

# St Andrew's Medical Practice Summer 2026 Newsletter

Issue 2

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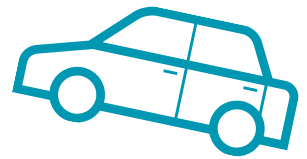
## - A POLITE REQUEST - PLEASE WAIT BEHIND THE LINE

When you arrive at reception, please stand behind the line to be courteous to other patients.

Please respect the privacy of others by waiting behind the line until the Receptionist is free to speak to you.

### DON'T FORGET

If you wish to discuss confidential or sensitive information at reception, you can ask to speak somewhere more private - please just ask at reception.



## PARKING

**Sensier House** - We do not have patient parking at Sensier House, except for three disabled bays, which are strictly for Blue Badge holders only. Short-term parking (up to two hours) is available in ASDA car park.

**Oxford Road** - Six parking spaces, including one disabled bay, are available to patients. There is additional parking in the surrounding area.

Please note that ambulance access is required **at all times** at both sites.

Thank you for your cooperation.

## URGENT DENTAL CARE

Information on how to get urgent dental care is available via the North East and North Cumbria Integrated Care Board (ICB) website. Visit <https://tinyurl.com/urgentdentalcare> or scan the QR code opposite to link directly to their website. There you'll find details on what to do if you have an urgent dental problem, how to book an appointment at an urgent dental access centre and when to contact NHS 111 for urgent dental care.



open your phone camera  
and scan here!

**St Andrew's Medical  
Practice**

Providing NHS Services

St Andrew's Medical Practice, Sensier House, St Andrew's Lane, Spennymoor, DL16 6QA  
01388 817777

[www.standrewsmedicalpracticespennymoor.nhs.uk](http://www.standrewsmedicalpracticespennymoor.nhs.uk)

## WE ARE A VETERAN FRIENDLY GP PRACTICE

St Andrew's Medical Practice is proud to be an accredited Veteran Friendly GP Practice. This means we are committed to providing the best possible care and support to those who have served in the UK Armed Forces, as well as their families.

On our website, you'll find more about our commitment to supporting Veterans, including understanding the unique health needs of Veterans and service families, providing access to specialist NHS services for Veterans and much more.

You'll also find details of a new centre in Seaham, established by Anxious Minds, dedicated to supporting the Veteran Community.

Visit our website for more  
<https://www.standrewsmedicalpracticespenny-moor.nhs.uk/veterans>

## AN UPDATE TO PHYSIOTHERAPY SELF-REFERRALS

**The way you make a self-referral to Physiotherapy has changed.** We are no longer able to accept handwritten forms at reception.

Instead, all self-referrals should now be made online. To self-refer for Physiotherapy, please visit <https://tinyurl.com/physioselfreferral> or scan the QR code below, where your referral will be handled by the County Durham and Darlington NHS Foundation Trust.

open your phone  
camera  
and scan here for  
Physio self-  
referrals!



## TRAVEL VACCINATIONS

St Andrew's Medical Practice are pleased to provide a travel vaccine service for our patients. If you're heading off on holiday, please ensure you are adequately vaccinated for the destinations you are travelling to. You can ask at reception for more information, and you'll find full details on our website. Please visit <https://www.standrewsmedicalpracticespenny-moor.nhs.uk/travel-vaccinations>

## ORDERING REPEAT PRESCRIPTIONS

**If you take medication on a long-term basis these medicines may be on a repeat prescription which you can request without needing to see your doctor.**



You may order your repeat medication in any of the following ways:

- Online via the Prescriptions section of our website
- Via the **NHS App** on your smartphone
- Via Systmonline's **Airmid App** on your smartphone
- By posting or handing in your repeat order form at the Practice
- By phone between 2pm and 4pm on 01388-817777 (Option 2)

**Remember** – Don't tick every box on your repeat prescription if you don't need every item. You will still be able to order these medicines in the future.

## ST ANDREW'S MEDICAL PRACTICE OPENING HOURS

**Sensier House** is open Monday to Friday from 8am to 6:30pm, except on Bank Holidays. The phone line is open from 8am to 6pm.

**Oxford Road** is open Monday to Friday from 8am to 1pm and 2pm to 6pm, except on Bank Holidays.

Note: There may be occasions when we need to close our Oxford Road premises due to lack of senior staff. Patients with appointments at Oxford Road on those dates will be informed.

There is Primary Care coverage across our Primary Care Network between

- ✓ 6 pm and 8 pm, Monday - Friday
- ✓ 7 am and 8 am, Wednesday
- ✓ 9 am to 5 pm, Saturday

Sundays and Bank Holidays are covered by NHS 111. In an emergency, you should call 999.