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Northumbria Healthcare
NHS Foundation Trust

Northumbria Urgent Treatment Centre

Alnwick Infirmary MIU

Alnwick Infirmary
Infirmary Drive
South Road
Alnwick
Northumberland
NE66 2NS

01665 626701

26 Dec 2024

Alnwick Medical Group
Infirmary Close
Alnwick
NE66 2NL
01665 656000

Your Patient attended Urgent Treatment Centre, Alnwick Infirmary MIU on 26 Dec 2024 at 14:07

Emergency Department Attendance Notification

Patient Demographics

Patient:	Miss Katrina Robertson
Gender:	Female
Address:	Falldon East Lodge, Christon Bank, Alnwick, NE66 3HE
Date of Birth:	22 Feb 1966
NHS Number:	635 241 0103
Other Identifier:	T0769647

Attendance Details

Date of Attendance	26 Dec 2024 14:07
Date of Departure	26 Dec 2024 16:17
Discharge Details	Treatment complete, Home
Specific GP Actions	None Recorded
Presenting Complaint	Puncture wound to sole of Right foot x 2
Clinical Narrative	History: Puncture wound to sole of Right foot x 2 Patient describes being at her friends house this morning on a farm in her Crocks when she stood on a nail by accident twice



Northumbria Healthcare
NHS Foundation Trust

	<p>and pulled it out from the sole of her foot. No Active bleeding and patient says it felt soft tissue only.</p> <p>Examination: Patient walked into MIU at ease and can walk more than 5 steps. X 2 puncture wounds seen to the sole of her foot. Superficial. No active bleeding in MIU. No bony tenderness checked knee, tib, fib, med and lat mal, navicular, and base of 5th MT and all MT's. No NV deficit and pulse ok and full sensation. No other injuries or concerns.</p> <p>NEWS2 score/s: None recorded.</p>
Diagnosis	<p>Cleaned and dressed x 2 puncture wounds - Clean wounds, with Allewyn dressing Revaxis booster Co-Amoxiclav 500/125mg</p>
Observations	<p>Temperature: Not recorded BP: Not recorded Pulse: Not recorded Weight: Not recorded Height: Not recorded BMI: Not recorded BM: Not recorded</p>
Procedure/Treatment	<p>Cleaned and dressed x 2 puncture wounds - Clean wounds, with Allewyn dressing Revaxis booster Co-Amoxiclav 500/125mg</p>
Procedure/Treatment Other	
Investigations	<p>Cleaned and dressed x 2 puncture wounds - Clean wounds, with Allewyn dressing Revaxis booster Co-Amoxiclav 500/125mg No Bony tenderness</p>
Medication Changes	<p>See 'Treatment' section.</p>
Allergies and adverse reactions	<p>25 Aug 1999 No known allergies</p>
Discharging Safeguarding	<p>None Recorded</p>
Safeguarding Actions	<p>None Recorded</p>
Information given to patient/carer	<p>Yes</p>

Follow up	No referral
Plan and Requested Actions	None Recorded

Discharging Clinician – Sonia Arkle

Senior Reviewing Consultant:

Date and Time Completed 26 Dec 2024 16:35

Please contact the Urgent Treatment team on 01665 626701 if any issues.

THIRD PARTY COPY

Attachment

26-Dec-2024 HEAD, Judith

Additional:Attachment

A&E from Alnwick Minor Injuries Unit, Alnwick Infirmary -> Alnwick Medical Group

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Northumbria Healthcare
NHS Foundation Trust

**Northumbria Urgent Treatment Centre
Alnwick Infirmary MIU**

Alnwick Infirmary
Infirmary Drive
South Road
Alnwick
Northumberland
NE66 2NS

01665 626701

26 Dec 2024

Alnwick Medical Group
Infirmary Close
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NE66 2NL
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	<p>and patient says it felt soft tissue only.</p> <p>Examination: Patient walked into MIU at ease and can walk more than 5 steps. X 2 puncture wounds seen to the sole of her foot. Superficial. No active bleeding in MIU. No bony tenderness checked knee, tib, fib, med and lat mal, navicular, and base of 5th MT and all MT's. No NV deficit and pulse ok and full sensation. No other injuries or concerns.</p> <p>NEWS2 score/s: None recorded.</p>
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Allergies and adverse reactions	<p>25 Aug 1999 No known allergies</p>
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Safeguarding Actions	None Recorded
Information given to patient/carer	Yes
Follow up	No referral

Plan and Requested Actions	None Recorded
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Discharging Clinician -- Sonia Arkle

Senior Reviewing Consultant:

Date and Time Completed 26 Dec 2024 16:35

Please contact the Urgent Treatment team on 01665 626701 if any issues.

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Attachment
11-Dec-2024 RUTHERFORD, Edna
Additional:Attachment

Filename: Robertson_22_02_1966_0e573502.pdf
Extension:.tif
Pages:

Reference ID: 0E573502

Submitted: 11/12/2024, 13:16

eConsult Patient identifierDate of birth
22/02/1966 (Age 58)Phone Number
07543170362NHS Number
Not providedEmail Address
k.robertson118@btinternet.comGender
FemaleAddress
**Falodon East Lodge, Christon Bank, Alnwick,
NE663HE****eConsult lite**

Katrina Robertson (Female, 58)

i A response is expected by 18:30 on Thursday 12th December. A same day response is best.**Respond to this patient.** Your consultation PIN is FJLNHF (expires on Saturday, 28th of December)**🚩 Possible serious symptom****Ideas, concerns & expectations****🗨 What has been tried for this already?**

hydrocortisone cream

🗨 What help would you like?

ears to be looked at

🗨 Preferred clinician**Clinical questions****🗨 Describe the problem, what are the symptoms?**

Have eczema in ear, ear painful , itchy and inflamed

**When did the problem start?**

pain and itchy for 3-4 days

**Additional information****Why were you unable to complete an eConsult?**

Tried eConsult and was advised to call the practice

STAFF ONLY: Flag this request as urgent to your triage team?

No

**STAFF ONLY: Please enter your name**

Edna Rutherford




Images







No images have been submitted

Messages

No messages against this record

Activity & comments

- 1  **Joanne Barker** matched the patient in the **Clinical System** Wed 11 Dec 24, 13:16
Clinical System: **SystemOne**
Patient ID: **6352410103**
- 2  **Joanne Barker** updated the **Status** Wed 11 Dec 24, 13:17
Waiting > **Triaged**
- 3  **Joanne Barker** updated the **Urgency** Wed 11 Dec 24, 13:17
Unassigned > **48 hours**

- 4  **Joanne Barker** updated the **Team** Wed 11 Dec 24, 13:17
Unassigned > **HCP - ANP**
- 5  **Joanne Barker** updated the **Communication Mode** Wed 11 Dec 24, 13:17
Unassigned > **Face-to-face**
- 6  **Joanne Lambert** added a **Comment** Wed 11 Dec 24, 13:48
no answer accrx msg snet
- 7  **Joanne Lambert** updated the **Status** Wed 11 Dec 24, 13:48
Triaged > **Snoozed**
- 8  **edna rutherford** updated the **Status** Wed 11 Dec 24, 14:09
Snoozed > **Complete**
- 9  **edna rutherford** added a **Comment** Wed 11 Dec 24, 14:09
has f2f appt 13.12

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06-Dec-2024 MALLORIE-LEWIS, Alison

Additional: Attachment

*Diary Sheet from A Mallorie-Lewis, Alnwick Medical Group -> Miss K Robertson,***Filename:****Extension:** .tif**Pages:**



My Home Blood Pressure Monitor Diary

06 December 2024

Miss Katrina Robertson

Date of birth 22 Feb 1966. NHS number 635 241 0103

	Date	1st Blood Pressure (mmHg)	1 st Pulse (beats/minute)	2 nd Blood Pressure (mmHg)	2 nd Pulse (beats/minute)	Comments
Day 1	AM	/		/		
	PM	/		/		
Day 2	AM	/		/		
	PM	/		/		
Day 3	AM	/		/		
	PM	/		/		
Day 4	AM	/		/		
	PM	/		/		
Day 5	AM	/		/		
	PM	/		/		
Day 6	AM	/		/		
	PM	/		/		
Day 7	AM	/		/		
	PM	/		/		

Average	/
---------	---

How to calculate your Average Blood Pressure:

Ignore the first day of readings (as this was when you were getting used to the monitor) and take an average of the remaining readings.

Add up all the systolic (top number) blood pressures & divide by the number of blood pressures done – this is your average systolic reading.

Next, add up all the diastolic (bottom number) blood pressures & divide by the number of blood pressures done – this is your average diastolic reading.

How to choose the right Blood Pressure Monitor

For a list of clinically validated monitors, visit <https://bihsoc.org/bp-monitors/for-home-use/> or discuss with your pharmacy.

Where can you buy a blood pressure monitor?

You can buy blood pressure monitors directly from the manufacturer, from many local pharmacies, from pharmacies such as Boots and Lloyds Pharmacy either online or in large branches, or online from retailers such as Amazon and John Lewis.

Before using the Blood Pressure Monitor

- **Avoid things that can raise your blood pressure in the short term.** Don't measure your blood pressure within half an hour of eating, smoking, drinking caffeinated drinks such as coffee, or exercising. You should also avoid measuring your blood pressure when you need to use the toilet.
- **Always measure your blood pressure in the same arm.** You should use the arm which your doctor or nurse uses when they take your blood pressure,
- **Wear loose-fitting clothes.** Avoid wearing tight or thick clothing, as this could affect the fit of the cuff around your arm and the reading.
- **Rest for five minutes before you take your reading.** Sit down somewhere quiet, ideally at a desk or table.
- **Make sure your arm is supported and at the same level as your heart.** Position yourself so that your arm is resting on a surface and is at the same height as your heart. Keep your arm and hand relaxed, not tensed and feet flat on the floor.
- **Make sure you are relaxed and comfortable.**
- **Write down the numbers into your blood pressure diary below.**

Using the Blood Pressure Monitor and Monitoring

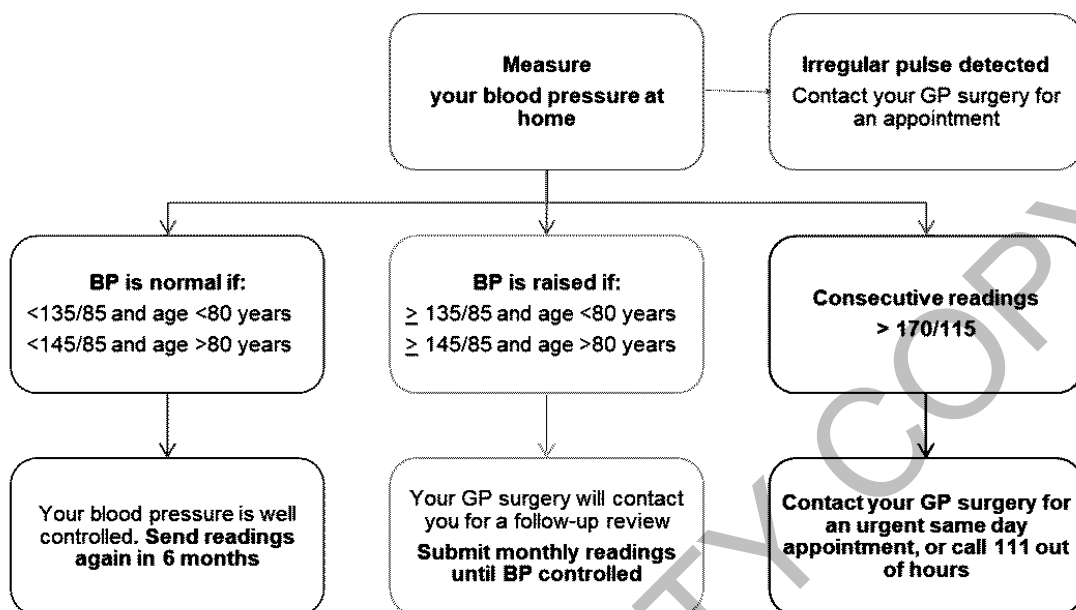
You can access this YouTube video which shows how to use a blood pressure monitor: <https://youtu.be/AXCFcftkric>

1. Follow the instructions that came with your monitor.
2. The cuff should be placed about 2cm above your elbow to make sure it can detect the artery in your arm.
3. Keep still and quiet while you take your reading. Make sure you don't cross your legs, as this will raise your reading.
4. Take at least 2 blood pressure readings, 1-2 minutes apart, each morning & evening, ideally for 7 consecutive days.
5. If the first two readings you take are very different, take 2 or 3 further readings.
6. Write your readings in your blood pressure diary below exactly as they appear on screen. Do not round the numbers up or down.
7. Return the Blood Pressure Diary (& BP monitor if borrowed) to your GP practice.

How often should you measure your blood pressure?

When and how often you take your readings will depend on your blood pressure. Speak to your doctor or nurse about what's suitable for you.

When to seek medical advice



KEY

- < Less than
- > More than

If you have not discussed your results or been contacted within 2 weeks after returning this diary, please contact your GP surgery

Resources

<http://www.bloodpressureuk.org/your-blood-pressure/how-to-lower-your-blood-pressure/monitoring-your-blood-pressure-at-home/>

<https://bihsoc.org/resources/bp-measurement/hbpm/>

<https://www.england.nhs.uk/ourwork/clinical-policy/cvd/home-blood-pressure-monitoring/>

Attachment
28-Oct-2024 BROWELL, Jacqueline
Additional: Attachment

Filename: Robertson_Katrina_6352410103.pdf
Extension: .tif
Pages:



Dear **Alnwick Medical Group [Amg]**,

You have received a registration request from **Katrina Robertson**.

