

## CROSSROADS: CARE FOR YOUNG CARERS

Young Carers are children and young people whose lives are in some way restricted because they provide care, assistance or support to another family member. The person they care for is often a parent but can be a brother or sister, a grandparent or another family member who needs their support because of disability, chronic illness, mental health problems or difficulties with drugs or alcohol misuse.

While most children and young people help their parents to some degree, young carers often find themselves with caring responsibilities which have a negative effect upon their own wellbeing. Their education and physical or emotional health can all be impaired by inappropriate levels of caring responsibility. They can also experience conflicting emotions. Whilst loving the person they care for, they may at the same time feel resentful of the burden of care which rests upon them. Though feeling proud of what they do, young carers may feel restricted by their responsibilities, and this can lead to feelings of anger and confusion, or loneliness and isolation.

Gateshead Crossroads Young Carers Service is a voluntary and charitable organisation which currently provides support to around 350 young carers who live in the borough and are aged from 8 to 18. The assistance given varies according to the needs of the individual; it ranges from simply offering information and support to providing one-to-one emotional support sessions. Other kinds of support include social opportunities, workshops to learn new skills, school drop-ins, homework clubs and, where appropriate, advocacy. As well as working directly with young carers, Crossroads works in partnership with other agencies to raise awareness of their needs.

Crossroads Care for Young Carers is based at The Old School, Smailes Lane, Highfield, Rowlands Gill NE39 2DB; their telephone number is 01207 549780. For more information, check out their website at –

[www.gatesheadcrossroads.org.uk](http://www.gatesheadcrossroads.org.uk)

If you know of any young person with caring responsibilities, make sure that they are aware of the help available!

### HELP FILL SANTA'S SACK!

With the festive season fast approaching, Crossroads has been arranging Christmas treats for the Young Carers whom they support. The older boys and girls will meet for an ice-skating activity session at the Centre for Life in Newcastle and a traditional Christmas Party has been organised for the younger kids. They are appealing for contributions to help fill 'Santa's Sack', so that each young carer can receive a well-deserved Christmas gift.

If you are able to help, please consider buying an extra gift for a young carer while doing your Christmas shopping. Maybe you could take advantage of a 3-for-2 offer and pass on the 'free' one to Crossroads!

All gifts and donations will be received with genuine gratitude and will be much appreciated by the recipients. You can deliver direct to Crossroads Young Carers at the address given in the main article, or you can hand them in here at reception. In either case, they need to be with us by Friday 14 December – the party is the following day!

### FLU INJECTION – REMINDER

If you are eligible for a free flu injection but haven't had it yet, please contact Reception straight away to arrange an appointment.

BEST WISHES FOR CHRISTMAS AND THE NEW YEAR

FROM EVERYONE AT

GRANGE ROAD MEDICAL PRACTICE



## HOLIDAY OPENING HOURS

We'll be open as usual Monday to Friday *except* on the three Bank Holidays –

**Tuesday 25 December 2012**  
**Wednesday 26 December 2012**  
**Tuesday 1 January 2013.**

If you have an urgent medical problem, you should contact our local Out-of-hours Service on

**08450 568 060**

or in an emergency dial 999.

## HELLO AND GOODBYE

You may have noticed that we have had a variety of different doctors (locums) providing help in the surgery recently. This extra support has been provided by the South Tyneside Foundation Trust (our employers), and will continue until the end of the year.

We were sad to lose Dr Jane McWilliams, who has moved on to pastures new, and we wish her well in her new appointment. In her place, we welcome Dr Jackie Gray who will be working in the Practice on Mondays and Thursdays.

Dr Laura Anderson continues to work two half days each week; one of these is Wednesday but the other may vary from week to week until the end of January.

## KEEPING TRACK

Sometimes you may receive NHS medical treatment or advice without Grange Road Practice becoming directly involved. We do receive details about this to add to your personal medical record, but unless the matter is urgent there may be some delay before the information reaches us. It's possible that you could visit the surgery after such treatment but before we have received the relevant details.

In normal circumstances, if you have been treated through the Out of Hours service, we receive details quickly by electronic transfer, and if you attend a Walk-in Centre or Minor Injuries Unit we receive a report of your visit by fax. Information about hospital treatment – including referrals by your GP – can take rather longer, unless the matter is serious or requires immediate follow-up action on our part. There may be some delay before your hospital file is fully written up and, even then, the report to your GP is usually sent by post. This is obviously less than ideal, and Queen Elizabeth Hospital is at present trialling an electronic system, which would significantly reduce the delay, but the system needs further development before it can be brought into general use..

In the meantime, if you make an appointment shortly after receiving treatment elsewhere, be sure to check that your GP is up-to-date with your history.

## BOOKING ONLINE WITH OUR NURSE PRACTITIONER

You are welcome to book on-line appointments with our Nurse Practitioner through our Practice website, [www.grangeroadgpryton.nhs.uk](http://www.grangeroadgpryton.nhs.uk) but remember that these appointments can only be used to treat the following ailments:

- ♦ Sore throat
- ♦ Earache and other ear problems
- ♦ Chest problems
- ♦ Sticky Eyes
- ♦ Sinusitis
- ♦ Coughs and colds
- ♦ Cystitis
- ♦ Urinary tract infections
- ♦ Hay Fever
- ♦ Vaginal Discharges
- ♦ Skin rashes and other skin infections
- ♦ Muscular Problems
- ♦ Contraceptive problems
- ♦ Cuts and abrasions, including suturing
- ♦ Sprains and any other minor injuries
- ♦ Other minor ailments

If you have any queries about these appointments or would like to know whether a particular problem can be dealt with by the Nurse Practitioner, please contact the surgery on 0191 413 1399.

## SURGERY UPDATES

The surgery will be closed from 12.30pm for staff training on the following dates:

**Tuesday 22 January 2013**  
**Wednesday 22 February 2013**  
**Thursday 14 March 2013**

In an emergency please contact the Out of Hours Service on 08450 568 060 or if necessary call 999.

## PHYSIOTHERAPY SERVICE – SELF REFERRAL

If you suffer from any musculoskeletal ailments and you feel that a physiotherapist may be able to help you, you can self-refer. with you can self refer. To do this, you can either collect and complete a form from Reception or telephone the Service on 0191 445 2643. You will be assessed from the information you provide and will if necessary be offered an appointment or will be provided with appropriate further advice and guidance.

## GRANGE ROAD HEALTH TIP No. 11

This is the time of year when the Winter Vomiting Bug is most common. [Norovirus](#), to give it its medical name, is highly contagious and often spreads through places like hotels and schools. The illness is pretty unpleasant, but is normally over within a couple of days. There's no cure, so there's no point in seeing a doctor but, as with any illness causing vomiting and [diarrhoea](#) it's very important to drink plenty of fluids to avoid dehydration. You can reduce the risk of dehydration by drinking specially-formulated rehydration fluids, which are available over the counter at your local pharmacy.