools such as online ordering using your login details, the NHS App or request an E-consult via the website to get in touch with us. We appreciate that our phone lines are extremely busy at the moment and that you may have been experiencing difficulty in getting through. It saddens me to say that on occasion our Reception Staff have experienced rude/abusive callers. We wish to remind you that All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time.

However, aggressive behavior, be it physical, verbal, on the telephone or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

**SURGERY CLOSURE**

The Surgery will be closed on Christmas Day Friday 25th December and Boxing Day Bank Holiday Monday 28th December. We will reopen at 8am on Tuesday 29th December.

***Please note the surgery closes for staff training every Wednesday 12.30-2pm.***

**SOCIAL PRESCRIBERS**

From November, our social prescribing team will be working from the practice. Social prescribing is a way of linking patients in primary care with sources of support within the community. Health is affected by a wide range of factors including employment, housing, debt, social isolation and culture. These factors are not amenable to traditional health interventions. Social prescribing presents the NHS and local authorities with an opportunity to help people to make use of existing community services, resources and facilities which can help them manage or overcome these social factors. Social prescribing can help to improve the health of local people, the quality of care and services, and productivity. If you feel you could benefit from a referral please contact the Surgery and ask to be referred.

**STAFF CHANGES**

We wish to welcome to the Surgery the following staff:-

Jan – Reception Supervisor

Tracy – I.T. Administrator

Mercedes – Receptionist

Hayley – Nurse Practitioner