Trace this patient using their NHS number:

635 241 0103

Patient registration information

Registration reference number	GPREG-528234-00000649
Registration type	Transfer in Registration
Date registration submitted	10:35am on Monday 28th October 2024
PDS match status	This patient is matched to NHS number 635 241 0103
Identity verification	This patient has not verified their identity using NHS login

Patient Details

Title	Miss
Last name	Robertson
First name	Katrina

Date of birth	22/02/1966
----------------------	------------

Gender	Female
---------------	--------

First time registering with a UK GP surgery	No
--	----

Postcode with last UK GP surgery	TD74LJ
---	--------

NHS number given by patient	Not provided
------------------------------------	--------------

Additional patient details

Safeguarding Flags

Safeguarding Flags	None
---------------------------	------

Ethnicity

Ethnicity	White, English, Welsh, Scottish, Northern Irish or British
------------------	--

Home Address

Building	Falldon East Lodge
-----------------	--------------------

Town or city	Alnwick
---------------------	---------

Postcode	NE66 3HE
-----------------	----------

Contact Preferences

Mobile telephone	07543170362
Email	k.robertson118@btinternet.co m
Consent to contact	Mobile telephone, Email
Interpreter required	No

Place of birth

Country of birth	Scotland
Place of birth	Edinburgh

Previous GP surgery

Name of surgery	Selkirk medical practice
Postcode	TD74LJ
Building	Viewfield lane
Town or city	Selkirk
Country	Scotland

Health Authority

Previous Health Authority	Scotland
----------------------------------	----------

Patient previous address

Postcode	TD7 4EB
-----------------	---------

Street	21 Anderson Road
---------------	------------------

Town or city	Selkirk
---------------------	---------

Nominated Pharmacy

Armed forces

Connection to armed forces or registered with defence medical services	No
---	----

Emergency Contact

Emergency contact	No
--------------------------	----

Patient health

Existing medical conditions	Yes
------------------------------------	-----

Medical conditions type	High blood pressure (hypertension)
--------------------------------	------------------------------------

Medical conditions details	Arthritis in lower back and hips Tinnitus Depression
-----------------------------------	--

Allergies	No
------------------	----

Mental health conditions	Yes
---------------------------------	-----

Mental health details	Depression
------------------------------	------------

Disabilities	No
---------------------	----

Patient has a carer	No
----------------------------	----

Patient is a carer	No
---------------------------	----

Patient needs accessible format	No
Patient needs Reasonable Adjustments	No
Prescription medication	Yes
Prescription details	Ramipril Co codamol Fluoxetine Naproxen
Repeat prescription	Yes
What is your height?	157.48 centimetres
What is your weight?	101.6 kilograms
Drinks alcohol	Never
Ever smoked	Yes
Type of smoker	Smoker
Average number of cigarettes smoked a day	1-9
Consent to Summary Care Record	Yes, share a Summary Care Record with additional information

Dispensing Patient

Do you want to get your prescription items direct from the surgery? Yes, check if I am eligible

Do you live more than 1 mile from your nearest pharmacy? Yes

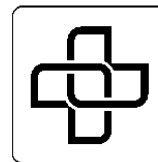
Would you have serious difficulty travelling to your nearest pharmacy to get medicines or medical appliances? Not provided

Eligible for dispensing patient Yes

NHS
Register with a GP surgery

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Attachment
18-Mar-2020 SMALES, Anne
Additional:Attachment
Results from Alnwick Medical Group -> Miss K Robertson,
Filename:
Extension:.tif
Pages:



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Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

18 March 2020

High Risk of Diabetes

Dear Miss Robertson

Your latest blood test results show that your hba1c (blood sugar) is raised, indicating that you are at High Risk of Diabetes. This means that you are at risk of diabetes but not diabetic. We will continue to monitor this. Please read the information below.

Yours sincerely

Practice Nurse Administrator
Alnwick Medical Group

Information – at High Risk of Diabetes

What is “High Risk of Diabetes”

Being at **High Risk Of Diabetes**” means that the levels of glucose (sugar) in your blood are higher than normal **but** not as high in someone who has Diabetes.

Why does it matter?

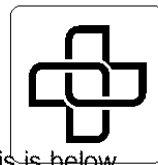
People with a **high risk of Diabetes** have an increased risk of developing Diabetes, Heart Disease or Stroke. You can cut your risk of developing Diabetes by half by making significant lifestyle changes.

Lifestyle changes you can make

Losing weight

Even a small amount of weight loss could help reduce your risk.

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.



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Reducing fat intake

Especially saturated fats. A checklist to help you achieve this is below.

Increasing physical activity

You should aim for 30 minutes each day and could try any of these: brisk walking, swimming, cycling, dancing, gardening or housework.

Stop smoking

This is particularly important for reducing your risk of Heart disease or Stroke.

Important!

Contact your GP if you notice any of the following symptoms as these could suggest a further increase in your blood glucose levels.

- Increased thirst
- Passing more urine
- Blurred vision
- Genital irritation
- Weight loss

Your GP will ask you to attend every year for a blood test to check if you have developed Diabetes.

Reducing Fat Intake

Tick off things you do already, this will help you think about any further changes you could make. Your GP, practice nurse or dietitian will be happy to discuss these with you.

- Fried Foods** – Grill, oven back, microwave or stew. Don't fry!
- Fats** – Spread margarine very thinly. Use oil in very small amounts. Use margarine and oils mad from monounsaturated oils, e.g. rapeseed, olive: but remember to use them all sparingly. Don't add margarine to vegetables or potatoes.
- Cakes and Pastries** – Avoid most cakes and pastries. Instead try teacakes, scotch pancakes, crumpets or tea breads with a thin scrape of margarine or jam.
- Sweets, Chocolate, Biscuits and Crisps** – Don't nibble on chocolate, biscuits, sweets and crisps. Instead fill up on fruit and vegetables. Eat more potato, rice, pasta, bread and cereals if you are hungry.
- Cheese** – Have no more than 100g (4oz) of cheese each week. Remember about the cheese hidden in some foods e.g. Pizza, pasta dishes.

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- Dressings and Sauces** – Choose lower fat sauces and avoid cream or cheese based sauces. Be careful with mayonnaise and dressings.
- Fish** – Eat fish two or three times a week, and have an oily fish once or twice a week (e.g. herring, sardines, salmon, mackerel or pilchards) if tinned choose brine or tomato sauce.
- Meat** – Choose lean meat and chicken without skin and have small portions. Avoid meat products e.g. Kievs.
- Milk/Dairy** – Use skimmed or semi-skimmed milk and low fat yogurts. Avoid cream.
- Pulses** – Try to eat beans or pulses at least twice a week (e.g. Pease pudding, baked beans, lentil soup).
- Fruit and Vegetables** – Try to eat at least five portions a day, you could try to
- Add lots of vegetables to curries or casseroles
 - Serve two or more vegetables with a main meal
 - Make broth / soup with lots of vegetables
 - Have fruit as a snack or dessert
 - Have tomato / salad in sandwiches

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Telephone Contacts:

Alnwick:

- GP/ ANP Appointments and main switch board 01665 656 000
- Nurse Appointments 01665 606 864
- Repeat Prescriptions 01665 510 666

Embleton

- All appointments and Repeat Prescriptions 01665 576 635

Longhoughton

- All appointments and Repeat Prescriptions 01665 577 380

Seahouses

- All appointments and Repeat Prescriptions 01665 720 294

Out of Hours for All Surgeries:

Life threatening emergencies 999
If you need medical help but it is not an emergency 111

Calls to NHS 111 are free from landlines and mobiles and NHS 111 is available 24/7 every day of the year for medical advice

Online and Digital Access:

Website: www.alnwickmedicalgroup.co.uk

Email: NORCCG.alnwickmg@nhs.net

App: Evergreen Life
(available to download from iStore/ Playstore)

Patient Forums

Patient Participation Group: amg.ppg@outlook.com

Facebook: www.facebook.com/alnwickmedicalgroup

Useful Contact Details

Northumbria Hospitals Switchboard 0344 811 8111

(Alnwick, Berwick, Cramlington, North Tyneside, Rothbury, Wansbeck)

Newcastle Hospitals 0191 2336161

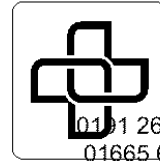
(Freeman, General, Royal Victoria Infirmary)

Family Planning/ GUM Clinic 01670 515151

Alnwick Sexual Health Website alnwicksh.co.uk

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

NHS Patient Transport
NEED Volunteer Transport
Travel Clinics



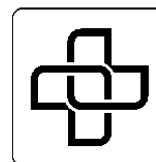
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01 91 264 8811
01665 605780
Newcastle 0330 100 4272
Morpeth 01670 510510

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If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

Attachment
10-Mar-2020 SMAILES, Anne
Additional:Attachment
Results from Alnwick Medical Group -> Miss K Robertson,
Filename:
Extension:.tif
Pages:



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Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

10 March 2020

Cardiovascular Risk – Patient Information

Your risk score = 13.84

Why are you getting this information?

You are getting this information because you have had a recent cholesterol blood test. As you may know cholesterol is only one **risk factor** for cardiovascular conditions such as heart disease and stroke. Along with other risk factors, we can now calculate the likelihood of you developing cardiovascular disease within the next 10 years.

What are the risk factors?

Risk factors are element in your current health or family history that increases the risk of developing heart disease or stroke. Some of these risk factors include: age (being older), sex (being male), smoking, high blood pressure, diabetes, strong family history on heart disease, poor diet and excessive alcohol, lack of exercise, being overweight and ethnic origin. *Unfortunately, the more risk factors you have, the greater your risk of developing cardiovascular disease.*

What does risk mean?

Whilst it may be shocking to hear that your risk of developing a serious condition in such stark terms as a percentage value, it is important to realise several things about risk:

- Risk is never zero in anybody, whether young or old
- Risk naturally increases as we get older, regardless of other risk factors
- Risk is a chance of something happening, but this also means there will always be a chance of that something not happening
- Risk can never be completely abolished (Life itself is always risky!)

A risk score of less than 10% (low risk) means that there is less than a one in ten chance of something like a stroke or heart attack occurring in the next 10 years.

A risk score of 20% or more (high risk) equates to at least a two in ten chance.

A risk score of 30% (very high risk) is roughly a three in ten chance.

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What can you do to lower your risk?

Whatever your risk score is, it is always sensible to try and lower your risk.

You will not be able to change things such as your age, your ethnic background or your family history, but there are always steps you can take to lower your risk in other ways. These include: Stopping smoking, eating more healthily, cutting down on fats in the diet, taking more exercise, reducing salt intake, drinking less alcohol, losing weight, good control of diabetes and good control of blood pressure.

If your overall risk score of your cholesterol value is high, we may offer you a medication called a **statin** to lower your cholesterol and reduce your risk.

Current guidance suggests that patients with risk scores of 10% or more should be treated with statins. There is some controversy with this as some doctors feel there is a risk of over-medicalising the general population.

The decision of whether to start statins should take into account additional factors such as personal preference, potential benefits from lifestyle changes, other illnesses, existing drugs, general frailty and life expectancy.

You are receiving this information because you have an increased risk score and whether you decide to take a statin or not, we feel you should know about statins so that you can make an informed choice.

What are statins?

These are a group of drugs that help to lower cholesterol. They are effective at reducing levels of cholesterol and other harmful fats in the body and help to reduce the risk of heart attacks and strokes.

Statins need to be taken regularly every day for the rest of your life to be effective. Although statins are generally safe, unwanted side effects may occur. These can include: headaches, nausea, vomiting, diarrhoea, liver problems and rarely, but more seriously, inflammation of the muscles.

Statins can interact with some other drugs, and also grapefruit juice and are not suitable for people with liver disease, pregnant or breast feeding women.

Even if it is considered that statins may be helpful for you in terms of reducing your overall risk, your medical history, current medication and your own preferences all need to be taken into account to determine whether or not you should take statins.

It is important to say that even if statins are prescribed, they should not be used in isolation from other lifestyle changes and activities that will also help to reduce your overall risk.

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.



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Will a statin work for you?

Taking a statin is not a guarantee against a future heart attack or stroke. In fact, in most people, taking statins will not make any difference at all to what happens to you in the future.

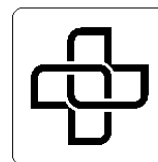
To give you an idea, consider **100** people with 20% risk but none of them is on a statin. After 10 years, **20** people will have had a heart attack or stroke (equating to the low in ten risk). The rest, **80** people won't have had a heart attack or stroke.

Now consider the same **100** people with 20% risk, but this time we give them a statin. After 10 years, we find that of the 20 people who have had a heart attack or stroke, **15** have still had a heart attack or stroke, so the statin has made no difference to them. This means that **5** people would have been saved from having a heart attack or stroke by taking the statin. The rest of the group, **80** people, would not have had a stroke or heart attack anyway so taking the statin has made no difference to them either.

Unfortunately, we cannot tell you which group you are in, so that is why starting a statin needs careful and individual consideration. If, after reading and thinking about this, you do want to start a statin, or have questions please booked a routine appointment with a clinical pharmacist.

