



Newsletter for our Younger Population

Delivering a Service Around your Needs

This newsletter is aimed at our Younger Population for those patients aged from 14 to 25.

- Topics which you can relate to
- Let you know about the practice and what services we have to offer
- Give you enough information to help you to choose the right person to see for your problem or worry
- Tell you how to make an appointment and access the service
- Ensure you have the right information to feel confident when contacting us

We are using this newsletter to give you as much information about your surgery as we can in a young and user friendly way.

We are hoping that this will give you confidence to start using your surgery when you need it,

We hope that in return you can give us some feedback, give us your views, what you would like to see in your surgery, how you would like to access the service. In fact we want to hear anything you



Connect with us



Moving forward with technology

Internet Access: sign up now! On line... make appointments; order repeat medication or view your records

<https://patient.emisaccess.co.uk/Account/Login>

USEFUL APPS

The smokefree app is a 4 week programme that puts practical support, encouragement and tailored advice in the palm of your hand.



WellMind is your free NHS mental health and wellbeing app designed to help you with stress, anxiety and depression.



Need answers to tough questions you (your teen) face everyday? Teensphere gives you accurate and meaningful answers relating to mental health, relationships, bullying, substance use and more.



Here to Listen

and not to Tell... this is our message to you—whatever is discussed is in total confidence between only you and the clinician you see or speak to nothing is shared with anyone else.

Your records at the surgery are confidential and are not shared with anyone. All staff sign a confidentiality document which means that they cannot divulge any information contained in your records to anyone else unless you have given consent. No member of staff is allowed to access your

records unless on a need to know basis. This means that if you want a test result they are allowed access to your records to do this task. Remember:

- Whatever is discussed between you and the doctor or nurse is confidential

- No one can ring up and ask about whether you have attended or what you came in for
- No one has access to your records unless you give consent for that happen

This is to reassure you that your medical records are strictly confidential documents and only you have access to them.

Special points of interest:

- ABOUT YOUR CONFIDENTIALITY
- SERVICES
- THE TYPES OF CONSULTATIONS
- WHO ARE WE
- WHO TO SEE
- WHAT TO EXPECT

TRINITY MEDICAL CENTRE

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NE33 5DU

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E-mail:
stynccg.trinitymc@nhs.net

► **Caring for our
Younger Patients**

**We are on the Web:
Trinitymedicalcentre@nhs.net**

OPENING TIMES

Monday	07:30—6:00
Tuesday	08:15—6:00
Wednesday	08:30—6:00
Thursday	07:30—6:00
Friday	08:30—6:00

Services we offer

- Advice on any Health Concern
- Contraception and Contraceptive Advice
- Skin Problems
- Stop Smoking Services
- Young Person Mental Health Support



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How Old Do I Need to be to Make an Appointment?

Young People aged 14 upwards can make an appointment to see anyone at the practice on their own without an adult.

You can bring a relative or a friend with you if you wish or you can ask for a chaperone from the surgery to accompany you. Just ask at reception or telephone and speak to our "Young Person Champion" Debbie Scott.

Debbie will be able to advise you who to see, direct you to the right service/person or just give you general advice about the surgery.

What Type of Appointments are there?

Face to face consultation with the GP or Nurse and these can be made on the same day by telephoning the surgery first thing in the morning (they go fast). We also offer next day appointments and bookable up to 4 weeks in advance.

Telephone Appointments: If you would rather just telephone to speak with the GP just ask receptionist for a telephone slot—the GP will ring you back.

Face-Time: This is a new area we are developing whereby if you have an Apple IPHONE or IPAD you will be able to have a face time consultation with the GP or Nurse— This is not available yet but we are in the process of developing this service.



Other Useful Contacts:

Childline—0800 1111

(confidential advice line for young people up to their 19th birthday Free-phone—you are not charged for this call an the number does not appear on the phone bill)

Childline.org.uk

(Get online advice, email a counsellor, post on message boards)



Services for Young People