If you decide that after reading this information you do not wish to take a statin, then you do not need to see us. Please try and stay health by making the appropriate lifestyle changes.

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.



alnwick
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Telephone Contacts:

Alnwick:

- GP/ ANP Appointments and main switch board 01665 656 000
- Nurse Appointments 01665 606 864
- Repeat Prescriptions 01665 510 666

Embleton

- All appointments and Repeat Prescriptions 01665 576 635

Longhoughton

- All appointments and Repeat Prescriptions 01665 577 380

Seahouses

- All appointments and Repeat Prescriptions 01665 720 294

Out of Hours for All Surgeries:

Life threatening emergencies 999
If you need medical help but it is not an emergency 111

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Useful Contact Details

Northumbria Hospitals Switchboard 0344 811 8111

(Alnwick, Berwick, Cramlington, North Tyneside, Rothbury, Wansbeck)

Newcastle Hospitals 0191 2336161

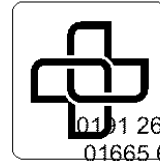
(Freeman, General, Royal Victoria Infirmary)

Family Planning/ GUM Clinic 01670 515151

Alnwick Sexual Health Website alnwicksh.co.uk

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**NHS Patient Transport
NEED Volunteer Transport
Travel Clinics**



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01 91 264 8811
01665 605780
Newcastle 0330 100 4272
Morpeth 01670 510510

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Attachment

10-Mar-2020 SMAILES, Anne

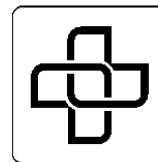
Additional:Attachment

Results from Alnwick Medical Group -> Miss K Robertson,

File name:

Extension:.tif

Pages:



alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

10 March 2020

Repeat Blood Test

Dear Miss Robertson

We have received your blood test results back from the Laboratory which have been reviewed by a Clinician. They have requested that you attend the practice to have repeat blood tests.

We would therefore be grateful if you could contact the Nurse Administration Team on 01665 606864 to arrange a 10 minute appointment with a Healthcare Assistant.

Yours sincerely

Practice Nurse Administrator
Alnwick Medical Group

Your NHS Number: 635 241 0103

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(Freeman, General, Royal Victoria Infirmary)

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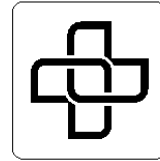
NHS Patient Transport 0191 264 8870

NEED Volunteer Transport 01665 605780

Travel Clinics Newcastle 0330 100 4272

Morpeth 01670 510510

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Attachment
17-Feb-2020 PAXTON, Victoria

Additional:Attachment
Clinic Letter from Mrs V Paxton, -> Miss K Robertson,

Filename:
Extension:.tif
Pages:

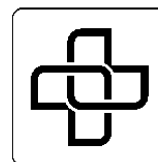
ROBERTSON, Katrina (Miss)
DAWSON, Freya (Miss)
09 Mar 2020 08:40
Location: Embleton Surgery

Attachment
02-Jan-2020 HEAD, Judith

Additional:Attachment
Administration from Mrs J Head, Alnwick Medical Group -> Miss K Robertson,

Filename:
Extension:.tif
Pages:

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alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Date a Postmarked

**Long Term Condition Annual Review
First Invitation Letter**

Dear Miss Robertson

Your annual review is now due.

It is important to attend your review appointment so we can ensure your condition is properly controlled and managed. It is important that you attend regular reviews to ensure that you continue to have the right medication prescribed for your condition, if you do not have a review we may be unable to authorise repeat medication requests online or over the phone, which could cause you a delay in ordering.

Please bring an early morning urine sample in a white topped specimen bottle to your appointment (available from Reception desk at all Alnwick Medical Group practices.)

To arrange an appointment please use the App, book Online or contact the Nurse Administration Team on 01665 606864 and arrange your 20 minute 'LTC Appointment'.

If you would like to use our online services please request access via our Reception Team at the practice bringing with you some photographic identification, e.g. Driving Licence.

If you have already made had or booked your annual review appointment, please ignore this letter.

Yours sincerely

**Nurse Administration Team
Alnwick Medical Group**

Your NHS Number: 635 241 0103

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Attachment

15-Nov-2019 ISAAC, Adrian

Additional: Attachment

Discharge Letter from Northumberland JMAPS -> Miss K Robertson,

Filename:

Extension: .tif

Pages:


Northumbria Healthcare

NHS Foundation Trust

in partnership with

C/O ConnectHealth
The Lightbox (Q2)
Quorum Business Park
Newcastle upon Tyne

NE1 2BEU

Tel: 0330 1244652

Email: northumberland.jmaps@nhs.net

Miss K Robertson
3 Dovecote Close
Embleton
Ainwick
NE66 3DB**To:**
Dr at Ainwick Medical Group
Ainwick Medical Group
Infirmery Close
Ainwick
NE66

15th November 2019

Northumberland Joint Musculoskeletal and Pain Service**RE: Patient Name:** Miss Katrina Robertson
Date of Birth: 22 Feb 1966
NHS Number: 635 241 0103

Dear Colleague,

Following the last appointment, the above patient was asked to call and book another appointment if they felt that they needed any further care. As we have not heard from them within 28 days, we are assuming that no further treatment is required, and we are therefore discharging them.

If a further appointment is required, we would be happy to reactivate the referral within the next 3 months. This can be done by the patient calling and arranging another appointment.

If you have any queries, please contact us on **0330 1244652**.

Yours sincerely,

Referral Management Centre
Northumberland Joint Musculoskeletal and Pain Service

635 241 0103/Page 1 of 1

Attachment
15-Nov-2019 ISAAC, Adrian
Additional: Attachment
NHSmail from A Isaac,
Filename:
Extension: .tif
Pages:


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Quorum Business Park
Newcastle upon Tyne
NE1 2BEU
Tel: 0330 1244652
Email: northumberland.jmaps@nhs.net

Miss K Robertson
3 Dovecote Close
Embleton
Ainwick
NE66 3DB

To:
Dr at Ainwick Medical Group
Ainwick Medical Group
Infirmary Close
Ainwick
NE66

15th November 2019

Northumberland Joint Musculoskeletal and Pain Service

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Date of Birth: 22 Feb 1966
NHS Number: 635 241 0103

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Yours sincerely,

Referral Management Centre
Northumberland Joint Musculoskeletal and Pain Service

635 241 0103/Page 1 of 1

Attachment

15-Nov-2019 ROBINSON, Kim

Additional: Attachment

Clinic Letter from Northumberland Joint Musculoskeletal and Pain Service -> Alnwick Medical Group

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The Lightbox (Q2)
Quorum Business Park
Newcastle upon Tyne
NE12 8EU

Tel: 0330 1244652

Email: northumberland.jmaps@nhs.net

Miss K Robertson
3 Dovecote Close
Embleton
Alnwick
NE66 3DB**To:**
Dr at Alnwick Medical Group
Alnwick Medical Group
Infirmary Close
Alnwick
NE66 2NL

15th November 2019

Northumberland Joint Musculoskeletal and Pain Service**RE: Patient Name:** Miss Katrina Robertson
Date of Birth: 22 Feb 1966
NHS Number: 635 241 0103

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Northumberland Joint Musculoskeletal and Pain Service

635 241 0103/Page 1 of 1

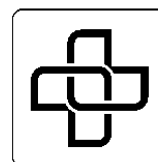
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14-Nov-2019 DAWSON, Freya

Additional: Attachment

Administration from Alnwick Medical Group -> Miss K Robertson,

Filename:
Extension: .tif
Pages:



alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

14 November 2019

Home Blood Pressure Monitor

Dear Miss Robertson

I am writing to let you know that there is a blood pressure home monitor available for you to collect from the Embleton surgery. Please could you let us know if you no longer require this as there are other patients on the waiting list.

Many thanks

Practice Nurse Administrator
Alnwick Medical Group

Your NHS Number: 635 241 0103

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Alnwick Sexual Health Website alnwicksh.co.uk

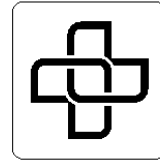
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Attachment

22-Oct-2019 ROBSON, Kerry

Additional:Attachment

A&E from Alnwick Medical Group -> Miss K Robertson,

Filename:

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Pages:

Miss Katrina Robertson 22 Feb 1966 635 241 0103

My Medicines

Dear Miss Robertson

As part of our continuing care to our patients, we ask that all medication is reviewed and reauthorised by the practice at least once a year. This is to ensure that the medication is still effective and appropriate for the condition for which it is being prescribed.

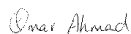
Some patients receive medicines monitored at a hospital or other institution but we are also required to review you if we issue any prescriptions at the surgery.

Completing the enclosed 'My Medicines' form will allow you to provide our medicines management team with as much information as possible on your prescribed medications and make our review process simpler for you.

For safety reasons, if you do not respond to this request, we may have to temporarily restrict the quantity of medication on further prescriptions or opt to hold back further supplies until you are reviewed. Therefore, may I ask you to make time to complete the forms and return to the surgery at your earliest convenience but most preferably before your next prescription is due.

If you have any difficulty completing the form, please do let us know and my team will be happy to help.

Kind regards,



Omar Ahmad
Lead Clinical Pharmacist

Please complete this form and return to the surgery to allow us to review your repeat medications

Please circle anything below that applies to you.

I would like more information on repeat dispensing	I am happy with my medicines at the moment	My medications run out at different times
I have difficulty getting the medicines from the surgery or pharmacy	I have difficulty in opening the packets	I have difficulty in swallowing the tablets
I have difficulty using cream or eye drops	I have difficulty reading labels and instructions on my medicines	I have missed or forgotten to take some medicines in the last week
I have needed to take extra doses of my medicine	I wish I could reduce my medicines safely	I have concerns about my medicines
I wonder whether my medicines could work better	My medicine is upsetting me and I'm worried about side effects	The timing of taking my medicines is inconvenient

Miss Katrina Robertson 22 Feb 1966 635 241 0103

Please tell us how you are actually taking your medications and if you know what it is for?

Drug name	Morn	Lun	Eve	Night	Other	Not Taking	Please describe what you think this medicine is used to treat...	I would like to discuss this medicine
Ramipril 10mg capsules								
Carbomer '980' 0.2% eye drops 0.6ml unit dose preservative free								

Miss Katrina Robertson 22 Feb 1966 635 241 0103

Any questions or concerns?

Please write anything you would like to discuss below

-
-
-

Are you taking any other medications regularly?



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Attachment

11-Oct-2019 BURGESS, Clair

Additional:Attachment

Referral Letter from Northumberland SSS -> Miss K Robertson,

File name:

Extension:.tif

Pages:

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Northumbria Healthcare 

NHS Foundation Trust

Northumberland Stop Smoking Service
County Hall, Floor 2, Block 6, Morpeth
Northumberland, NE61 2EFMiss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DBOur Ref: 635 241 0103
Contact: 01670 813135

Date 11 Oct 2019

Dear Miss Katrina Robertson

STOP SMOKING REFERRAL

Your name has been forwarded to me by your GP who has discussed stopping smoking with you.

I have been unable to contact you by telephone; if you still feel that you would like support to stop smoking please contact us on the above number for an appointment at a Specialist Stop Smoking Clinic.

There has never been a better time to stop smoking, as there is lots of support and treatment available.

If however, you do not feel ready to use the service at this point in time, please do not hesitate to contact us at your convenience.

Yours sincerely

Mrs Clair Burgess

Senior Support Officer

Attachment
07-Oct-2019 BURGESS, Clair
Additional: Attachment



Referral Form from Alnwick MG -> Northumberland Stop Smoking Service

Filename:
Extension: .tif
Pages:

T - no reply letter sent 8/10/19
Page 1 of 1
RST

Stop Smoking - General

Northumbria Healthcare NHS Foundation Trust
RECEIVED
- 8 OCT 2019

Service code: Stop Smoking	NHS Number: 6352410103
Requesting consultant/GP: Dr Duncan Johnson	
Location: Alnwick Medical Group	Surname: Robertson
Requesting user: Johnson	First Name(s): Katrina
Bleep/Tel No:	DOB: 22 Feb 1966 Gender: Female
Requested Date/Time: 07/10/2019 10:19	Address:
GP: Dr Jacqueline Mascal	3 Dovecote Close
GP Address: Infirmary Close, Alnwick, Northumberland - , **GP PAPER COPY NOT REQUIRED**, NE66 2NL	Embleton
Extra copy of report to:	Alnwick
Order No: 24872870	Northumberland
	NE66 3DB
	Tel: 01665576638
Patient Clinical Details:	
Category: NHS	
Service description:	
Stop Smoking - General Referral	
Patient Consent: Yes	
Telephone Consent: Yes	
Can Voicemail be left: Yes	
Patient Contact Number: 07543170362	
Housebound: No	
Past Medical History: hypertension	
Order Status: Accepted	
	Hospital Number: T0769647
Stop Smoking Service	
Northumbria Healthcare NHS Foundation Trust	

<http://ntghclinwebc/icedesktop/dotnet/icedesktop/PrintManager/PrintManagerHub.asp...> 08/10/2019

Attachment
30-Sept-2019 BROWN, Staci
Additional: Attachment
NHSmal from S Brown,
Filename:

NHS
Northumbria Healthcare
NHS Foundation Trust

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C/O Connect Health
The Lightbox (Q2)
Quorum Business Park
Newcastle upon Tyne
NE12 8EU
Tel: 0330 1244652
Email: northumberland.jmaps@nhs.net

Miss K Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

To:
Dr At Alnwick Medical Group
Alnwick Medical Group, Alnwick Medical Group
Infirmary Close
Alnwick
NE66 2NL

27th September 2019

Northumberland Joint Musculoskeletal and Pain ServiceDear **Miss Katrina Robertson**,

As discussed during your recent consultation with the physiotherapist, please find enclosed a copy of the agreed management plan.

If you have not already booked your next appointment, please call our support team on **0330 1244652** to book your next appointment. If you do not call and book this within 28 days, you will be discharged from the service to self-manage your condition.

NB: If you have already booked your follow up appointment, there is no need to contact us.

Yours sincerely,

Northumberland Joint Musculoskeletal and Pain Service

635 241 0103/Page 1 of 2



Northumbria Healthcare
NHS Foundation Trust

in partnership with



C/O Connect Health
The Lightbox (D2)
Quorum Business Park
Newcastle upon Tyne
NE12 8EU

Tel: 0330 1244652
Email: northumberland.jmaps@nhs.net

Physiotherapist: Abi Jenkins
Patient Name: Miss Katrina Robertson
Medical Group
Patient DoB: 22 Feb 1966
NHS No.: 635 241 0103

GP Name: Dr At Alwick

GP Practice: Alwick Medical Group

Patient Action Plan

(shared by Connect with your GP) As discussed during your appointment, below is a copy of the agreed Management Plan

Rehabilitation Phase - 3-6 months

Available Choices	Plan
<ul style="list-style-type: none"> Supported Self-Management (I can call for additional help anytime) 	<ul style="list-style-type: none"> Once I finish my sessions
<ul style="list-style-type: none"> Lifestyle Help (Friendly local support to help you eat well, move more, stop smoking or drink less.) https://www.northumbria.nhs.uk/our-services/health-improvement/ 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Education seminar (Learn everything you need to know to help yourself) 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Rehab Gym sessions (Supervised by physiotherapists and rehab therapists) 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Physiotherapist Guided Rehabilitation (1:1 advice, education and exercise) 	<ul style="list-style-type: none"> Booked

Additional Comments:

If you have any queries regarding your care, then please discuss this with the MSK team, rather than booking back in to see your GP. Your GP has handed over your MSK care to our service and they can arrange any necessary investigations or onward referrals as clinically required.

The number to call for further appointments/ advice is **0330 1244652**.

635 241 0103/Page 2 of 2

Attachment

27-Sept-2019 JENKINS, Abi

Additional: Attachment

Care Plan from A Jenkins, Northumberland JMPS -> Miss K Robertson,

Filename:

Extension: .tif

Pages:



in partnership with
 Connect Health
C/O Connect Health
The Lightbox (Q2)
Quorum Business Park
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Miss K Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

To:
Dr At Alnwick Medical Group
Alnwick Medical Group, Alnwick Medical Group
Infirmary Close
Alnwick
NE66 2NL

27th September 2019

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635 241 0103/Page 1 of 2

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 NHS No.: 635 241 0103

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<ul style="list-style-type: none"> Education seminar (Learn everything you need to know to help yourself) 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Rehab Gym sessions (Supervised by physiotherapists and rehab therapists) 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Physiotherapist Guided Rehabilitation (1:1 advice, education and exercise) 	<ul style="list-style-type: none"> Booked

Additional Comments:

If you have any queries regarding your care, then please discuss this with the MSK team, rather than booking back in to see your GP. Your GP has handed over your MSK care to our service and they can arrange any necessary investigations or onward referrals as clinically required.

The number to call for further appointments/ advice is **0330 1244652**.

635 241 0103/Page 2 of 2

Attachment

27-Sept-2019 MATHER, Christine

Additional: Attachment

Clinical Letter from Northumberland Joint Musculoskeletal and Pain Service -> Alwick Medical Group

File name:

Extension: .tif

Pages:

**Northumbria Healthcare**

NHS Foundation Trust

in partnership with

C/O Connect Health
The Lightbox (Q2)
Quorum Business Park
Newcastle upon Tyne
NE12 8EU

Tel: 0330 1244652

Email: northumberland.jmaps@nhs.net

Miss K Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

To:
Dr At Alnwick Medical Group
Alnwick Medical Group, Alnwick Medical Group
Infirmery Close
Alnwick
NE66 2NL

27th September 2019

Northumberland Joint Musculoskeletal and Pain ServiceDear **Miss Katrina Robertson,**

As discussed during your recent consultation with the physiotherapist, please find enclosed a copy of the agreed management plan.

If you have not already booked your next appointment, please call our support team on **0330 1244652** to book your next appointment. If you do not call and book this within 28 days, you will be discharged from the service to self-manage your condition.

NB: If you have already booked your follow up appointment, there is no need to contact us.

Yours sincerely,

Northumberland Joint Musculoskeletal and Pain Service

635 241 0103/Page 1 of 2



Northumbria Healthcare
NHS Foundation Trust

in partnership with



C/O Connect Health
The Lightbox (Q2)
Quorum Business Park
Newcastle upon Tyne
NE12 8EU

Tel: 0330 1244652
Email: northumberland.jmaps@nhs.net

Physiotherapist: Abi Jenkins
Patient Name: Miss Katrina Robertson
Medical Group
Patient DoB: 22 Feb 1966
NHS No.: 635 241 0103

GP Name: Dr At Alwick

GP Practice: Alwick Medical Group

Patient Action Plan

(shared by Connect with your GP) As discussed during your appointment, below is a copy of the agreed Management Plan

Rehabilitation Phase - 3-6 months

Available Choices	Plan
<ul style="list-style-type: none"> Supported Self-Management (I can call for additional help anytime) 	<ul style="list-style-type: none"> Once I finish my sessions
<ul style="list-style-type: none"> Lifestyle Help (Friendly local support to help you eat well, move more, stop smoking or drink less.) https://www.northumbria.nhs.uk/our-services/health-improvement/ 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Education seminar (Learn everything you need to know to help yourself) 	<ul style="list-style-type: none"> Not for me
<ul style="list-style-type: none"> Rehab Gym sessions (Supervised by physiotherapists and rehab therapists) 	<ul style="list-style-type: none"> Not for me
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Additional Comments:

If you have any queries regarding your care, then please discuss this with the MSK team, rather than booking back in to see your GP. Your GP has handed over your MSK care to our service and they can arrange any necessary investigations or onward referrals as clinically required.

The number to call for further appointments/ advice is **0330 1244652**.

635 241 0103/Page 2 of 2

Attachment

16-Sept-2019 RIDLEY, Joanna

Additional: Attachment

Medicines Management from Alwick Medical Group -> Miss K Robertson,

Filename:

Extension: .tif

Pages:



Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

16 Sep 2019

Dear Miss Robertson,

As part of our continuing care to our patients, we ask that all medication is reviewed and reauthorised by the practice at least once a year. This is to ensure that the medication is still effective and appropriate for the condition for which it is being prescribed.

Some patients receive medicines monitored at a hospital or other institution but we are also required to review you if we issue any prescriptions at the surgery.

Completing the enclosed 'My Medicines' form will allow you to provide our medicines management team with as much information as possible on your prescribed medications and make our review process simpler for you.

For safety reasons, if you do not respond to this request, we may have to temporarily restrict the quantity of medication on further prescriptions or opt to hold back further supplies until you are reviewed. Therefore, may I ask you to make time to complete the forms and return to the surgery at your earliest convenience but most preferably before your next prescription is due.

If you have any difficulty completing the form, please do let us know and my team will be happy to help.

Kind regards,



Omar Ahmad
Lead Clinical Pharmacist

Miss Katrina Robertson DOB: 22 Feb 1966 NHS: 635 241 0103

My Medicines

Please complete this form and return to the surgery to allow us to review your repeat medications

THIRD PARTY COPY

Miss Katrina Robertson DOB: 22 Feb 1966 NHS: 635 241 0103

My current repeat prescription medicines

Please tell us how you are actually taking your medications and if you know what it is for?

Drug name	Morn	Lun	Eve	Night	Other	Not Taking	Please describe what you think this medicine is used to treat...	I would like to discuss this medicine
Ramipril 10mg capsules								

Miss Katrina Robertson DOB: 22 Feb 1966 NHS: 635 241 0103

Any questions or concerns?

Please write anything you would like to discuss below

-
-
-

Are you taking any other medication regularly

Miss Katrina Robertson DOB: 22 Feb 1966 NHS: 635 241 0103

Attachment
13-Sept-2019 ROBINSON, Kim
Additional:Attachment
Clinical Letter from Ophthalmology, RVI -> Alnwick Medical Group
File name:
Extension:.tif
Pages:

KATRINA ROBERTSON

NHS number: 635 241 0103

Hospital Number: 0663853Q

Newcastle Upon Tyne NHS Trust

Outpatient Letter

Patient Identification

KATRINA ROBERTSON
 3 DOVECOTE CLOSE
 EMBLETON
 ALNWICK
 NORTHUMBERLAND
 NE66 3DB

Date Of Letter 11/10/2019 08:47
 Sex Female
 Date of Birth 22/02/1966
 Marital Status Unknown
 NHS number 635 241 0103
 Hospital Number 0663853Q

Department of Ophthalmology

Clinic Letter

Dr Dr At Alnwick Medical Group
 Alnwick Medical Group
 Lower Building
 Infirmary Close
 Alnwick
 Northumberland
 NE66 2NL

Ophthalmology

Royal Victoria Infirmary
 Queen Victoria Road
 Newcastle upon Tyne
 NE1 4LP

Tel: 0191 2825582

www.newcastle-hospitals.org.uk

Ref: 0663853Q/FF/CCI/JH

Visit Date: 13-Sep-2019

Typed: 08-Oct-2019

Lead Consultant: Professor Francisco Figueiredo

Dear Doctor

Katrina Robertson DOB: 22-Feb-1966
 NHS: 6352410103 MRN: 0663853Q
 3 Dovecote Close, Embleton, Alnwick, Northumberland, NE66 3DB

Diagnosis

Left eye resolved corneal ulcer and residual scar

Visual Acuity

Right 6/6

Left 6/6

Intraocular Pressure

16 mmHg in both eyes

I reviewed this lady in the clinic today. She feels her eyes are back to normal but sometimes she has a foreign body sensation in the left eye. Ocular examination shows quiescent scar in the left eye. Fundoscopy is normal to both eyes

Impression

Resolved corneal ulcer left eye with good visual acuity

Plan

Continue with Gutte Predsol 0.5% once a day for two weeks and then stop to the left eye

Gutte Viscotears preservative free three times a day to the left eye

Follow Up

Four months with topography and refraction or SOS

Yours sincerely

Cristian Cartes Indo

Cristian Cartes Indo

Clinical Fellow

CC:

Dr Dr At Alnwick Medical Group
Alnwick Medical Group
Lower Building
Infirmary Close
Alnwick
Northumberland
NE66 2NL

Mrs Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

ELECTRONICALLY SIGNED BY Cristian Cartes Indo Document ID:57040778 Date:10/10/2019 16:39:15

Unique Document Number : 57040778

Alnwick Medical Group

Consultant	MR F FIGUEIREIDO
Clinic	RVI Ward EOPD
Specialty	Ophthalmology
Letter Ref	2800270/0
Date	11/10/2019 08:55
Printed	Sunquest Administrator [Administrator]
Signed	

Newcastle Upon Tyne NHS Trust

2800270/0

Attachment

28-Aug-2019 HEAD, Judith

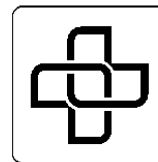
Additional:Attachment

Administration from Mrs J Head, Alnwick Medical Group -> Miss K Robertson,

Filename:

Extension:.tif

Pages:



alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Date as Postmarked

**Long Term Condition Annual Review
Third Invitation Letter**

Dear Miss Robertson

Your annual review is still overdue.

It is important to attend your review appointment so we can ensure your condition is properly controlled and managed. It is important that you attend regular reviews to ensure that you continue to have the right medication prescribed for your condition, if you do not have a review we may be unable to authorise repeat medication requests online or over the phone, which could cause you a delay in ordering.

Please bring an early morning urine sample in a white topped specimen bottle to your appointment (available from Reception desk at all Alnwick Medical Group practices.)

To arrange an appointment please use the App, book Online or contact the Nurse Administration Team on 01665 606864 and arrange your 20 minute 'LTC Appointment'.

If you would like to use our online services please request access via our Reception Team at the practice bringing with you some photographic identification, e.g. Driving Licence.

If you have already made had or booked your annual review appointment, please ignore this letter.

If we do not hear from you to make an LTC Annual Review appointment within the next month, we will mark your record to show you have opted to decline the review for the year and will be in touch again at the same time next year.

Yours sincerely

**Nurse Administration Team
Alnwick Medical Group**

Your NHS Number: 635 241 0103

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.



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Embleton

- All appointments and Repeat Prescriptions 01665 576 635

Longhoughton

- All appointments and Repeat Prescriptions 01665 577 380

Seahouses

- All appointments and Repeat Prescriptions 01665 720 294

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Useful Numbers

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(Alnwick, Berwick, Cramlington, North Tyneside, Rothbury, Wansbeck)

Newcastle Hospitals 0191 2336161

(Freeman, General, Royal Victoria Infirmary)

Family Planning/ GUM Clinic 01670 515151

Alnwick Sexual Health Website www.alnwicksh.co.uk

NHS Patient Transport 0191 264 8870

NEED Volunteer Transport 01665 605780

Travel Clinics Newcastle 0330 100 4272

Morpeth 01670 510510

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Attachment

28-Aug-2019 BUDDLE, Lynne

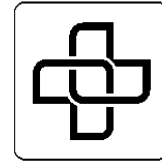
Additional: Attachment

Appointment Letter from Mrs L Buddle, Alnwick Medical Group -> Miss K Robertson,

File name:

Extension: .tif

Pages:



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Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

28 August 2019

Cancelled Appointment

Dear Miss Robertson

Due to the Tour of Britain Road race closures, our Practice Nurse will not be available for your appointment on Monday, 9th September.

A new appointment has been made for you at **the Embleton Surgery on Tuesday 10th September 2019 at 9:20 AM.**

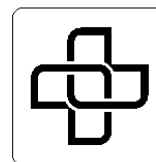
If this is not convenient please contact the Nurse Administration Team on 01665 606864 to make an alternative appointment

Yours sincerely

**Practice Nurse Administrator
Alnwick Medical Group**

Your NHS Number:635 241 0103

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Alnwick Sexual Health Website alnwicksh.co.uk

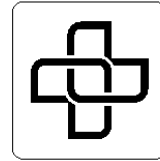
NHS Patient Transport 0191 264 8870

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Travel Clinics Newcastle 0330 100 4272

Morpeth 01670 510510

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Attachment

30-July-2019 SMALES, Anne

Additional:Attachment

Results from Alnwick Medical Group -> Miss K Robertson,

Filename:

Extension:.tif

Pages:



Cardiovascular Risk – Patient Information

Patient Name Miss Robertson

Your risk score = 13.15

Why are you getting this information?

You are getting this information because you have had a recent cholesterol blood test. As you may know cholesterol is only one **risk factor** for cardiovascular conditions such as heart disease and stroke. Along with other risk factors, we can now calculate the likelihood of you developing cardiovascular disease within the next 10 years.

What are the risk factors?

Risk factors are element in your current health or family history that increases the risk of developing heart disease or stroke. Some of these risk factors include: age (being older), sex (being male), smoking, high blood pressure, diabetes, strong family history on heart disease, poor diet and excessive alcohol, lack of exercise, being overweight and ethnic origin. *Unfortunately, the more risk factors you have, the greater your risk of developing cardiovascular disease.*

What does risk mean?

Whilst it may be shocking to hear that your risk of developing a serious condition in such stark terms as a percentage value, it is important to realise several things about risk:

- Risk is never zero in anybody, whether young or old
- Risk naturally increases as we get older, regardless of other risk factors
- Risk is a chance of something happening, but this also means there will always be a chance of that something not happening
- Risk can never be completely abolished (Life itself is always risky!)

A risk score of less than 10% (low risk) means that there is less than a one in ten chance of something like a stroke or heart attack occurring in the next 10 years.

A risk score of 20% or more (high risk) equates to at least a two in ten chance.

A risk score of 30% (very high risk) is roughly a three in ten chance.

What can you do to lower your risk?

Whatever your risk score is, it is always sensible to try and lower your risk.

You will not be able to change things such as your age, your ethnic background or your family history, but there are always steps you can take to lower your risk in other ways. These include: Stopping smoking, eating more healthily, cutting down on fats in the diet, taking more exercise, reducing salt intake, drinking less alcohol, losing weight, good control of diabetes and good control of blood pressure.

If your overall risk score of your cholesterol value is high, we may offer you a medication called a **statin** to lower your cholesterol and reduce your risk.

Current guidance suggests that patients with risk scores of 10% or more should be treated with statins. There is some controversy with this as some doctors feel there is a risk of over-medicalising the general population.

The decision of whether to start statins should take into account additional factors such as personal preference, potential benefits from lifestyle changes, other illnesses, existing drugs, general frailty and life expectancy.

You are receiving this information because you have an increased risk score and whether you decide to take a statin or not, we feel you should know about statins so that you can make an informed choice.

What are statins?

These are a group of drugs that help to lower cholesterol. They are effective at reducing levels of cholesterol and other harmful fats in the body and help to reduce the risk of heart attacks and strokes.

Statins need to be taken regularly every day for the rest of your life to be effective. Although statins are generally safe, unwanted side effects may occur. These can include: headaches, nausea, vomiting, diarrhoea, liver problems and rarely, but more seriously, inflammation of the muscles.

Statins can interact with some other drugs, and also grapefruit juice and are not suitable for people with liver disease, pregnant or breast feeding women.

Even if it is considered that statins may be helpful for you in terms of reducing your overall risk, your medical history, current medication and your own preferences all need to be taken into account to determine whether or not you should take statins.

It is important to say that even if statins are prescribed, they should not be used in isolation from other lifestyle changes and activities that will also help to reduce your overall risk.

Will a statin work for you?

Taking a statin is not a guarantee against a future heart attack or stroke. In fact, in most people, taking statins will not make any difference at all to what happens to you in the future.

To give you an idea, consider **100** people with 20% risk but none of them is on a statin. After 10 years, **20** people will have had a heart attack or stroke (equating to the low in ten risk). The rest, **80** people won't have had a heart attack or stroke.

Now consider the same **100** people with 20% risk, but this time we give them a statin. After 10 years, we find that of the 20 people who have had a heart attack or stroke, **15** have still had a heart attack or stroke, so the statin has made no difference to them. This means that **5** people would have been saved from having a heart attack or stroke by taking the statin. The rest of the group, **80** people, would not have had a stroke or heart attack anyway so taking the statin has made no difference to them either.

Unfortunately, we cannot tell you which group you are in, so that is why starting a statin needs careful and individual consideration. If, after reading and thinking about this, you do want to start a statin, or have questions please book a routine appointment with a clinical pharmacist.

If you decide that after reading this information you do not wish to take a statin, then you do not need to see us. Please try and stay healthy by making the appropriate lifestyle changes.

Attachment

29-July-2019 HEAD, Judith

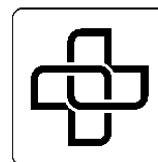
Additional: Attachment

Administration from Mrs J Head, Alnwick Medical Group -> Miss K Robertson,

File name:

Extension: .tif

Pages:



alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Date as Postmarked

**Long Term Condition Annual Review
Second Invitation Letter**

Dear Miss Robertson

Your annual review is now overdue.

It is important to attend your review appointment so we can ensure your condition is properly controlled and managed. It is important that you attend regular reviews to ensure that you continue to have the right medication prescribed for your condition, if you do not have a review we will be may be unable to authorise repeat medication requests online or over the phone, which could cause you a delay in ordering.

Please bring an early morning urine sample in a white topped specimen bottle to your appointment (available from Reception desk at all Alnwick Medical Group practices.)

To arrange an appointment please use the App, book Online or contact your usual Alnwick Medical Group Surgery and arrange your 20 minute 'LTC Appointment'. See over for contact telephone numbers.

If you would like to use our online services please request access via our Reception Team at the practice bringing with you some photographic identification, e.g. Driving Licence.

If you have already made had or booked your annual review appointment, please ignore this letter.

Yours sincerely

**Nurse Administration Team
Alnwick Medical Group**

Your NHS Number: 635 241 0103

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.



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Attachment

01-July-2019 HEAD, Judith

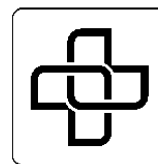
Additional: Attachment

Letter to Patients from Alnwick Medical Group -> Miss K Robertson,

Filename:

Extension: .tif

Pages:



alnwick
medical
group

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Date a Postmarked

**Long Term Condition Annual Review
First Invitation Letter**

Dear Miss Robertson

Your annual review is now due.

To arrange an appointment please use the App, book Online or contact your usual Alnwick Medical Group Surgery and arrange your 20 minute 'LTC Appointment'.

If you do not currently have access to use the App or to book Online please request access via our Reception Team at the practice bringing with you some photographic identification, e.g. Driving Licence.

It is important to attend your review appointment so we can ensure your condition is properly controlled and managed. It is important that you attend regular reviews to ensure that you continue to have the right medication prescribed for your condition, if you do not have a review we will be may be unable to authorise repeat medication requests online or over the phone, which could cause you a delay in ordering.

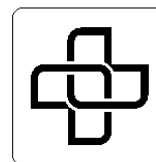
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Yours sincerely

**Nurse Administration Team
Alnwick Medical Group**

Your NHS Number: 635 241 0103

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Morpeth 01670 510510

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Attachment

19-Jun-2019 STEPHENSON, Eve

Additional: Attachment

Hospital Discharge Letter from Newcastle Upon Tyne Hospitals Discharge Letters -> Alnwick Medical Group

File name:

Extension: .tif

Pages:

KATRINA ROBERTSON

NHS number: 635 241 0103

Hospital Number: 0663853Q

The Newcastle Upon Tyne Hospitals NHS Foundation Trust

Outpatient Letter

Patient Identification
KATRINA ROBERTSON
3 DOVECOTE CLOSE
EMBLETON
ALNWICK
NORTHUMBERLAND
NE66 3DB

Appointment Date 14/06/2019 08:46
Sex Female
Date of Birth 22/02/1966
Marital Status Unknown
NHS number 635 241 0103
Hospital Number 0663853Q

Department of Accident & Emergency

Discharge Summary

Dr Dr At Alnwick Medical Group
 Alnwick Medical Group
 Lower Building
 Infirmary Close
 Alnwick
 Northumberland
 NE66 2NL

Ophthalmology

Royal Victoria Infirmary
 Queen Victoria Road
 Newcastle upon Tyne
 NE1 4LP

Tel: 0191 233 6161

www.newcastle-hospitals.org.uk

Ref: 0663853Q/FF/ST/ST

Visit Date: 14-Jun-2019

Typed: 19-Jun-2019

Lead Consultant: Professor Francisco Figueiredo

Dear Dr Dr At Alnwick Medical Group

Katrina Robertson DOB: 22-Feb-1966
NHS: 6352410103 MRN: 0663853Q
3 Dovecote Close, Embleton, Alnwick, Northumberland, NE66 3DB

Your patient was admitted as an inpatient to Rvi ward Rv20 on 14/06/2019 and was discharged on 19/06/2019 from Rvi to usual place of residence

Clinical Details

Presented with pain affecting the left eye, found to have a left corneal ulcer, has improved during her stay and is now fit for discharge with ongoing treatment to complete at home, and follow up

Diagnosis

Left eye corneal ulcer

Discharge Medication

Cefuroxime Eye Drops 5% - 1 drop(s), left eye, every TWO hours - 1 week(s)

Cyclopentolate Eye Drops (Minims) 1% - 1 drop(s), Drops, left eye, THREE times a day - 1 week(s)

Doxycycline - 100 mg, Capsule, oral, DAILY, Indication: eye infection - 1 week(s)

Ofloxacin 0.3% eye drops - 1 drop(s), left eye, every TWO hours - 1 week(s)

Phenylephrine 2.5% eye drops preservative free (Minims) - 1 drop(s), Drops, left eye, THREE times a day - 1 week(s)

Prednisolone Eye Drops (Minims) 0.5% - 1 drop(s), Drops, left eye, THREE times a day - 1 week(s)

Outpatient Appointment

Follow up on 25/06/2019 to be arranged

Information to Patient

Attend follow up

Use discharge medications as prescribed. Please note regarding the cefuroxime eye drops 5% and the ofloxacin 0.3% eye drops - these are to be used every two hours, alternate between the two drops every hour. Use them between the hours of 07:00 - 23:00

Should any concerns arise prior to follow up, do not hesitate to seek medical attention

Yours sincerely

Sami Takroni

Sami Takroni

Junior Doctor

The confidential information in this letter is intended for the addressee only. If this patient is not registered at your practice, please return to: Data Quality, Information Services, Ground Floor, Regent Point, Regent Farm Road, Gosforth, Newcastle upon Tyne, NE3 3HD
Email: tnu-tr.nuthgquery@nhs.net

CC:

Dr Dr At Alnwick Medical Group
 Alnwick Medical Group
 Lower Building
 Infirmary Close
 Alnwick
 Northumberland
 NE66 2NL

Mrs Katrina Robertson
 3 Dovecote Close
 Embleton
 Alnwick
 Northumberland
 NE66 3DB

ELECTRONICALLY SIGNED BY Sami Takroni Document ID:56211974 Date:19/06/2019 09:39:26

Unique Document Number : 56211974

Alnwick Medical Group

Consultant	MR F FIGUEIREIDO
Clinic	RVI Emergency Department
Specialty	Accident & Emergency
Letter Ref	2471608/0
Date	19/06/2019 09:48
Printed	Sunquest Administrator [Administrator]
Signed	

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2471608/0

Attachment

14-Jun-2019 HOOKER, Emma

Additional:Attachment

Clinical Letter from Newcastle Eye Centre, RVI -> Alnwick Medical Group

Filename:

Extension:.tif

Pages:



The Newcastle upon Tyne Hospitals
NHS Foundation Trust

Data Quality (Information Services)
Ground Floor, Regent Point
Regent Farm Road
Gosforth
Newcastle upon Tyne
NE3 3HD

Tel: 0191 28 25087
Email: DataQuality@nuth.nhs.uk

17 June 2019

PRIVATE & CONFIDENTIAL

**ALNWICK MEDICAL GROUP
LOWER BUILDING
INFIRMARY CLOSE
ALNWICK
NORTHUMBERLAND
NE66 2NL**

DISCHARGE SUMMARY

Enclosed is a discharge summary for the patient(s) who attended the Emergency Department and are showing on Summary Care Record (SCR) as being registered at your practice.

Please accept this paper copy instead of via email as we complete a system upgrade.

If the patient is not registered with you, please accept our apologies and return the correspondence either to the address above or email to: tr.nuthgpquery@nhs.net.

Kind regards,

Mark Polden
Information Specialist - Information Services

The Newcastle Upon Tyne Hospitals **NHS Foundation Trust****Royal Victoria Infirmary
Newcastle Eye Centre
Eye Emergency Department
Queen Victoria Road
Newcastle upon Tyne
NE1 4LP**

Dr: LAMB, K

Direct Line: 0191 2336161**Date: 14 June 2019****GP Code: Path/Post 515**

Dear Colleague

Your Patient Attended The Eye Emergency Department On: 14/Jun/2019 09:46:22**Name: ROBERTSON, KATRINA****D.O.B: 22/Feb/66****Age: 53 Years****Gender: Female****Address: 3 DOVECOTE CLOSE EMBLETON ALNWICK NORTHUMBERLAND NE66 3DB****School: N/A****MRN Number: 0663853Q****NHS Number: 635-241-0103****Home Telephone:****Mobile Telephone: 07543170362****Diagnosis: Corneal ulcer****Allergy Information:****Does Patient Wear Contact Lenses?****Current or Recent Use?**

No

Visual Acuity:

Left Eye

6/36 - Pinhole

Right Eye

6/9 - Pinhole

6/18 - Pinhole

Treatment:

Comments To GP

AE Discharge Details 1: Admitted to ward 20 for intensive eye drops.

Eye Treatment

EED Treatments: Prescription

Eye Discharge Details

Discharge Method - EED: Treatment complete

Discharge Destination - EED: Ward - Physical ward bed outside ED

Discharge Follow Up_EED: No referral

Discharging Staff Member: Hill, Elizabeth

ED Final Discharge Summary: Final Emergency Department Discharge Summary

ED Discharge Info Given: Not given

Emergency Department Provider(s):

Provider	Role	Assigned	Unassigned
Jackson, Joan Catherine	Nurse eye casualty	14/Jun/2019 10:00:57	
Hill, Elizabeth	Clinician (eye cas)	14/Jun/2019 11:44:33	

Document version: 1 typed on: 14/06/2019 11:43:45

Source Of Referral: Emergency department

Incident Occurred At:

Information Given To Patient:

**The information in this letter is highly confidential and intended for the addressee only.
If the patient is not registered at your practice please return to:**

Data Quality,

Information Services,

2nd Floor,

Regent Point,

Regent Farm Road,

Gosforth,

Newcastle upon Tyne,

NE3 3HD

or email: tnu-tr.nuthgquery@nhs.net

THIRD PARTY COPY

Attachment
13-Jun-2019 PAXTON, Victoria
Additional: Attachment

Clinic Letter from Wansbeck Urgent Care Centre, Wansbeck General Hospital -> Alnwick Medical Group

Filename:
Extension: .tif
Pages:

Emergency Department

0191 2829484
fm12 - Northumbria Healthcare **NHS**
NHS Foundation Trust

Hospital: Wansbeck Urgent Care Centre		A&E Number: 282705	
NHS Number: 635 241 0103		CP-IS Issue flag:	
ARRIVAL 13/06/2019 Time: 21:21		Patient location:	
Source of Referral: Self / family / friends / education / work colleague		Surname: ROBERTSON	
Arrival Mode: Patient arranged own transport / walk-in		Forename(s): Katrina	
Presenting Complaint: Pain in / around eye		Title: Miss Sex: F	
Time Elapsed (hh:mm):		D.o.B.: 22/02/1966 Age: 53 years	
Occupation/School:		Address: 3 Dovecote Close Embleton NE66 3DB	
GP PRACTICE: A84006 - Alnwick Medical Group, Infirmary Close, Alnwick, Northumberland, NE66 2NL		Home Tel. No: 01665 576638	
NEXT OF KIN: Callum Windust, 3, Dovecote Close, Embleton, Alnwick, Northumberland, NE66 3DB		Mobile Phone No: 07543 170362	
Alert 1:	Alert 2:	Alert 3:	Alert 4:
Alert 6:	Alert 7:	Alert 8:	Alert 9:
Previous A&E Incidents:		Alert 5:	
Total Attendances: 3		Alert 10:	
Total Visits in Last 12 months: 1		Time Assessed: 21:30	
Triage: Kelce Acuity: H		Clinical frailty score (1-9):	
Reason for Ambulance Handover delay if greater than 15 minutes:			
CLINICAL NOTES TO PRIMARY CARE TEAM		For ALL 65 years old or over	
FINAL DIAGNOSIS: ? Intra		This attendance: Fall? YES / NO	
Pregnant? <input type="checkbox"/> ≤ 6 Weeks Postnatal <input type="checkbox"/>		Blackout? YES / NO	
ED CLINICIANS - please note if you are SUSPECTED or CONFIRMED?		Altered awareness? YES / NO	
TREATMENT: Analgesia / NSAID's		Dizziness? YES / NO	
INVESTIGATIONS/RESULTS: Bloods <input type="checkbox"/> X-Ray <input type="checkbox"/>		Postural BP drop? YES / NO / NA	
ADVICE GIVEN TO PATIENT		ECG abnormal? YES / NO / NA	
FOLLOW-UP: Oth ophthalmology -> R/S eye usually morning		Including this attendance how many falls and blackouts have you had in the past year?	
Referred to:		Falls:	
Referred by:		Blackouts:	
Admit Ward:		Do you agree to a referral? N/A Y N	
Time Bed Requested (decision to admit):		CLINICIAN: BA	
Discharging clinician: BW		TIME SEEN: 21:30	
Time Left Department: 21:53		ED CLINICIANS - please include times of non-drug treatments	
Record any safeguarding concerns on the back of this sheet		CONSULTANT/ MIDDLE GRADE NAME:	
		OWN PATIENT <input type="checkbox"/>	
		PATIENT REVIEWED <input type="checkbox"/>	
		ADVICE (ONLY) GIVEN <input type="checkbox"/>	
		Patient transferred to: DATE/TIME (use 24hr)	
		ESSA	
		SSA	
		Referred Time:	
		Referred Time:	
		HV Informed: YES / NO	

Trust Number: T0769647
Please contact the Emergency Department secretary if any requested actions are not possible.
Please return any mis-directed letters to Health Records Department, Northumbria Healthcare NHSFT, Northumbria House, 7-8 Silver
Fax Wav, Newcastle upon Tyne, NE27 0QJ C:\silverlink\temp\08761767.rtf

Attachment

21-Jan-2019 BROWN, Katie

Additional: Attachment

Screening from NHS Breast Screening Programme -> Alnwick Medical Group

Filename:

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Pages:

NHS BREAST SCREENING PROGRAMME	NEWCASTLE SO
- ALNWICK MEDICAL GROUP	ALNW GRP1
ROBERTSON, KATRINA, MISS	
Screening Number: ANE219922	Date of Birth: 22-Feb-1966
NHS Number: 635 241 0103	Age: 52
Address: 3 DOVECOTE CLOSE	
: EMBLETON	
: ALNWICK	
: NORTHUMBERLAND	
: NE66 3DB	
Telephone: 01665 576638	

SCREENED - ROUTINE RECALL

Screened on: 21-Jan-2019

Opinion: No significant radiological abnormality

Attachment

06-Jan-2019 HEAD, Judith

Additional: Attachment

A&E from Alnwick Minor Injuries Unit, Alnwick Infirmary -> Alnwick Medical Group

Filename:


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Pages:

Emergency Department

Northumbria Healthcare **NHS**

NHS Foundation Trust

Hospital: Alnwick Minor Injuries Unit				A&E Number: 183572	
NHS Number: 635 241 0103		T0769647		CP-IS issue flag:	
ARRIVAL 06/01/2019 Time: 11:01 Source of Referral: Self / family / friends / education / work colleague Arrival Mode: Patient arranged own transport / walk-in Presenting Complaint: Wound : bite Time Elapsed (hh:mm): 28:01 Occupation/School:		Patient location:		Surname: ROBERTSON Forename(s): Katrina Title: Miss Sex: F D.o.B.: 22/02/1966 Age: 52 years Address: 3 Dovecote Close Embleton NE66 3DB Home Tel. No: 01665 576638 Mobile Phone No: 07543 170382	
GP PRACTICE: A84006 - Alnwick Medical Group, Infirmary Close, Alnwick, Northumberland NE66 2NL					
NEXT OF KIN: Callum Windust, 3, Dovecote Close, Embleton, Alnwick, Northumberland, NE66 3DB, 01665 576638					
Alert 1:		Alert 2:		Alert 3:	
Alert 4:		Alert 5:		Alert 6:	
Alert 7:		Alert 8:		Alert 9:	
Alert 10:		Alert 11:		Alert 12:	
Previous A&E Incidents:		Total Attendances: 2		Total Visits in Last 12 months: 0	
Triaged by: <i>Kragm</i>		Acuity: <i>P4</i>		Time Assessed: <i>11:01</i>	
Reason for Ambulance Handover delay if greater than 15 minutes:				Clinical frailty score (1-9):	
CLINICAL NOTES TO PRIMARY CARE TEAM			For ALL 65 years old or over		
FINAL DIAGNOSIS Pregnant <input type="checkbox"/> ≤ 6 Weeks Postnatal <input type="checkbox"/>			This attendance: Fall? YES / NO Blackout? YES / NO Altered awareness? YES / NO Dizziness? YES / NO Postural BP drop? YES / NO / NA ECG abnormal? YES / NO / NA		
<i>Dog bite</i>			Including this attendance how many falls and blackouts have you had in the past year? Falls: <input type="checkbox"/> Blackouts: <input type="checkbox"/> Do you agree to a referral? N/A Y N		
TREATMENT			CLINICIAN: <i>Kragm</i> TIME SEEN: <i>11:01</i>		
<i>Co-Amoxiclav</i>					
INVESTIGATIONS/RESULTS Bloods <input type="checkbox"/> X-Ray <input type="checkbox"/>					
ADVICE GIVEN TO PATIENT			CONSULTANT/ MIDDLE GRADE NAME: OWN PATIENT <input type="checkbox"/> PATIENT REVIEWED <input type="checkbox"/> ADVICE (ONLY) GIVEN <input type="checkbox"/>		
FOLLOW-UP: <i>GP if not settling</i>			Patient transferred to: DATE/TIME (use 24hr) ESSA SSA		
Referred to: <i>A</i>		Referred by:		Referred Time:	
Referred to:		Referred by:		Referred Time:	
Admit Ward:			HV Informed: YES / NO		
Time Bed Requested (decision to admit):		Discharging clinician:		Time Left Department: <i>11:15</i>	

KATRINA ROBERTSON
3 Dovecote Close
Embleton
Alnwick

Please contact the Emergency Department secretary if any requested actions are not possible.
Please return any mis-directed letters to Health Records Department, Northumbria Healthcare NHSFT, Northumbria House, 7-8 Silver Fox Way, Newcastle upon Tyne, NE27 0QJ
Trust Number: T0769647
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Attachment
30-Nov-2018 HOOKER, Emma
Additional: Attachment
Clinical Letter from Physiotherapy, Alnwick Infirmary -> Alnwick Medical Group
Filename:
Extension: .tif
Pages:



Northumbria Healthcare
NHS Foundation Trust

Department of Physiotherapy
 Alnwick Infirmary

Nicky Dinsdale
 Senior Physiotherapist
 Secretary Tel: 01665 626787
 Fax: 01665 626806

ND/NN/T0769647
 NHS No: 635 241 0103

Private & Confidential

General Practitioner (A84006)
 Alnwick Medical Group
 Infirmary Close
 Alnwick

Date of Clinic: 30/11/2018
 Date Dictated: 30/11/2018
 Letter Typed: 03/12/2018

Dear Doctor

Miss Katrina Robertson DOB: 22/02/1966
3 Dovecote Close Embleton Alnwick Northumberland NE66 3DB

Diagnosis: Right hip degenerative changes.

History of Present Complaint:

Katrina describes a 2-month history of right hip pain with no trauma. A recent x-ray has revealed mild degenerative changes within the joint.

Symptoms are felt across the right hip radiating into her groin and down the front aspect of her thigh.

On Examination:

Patient walking with no aids.
 Decreased range of movement in right hip in a capsular pattern.
 Muscle power was full.
 Testing for trochanteric bursitis was negative.
 Good hamstring length noted.

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS
 Telephone: Switchboard (General Enquiries) 03 44 811 8111
 Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT,
 Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

In association with the University of Newcastle upon Tyne

LP30255

Management & Outcome:

The findings of my assessment today were discussed and I have advised Katrina on basic exercises to try and increase or maintain the range of movement around her hip. I have encouraged her to continue walking, which she does 3 times a day with the dogs, possibly using a walking pole if needed. We have also talked about her taking regular Ibuprofen which she is currently taking intermittently.

I have not arranged see her again but intend to leave her card open for a month so she has direct contact with me if desired. If I do not hear from her within this period I will automatically discharge her from physiotherapy with no further contact to yourselves.

Yours sincerely

Electronically signed by

Nicky Dinsdale
Senior Physiotherapist

Copy:

Private & Confidential

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS

Telephone: Switchboard (General Enquiries) 03 44 811 8111

Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT, Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

Attachment

03-Oct-2018 SCOTT, Leah

Additional: Attachment

Clinic Letter from Physiotherapy, Alnwick Infirmary -> Alnwick Medical Group

Filename:

Extension: .tif

Pages:



Northumbria Healthcare
NHS Foundation Trust

Department of Physiotherapy
Alnwick Infirmary

Melissa Brennan
Physiotherapist
Secretary Tel: 01665 626787
Fax: 01665 626806

MB/NN/T0769647
NHS No: 635 241 0103

Private & Confidential

General Practitioner (A84006)
Alnwick Medical Group
Infirmary Close
Alnwick

Date of Clinic: 03/10/2018
Date Dictated: 03/10/2018
Letter Typed: 03/10/2018

Dear Doctor

Miss Katrina Robertson DOB: 22/02/1966
3 Dovecote Close Embleton Alnwick Northumberland NE66 3DB

Impression: Improving subacromial pain symptoms in right side.

Outcome: Placed into pending for 1 calendar month and if no contact will be discharged.

History:

Katrina accessed physiotherapy through the occupational health team at work. Katrina reports an approximate 7 - 12 month history of right glenohumeral joint pain that started following a fall onto outstretched hands when she tripped over a patient's leg. Pain is not constantly there and Katrina reported today that pain has improved over the last few weeks. When pain is present she describes it as an ache. No neural

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS
Telephone: Switchboard (General Enquiries) 03 44 811 8111
Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT, Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

In association with the University of Newcastle upon Tyne

symptoms were reported.

Aggravating factors can be heavy lifting but this is not all the time. No red flags detected on questioning.

Examination:

Sat with protruding neck.

Active range of movement of cervical spine was slightly reduced into extension and left rotation. This did not produce shoulder pain or neural symptoms.

Katrina was able to demonstrate full active range of movement of the glenohumeral joint relatively pain free.

Upper limb myotomes intact.

Slightly reduced weakness with medial rotation on the right when compared to the left.

Hawkins Kennedy negative.

Management:

Symptoms were discussed with Katrina. I have provided her with some specific rotator cuff exercises and advised her to continue doing these on a daily basis.

Yours sincerely

Electronically signed by

Melissa Brennan
Physiotherapist

Copy:

Private & Confidential

Miss Katrina Robertson

3 Dovecote Close

Embleton

Alnwick

Northumberland

NE66 3DB

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, infirmary Drive, Alnwick, Northumberland, NE66 2NS

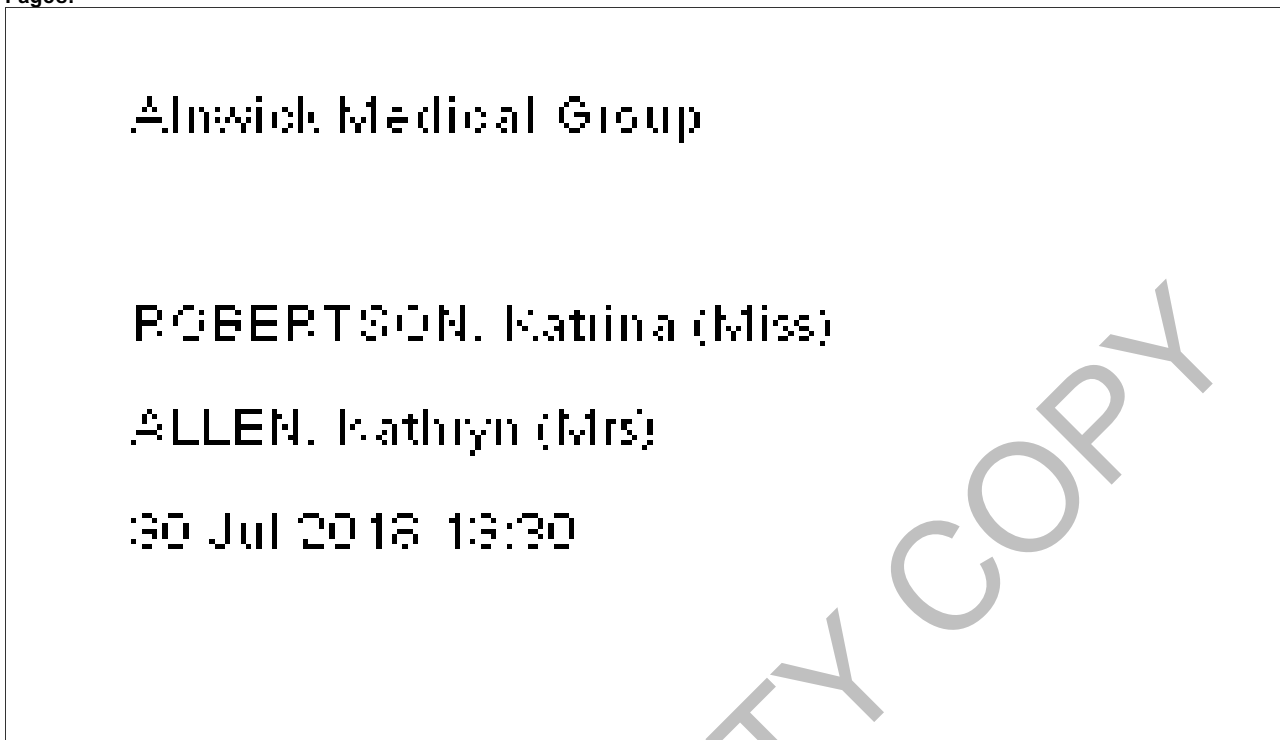
Telephone: Switchboard (General Enquiries) 03 44 811 8111

Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT, Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

Attachment
26-July-2018 BIRNIE, Heather
Additional: Attachment

Appointment from Miss H Birnie, -> Miss K Robertson,

Filename:
Extension:.tif
Pages:



Attachment
26-July-2018 PARKIN, Robert
Additional: Attachment

Filename: MED3Statement.png
Extension:.tif
Pages:

Statement of Fitness for Work
For social security or Statutory Sick Pay

Patient's name: Miss Robertson

I assessed your case on: 26/07/2018

and, because of the following condition(s): Stress at home

I advise you that: you are not fit for work. you may be fit for work taking account of the following advice:

If available, and with your employer's agreement, you may benefit from:
 a phased return to work... amended duties
 altered hours... workplace adaptations...

Comments, including functional effects of your condition(s):

This will be the case for 2 weeks or from 26/07/2018 to 08/08/2018

I will/will not need your fitness certificate to work again at the end of this period.

Doctor's signature: [Signature]

Date of statement: 26/07/2018

Doctor's address: Alnwick Medical Group, Infirmary Close, Alnwick, Northumberland, NE66 3DB. Tel: 01665 656000

Unique ID: Med 3 10/17 CAFCB460-90DE-11E8-B4B3-177AC31C9AF3

Data from page 1 of this form may be collected to learn about national patterns of sickness absence. Individuals will not be identified. Find out more at www.gov.uk/dwp/fit-note-data

Help getting back to work if you are employed
If you've been off work or are likely to be off work sick for 4 weeks or more, you may be able to have a free occupational health assessment. You will be able to discuss what advice and support you need to help you get back to work sooner. You can ask your GP or employer for a referral. For further information:
 • in England and Wales visit www.fitnotework.gov.uk or phone 0800 019 2211
 • in Scotland please visit www.fitnoteworkscotland.gov.uk or phone 0800 019 2211.

What your doctor's advice means
You are not fit for work: Your health condition means that you may not be able to work for the period shown. You can get back to work as soon as you feel able to or as soon as your employer's arrangements may be before your fit note runs out.
'You are fit for some work': You could get back to work with the support of your employer. Sometimes your employer cannot give you the support you need and if this happens your employer must let this form as though you are 'not fit for work'. You don't need to get another of these forms from your doctor.
 For more information please visit www.gov.uk and type 'patients and employees' in the search field.

Fill in the **Your details** section. You can ask someone to do this for you if you cannot do it in your details yourself.

Your details – Please use BLOCK CAPITALS

Surname: Miss Robertson
 Other names: Katrina
 Address: 3 Dovecote Close, Embleton, Alnwick, Postcode NE66 3DB
 Date of birth: 22/02/1966, Mobile: 07543 170362
 NI number: [Blank]

What you need to do now
 • **If you are employed:** Please show this form to your employer. You could get Statutory Sick Pay (SSP) which is paid by your employer. If your employer cannot pay you SSP they will give you form **SSP1** to claim benefits.
 • **If you are self-employed:** You could claim benefits.
 • **If you are already claiming benefits:** Please send this form to the office dealing with your claim.
 • **If you need to make a claim to benefits:** Visit www.gov.uk/browse/benefits or phone **0800 055 6688** (8am to 6pm Monday to Friday). Textphone users call **0800 023 4888**.

Attachment
13-July-2018 KHOKHAR, Asma
Additional: Attachment

Filename: MED3Statement.png
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Pages:

Statement of Fitness for Work For social security or Statutory Sick Pay					
Patient's name	Miss Robertson				
I assessed your case on:	13/07/2018				
and, because of the following condition(s):	Stress at home				
I advise you that:	<input checked="" type="checkbox"/> you are not fit for work. <input type="checkbox"/> you may be fit for work taking account of the following advice...				
If available, and with your employer's agreement, you may benefit from: <table border="0"> <tr> <td><input type="checkbox"/> a phased return to work...</td> <td><input type="checkbox"/> amended duties</td> </tr> <tr> <td><input type="checkbox"/> altered hours</td> <td><input type="checkbox"/> workplace adaptations...</td> </tr> </table>		<input type="checkbox"/> a phased return to work...	<input type="checkbox"/> amended duties	<input type="checkbox"/> altered hours	<input type="checkbox"/> workplace adaptations...
<input type="checkbox"/> a phased return to work...	<input type="checkbox"/> amended duties				
<input type="checkbox"/> altered hours	<input type="checkbox"/> workplace adaptations...				
Comments, including functional effects of your condition(s):					
This will be the case for 2 weeks or from 13/07/2018 to 26/07/2018 I will/will not need to assess your fitness for work again at the end of this period. (Please delete as applicable)					
Doctor's signature:					
Date of statement	13/07/2018				
Doctor's address: Alnwick Medical Group, Embleton Close, Alnwick, Northumberland, NE66 3DB, UK. Tel: 01665 656000					
Unique ID: Med 3 0CCB97AB0-86A1-11E8-BC14-7F77EF2E3C70					
Data from page 1 of this form may be collected to learn about national patterns of sickness absence. Individuals will not be identified. Find out more at www.gov.uk/dwp/fit-note-data					
Help getting back to work if you are employed If you've been off work or are likely to be off work for 4 weeks or more, you may be able to have a free occupational health assessment. You will be able to discuss what advice and support you need to help you get back to work sooner. You can ask your GP or employer to refer you. For further information: <ul style="list-style-type: none"> in England and Wales visit www.fitforwork.org or phone 0800 055 6235 in Scotland please visit www.fitforworkscotland.scot or phone 0800 019 2211. 					
What your doctor's advice means 'You are not fit for work': Your health condition means that you may not be able to work for the period of time. You can go back to work as soon as you feel able to and, with your employer's agreement, this may be before your fit note runs out. 'You may be fit for work': You should go back to work with the support of your employer. Sometimes your employer cannot give you the support you need and if this happens your employer will treat this form as though you are 'not fit for work'. You don't need to get another of these forms from your doctor. For more information please visit www.gov.uk and type 'patients and employees' into the search field.					
Fill in the Your details section. You can ask someone to do this for you if you cannot fill in your details yourself.					
Your details – Please use BLOCK CAPITALS					
Surname	Miss Robertson				
Other names	Katrina				
Address	3 Dovecote Close Embleton Alnwick Postcode NE66 3DB				
Date of birth	22/02/1966				
NI number	Mobile 07543 170362				
What you need to do now <ul style="list-style-type: none"> If you are employed: Please show this form to your employer. You could get Statutory Sick Pay (SSP) which is paid by your employer. If your employer cannot pay you SSP they will give you form SSP1 to claim benefits. If you are self-employed: You could claim benefits. If you are already claiming benefits: Please send this form to the office dealing with your claim. If you need to make a claim to benefits: Visit www.gov.uk/browse/benefits or phone 0800 055 6688 (8am to 6pm Monday to Friday). Textphone users call 0800 023 4888. 					

Attachment
06-July-2018 PENTLETON, Kate
Additional: Attachment

Appointment from K Pentleton, -> Miss K Robertson,

Filename:
Extension: .tif
Pages:

Alnwick Medical Group

ROBERTSON, Katrina (Miss)

ALLEN, Kathryn (Mrs)

10 Jul 2018 13:00

Attachment

13-Jun-2018 HEAD, Judith

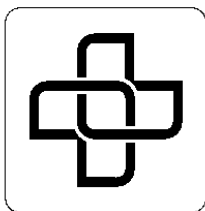
Additional:Attachment

Letter to Patients from Alnwick Medical Group -> Miss K Robertson,

File name:

Extension:.tif

Pages:



alnwick
medical
group

Alnwick Medical Group
Infirmary Close, Alnwick,
Northumberland NE66 2NL

Tel: 01665 656000

Fax: 01665 510581 or 01665 604712

www.alnwickmedicalgroup.co.uk

Date: 13th June 2018

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson

We note from our records that you are due to attend our clinic at the **Embleton Surgery** for your annual review to have your bloods taken and blood pressure etc. recorded. This needs to be a **20 minute** appointment with our Practice Nurse.

It is very important that you attend one of these clinics to **ENSURE** your medication is correct.

Can you please contact our reception team to make an appointment with one of our Nurses on **01665 576635**. Alternatively if you **DO NOT** wish to have your review this year please sign and return the form below.

Yours sincerely

Practice Nurse

.....
OPT OUT FORM: Annual Review

Miss Katrina Robertson : 22 Feb 1966 : 635 241 0103

I **DO NOT** wish to receive any further invitations for health checks to be sent to me, however I am able to make an appointment should I wish to in the future.

Signed: Date:

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

Seahouses Surgery, The Health Centre, James Street, Seahouses, Northumberland, NE68 7XZ Tel: (01665) 720294
Embleton Surgery, West View, Embleton, Northumberland, NE66 3XZ Tel: (01665) 576635
Longhoughton Surgery, 4-6 Portal Place, Longhoughton, Alnwick, Northumberland, NE66 3JN Tel: (01665) 577380

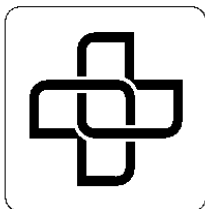
Attachment

18-Apr-2018 TURNBULL, Carolyn

Additional:Attachment

General Letter from Alnwick Medical Group -> Miss K Robertson,

Filename:
Extension:.tif
Pages:



alnwick
medical
group

Alnwick Medical Group
Infirmary Close, Alnwick,
Northumberland NE66 2NL

Tel: 01665 656000
Fax: 01665 510581 or 01665 604712

www.alnwickmedicalgroup.co.uk

Practice Manager: Mr T Brown, Deputy Practice Manager: Mrs S Wrightson

Partners: Dr J Barker, Dr C Embleton-Black, Dr A Henry, Dr D Johnson, Dr J Mascal, Dr H Moor, Dr G Syers, Dr R Taylor, Dr C Wilson

Salaried GPs: Dr V Moore, Dr M Torkington

Date: 18th April 2018

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson

We note from our records that you are due to attend our clinic at **Alnwick Medical Group – Upper Building** for your annual review to have your bloods taken and blood pressure etc. recorded. This needs to be a **20 minute** appointment with our healthcare assistant or practice nurse.

It is very important that you attend one of these clinics to **ENSURE** your medication is correct.

Can you please contact our reception team to make an appointment with one of our Nurses on **01665 656000**. Alternatively if you **DO NOT** wish to have your review this year please sign and return the form below.

Please bring an early morning specimen of urine with you.
(Specimen bottles are available at reception).

Yours sincerely

Practice Nurse

OPT OUT FORM: Annual Review

Miss Katrina Robertson : 22 Feb 1966 : 635 241 0103

I **DO NOT** wish to receive any further invitations for health checks to be sent to me, however I am able to make an appointment should I wish to in the future.

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

Seahouses Surgery, The Health Centre, James Street, Seahouses, Northumberland, NE68 7XZ Tel: (01665) 720294
Embleton Surgery, West View, Embleton, Northumberland, NE66 3XZ Tel: (01665) 576635
Longhoughton Surgery, 4-6 Portal Place, Longhoughton, Alnwick, Northumberland, NE66 3JN Tel: (01665) 577380

Signed: Date:

THIRD PARTY COPY

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

Seahouses Surgery, The Health Centre, James Street, Seahouses, Northumberland, NE68 7XZ Tel: (01665) 720294
Embleton Surgery, West View, Embleton, Northumberland, NE66 3XZ Tel: (01665) 576635
Longhoughton Surgery, 4-6 Portal Place, Longhoughton, Alnwick, Northumberland, NE66 3JN Tel: (01665) 577380

Attachment

15-Apr-2018 BUTROID, Laura

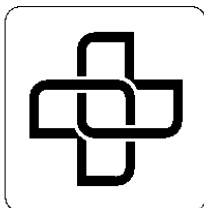
Additional: Attachment

Patient Contact from Mrs L Butroid, Alnwick Medical Group -> Miss K Robertson,

Filename:

Extension:.tif

Pages:



alnwick
medical
group

Alnwick Medical Group
Infirmery Close, Alnwick,
Northumberland NE66 2NL

Tel: 01665 656000

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Practice Manager: Mr T Brown, Deputy Practice Manager: Mrs S Wrightson

Partners: Dr J Barker, Dr C Embleton-Black, Dr A Henry, Dr D Johnson, Dr J Mascal, Dr H Moor, Dr G Syers, Dr R Taylor, Dr C Wilson

Salaried GPs: Dr V Moore, Dr M Torkington

Date as postmark

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson

I am writing this letter to you, to tell you about a new service that Alnwick Medical Group are offering eligible patients who are on regular repeat medicines. This service is called Repeat Dispensing.

Repeat dispensing is a service where the surgery will issue a year's supply of medications to the chemist of your choice, the chemist will then issue or deliver at monthly intervals to yourself, there will be no need for you to order your medication via the surgery as all your medication will be at the pharmacy.

If you would like to know more about this service I have enclosed a leaflet, and if you would like to sign up to the service speak to a member of the repeat dispensing team at Alnwick Medical Group, you can contact the Alnwick Dispensary Team on 01665 650263, Seahouses Dispensary Team on 01665 720294, Longhoughton Dispensary Team on 01665 577380 or the Embleton Dispensary Team on 01665 576635.

Yours Sincerely

Practice Medicines Manager

This is your NHS number 635 241 0103

If you would like this letter or information in an alternative format, for example large print or easy read or if you need help with communicating with us please let us know by contacting your nearest site.

Seahouses Surgery, The Health Centre, James Street, Seahouses, Northumberland, NE68 7XZ Tel: (01665) 720294
Embleton Surgery, West View, Embleton, Northumberland, NE66 3XZ Tel: (01665) 576635
Longhoughton Surgery, 4-6 Portal Place, Longhoughton, Alnwick, Northumberland, NE66 3JN Tel: (01665) 577380

Attachment
09-Apr-2018 CHILD, Stuart
Additional:Attachment

Filename: MED3Statement.png
Extension:.tif
Pages:

Statement of Fitness for Work For social security or Statutory Sick Pay					
Patient's name	Miss Robertson				
I assessed your case on:	09/04/2018				
and, because of the following condition(s):	sinusitis				
I advise you that:	<input checked="" type="checkbox"/> you are not fit for work. <input type="checkbox"/> you may be fit for work taking account of the following advice...				
If available, and with your employer's agreement, you may benefit from: <table border="0"> <tr> <td><input type="checkbox"/> a phased return to work...</td> <td><input type="checkbox"/> amended duties</td> </tr> <tr> <td><input type="checkbox"/> altered hours</td> <td><input type="checkbox"/> workplace adaptations...</td> </tr> </table>		<input type="checkbox"/> a phased return to work...	<input type="checkbox"/> amended duties	<input type="checkbox"/> altered hours	<input type="checkbox"/> workplace adaptations...
<input type="checkbox"/> a phased return to work...	<input type="checkbox"/> amended duties				
<input type="checkbox"/> altered hours	<input type="checkbox"/> workplace adaptations...				
Comments, including functional effects of your condition(s):					
This will be the case for 7 days or from 09/04/2018 to 15/04/2018 I will/will not need to assess your fitness for work again at the end of this period. (Please delete as applicable)					
Doctor's signature					
Date of statement 09/04/2018					
Doctor's address Alnwick Medical Group Infirmary Close Alnwick Northumberland Alnwick, Northumberland, UK Tel: 01665 656000					
Unique ID: Med 3 17 8EF9D9F0-3BD2-11E8-94D9-477837FC80C8					
Data from page 1 of this form may be collected to learn about national patterns of sickness absence. Individuals will not be identified. Find out more at www.gov.uk/dwp/fit-note-data					
Help getting back to work if you are employed If you've been off work or are likely to be off work sick for 4 weeks or more, you may be able to have a free occupational health assessment. You will be able to discuss what advice and support you need to help you go back to work sooner. You can ask your GP or employer to refer you. For more information: <ul style="list-style-type: none"> in England and Wales visit www.fitforwork.org or phone 0800 32 6235 in Scotland please visit www.fitforwork.scotland.scot or phone 0800 019 2211. 					
What your doctor's advice means 'You are not fit for work': Your health condition means that you may not be able to work for the period shown. You can go back to work as soon as you feel able to and, with your employer's agreement, this may be before your fit note runs out. 'You may be fit for work': You could go back to work with the support of your employer. Sometimes your employer cannot give you the support you need and if this happens your employer will treat this form as though you are 'not fit for work'. You don't need to get another of these forms from your doctor. For more information please visit www.gov.uk and type 'patients and employees' into the search field.					
Fill in the Your details section. You can ask someone to do this for you if you cannot fill in your details yourself.					
Your details – Please use BLOCK CAPITALS					
Name	Miss Robertson				
Other names	Katrina				
Address	3 Dovecote Close Embleton Alnwick Postcode NE66 3DB				
Date of birth	22/02/1966 Mobile 07543 170362				
NI number					
What you need to do now <ul style="list-style-type: none"> If you are employed: Please show this form to your employer. You could get Statutory Sick Pay (SSP) which is paid by your employer. If your employer cannot pay you SSP they will give you form SSP1 to claim benefits. If you are self-employed: You could claim benefits. If you are already claiming benefits: Please send this form to the office dealing with your claim. If you need to make a claim to benefits: Visit www.gov.uk/browse/benefits or phone 0800 055 6688 (8am to 6pm Monday to Friday). Textphone users call 0800 023 4888. 					

Attachment
15-Nov-2017 MATHER, Christine
Additional:Attachment

Clinical Letter from Physiotherapy, Wansbeck General Hospital -> The Bondgate Practice

Filename:
Extension:.tif
Pages:

Northumbria Healthcare 
NHS Foundation Trust

20 NOV 2017

Department of Physiotherapy
Wansbeck General Hospital
Andrew Alden
Physiotherapist
Secretary Tel: 01670 564010
Fax: 01670 564012

AA/DC/T0769647
NHS No: 635 241 0103

Private & Confidential

Occupational Health
Wansbeck General Hospital
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

Date dictated: 15/11/2017
Letter typed: 15/11/2017

Dear Doctor.

Miss Katrina Robertson DOB: 22/02/1966
3 Dovecote Close Embleton Alnwick Northumberland NE66 3DB

Diagnosis: Right subacromial pain.

History of presenting condition: Mrs Robertson presented to physiotherapy complaining of right shoulder pain. Her symptoms started approximately 6 weeks ago following a fall at work. She finds lifting and carrying shopping bags aggravate her symptoms. She denies any red flags on questioning.

Examination:

Full range of movement of the right shoulder but painful in all directions. Resisted tests revealed weakness of the posterior rotator cuff graded 4/5. Impingement signs were positive.

Treatment and management plan: Mrs Robertson's symptoms are suggestive of subacromial pain. I provided her with a suitable rotator cuff strengthening programme and encouraged normal use of the limb. I am confident her symptoms will improve and I have placed her into pending for 1 month. Should there be no contact from her within that time I will assume she is managing well and does not require further physiotherapy.

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Wansbeck General Hospital, Woodhorn Lane, Ashington, Northumberland, NE63 9JJ
Telephone: Switchboard (General Enquiries) 03 44 811 8111
Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT,
Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

Yours sincerely

Electronically verified

Andrew Aiden
Physiotherapist

Copy:

Private & Confidential

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

General Practitioner (A84006)
Alnwick Medical Group
Infirmary Close
Alnwick
Northumberland
NE66 2NL

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Wansbeck General Hospital, Woodhorn Lane, Ashington, Northumberland, NE63 9JJ

Telephone: Switchboard (General Enquiries) 03 44 811 8111

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Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

Attachment

14-Aug-2017 BIRD, Valerie

Additional: Attachment

Clinical Letter from R Mather, ALNWICK INFIRMARY (Physiotherapy) -> The Bondgate Practice

Filename:

Extension: .tif

Pages:

Northumbria Healthcare

NHS Foundation Trust
 Department of Physiotherapy
 Alnwick Infirmary

Rebecca Mather
Senior Physiotherapist
 Secretary Tel: 01665 626749
 Fax: 01665 626806

RM/NN/SP/T0769647
 NHS No: 635 241 0103

Private & Confidential

General Practitioner (A84021)
 Infirmary Drive Medical Group
 The Consulting Rooms
 Alnwick

Date Dictated: 14/08/2017
 Letter Typed: 15/08/2017

Dear Doctor

Katrina Robertson DOB:22/02/1966
3 Dovecote Close Embleton Alnwick Northumberland NE66 3DB

Diagnosis: Likely OA left hip.

Management & Outcome:

Following initial letter dated 28 June 2017, Katrina attended a further session of physiotherapy. She reported that she was now sleeping better. She was provided with further strengthening work for gluts and hip and I encouraged her to continue with her home exercise programme.

She has now been discharged from physiotherapy.

Yours sincerely

Electronically signed by

Rebecca Mather
Senior Physiotherapist

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS

Telephone: Switchboard (General Enquiries) 03 44 811 8111

Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT,
 Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

In association with the University of Newcastle upon Tyne

LP30285

Northumbria Healthcare 

NHS Foundation Trust

Copy:

Private & Confidential

Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

THIRD PARTY COPY

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS

Telephone: Switchboard (General Enquiries) 03 44 811 8111

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Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

In association with the University of Newcastle upon Tyne

LP30255

Attachment

28-Jun-2017 BIRD, Valerie

Additional: Attachment

Clinical Letter from Physiotherapy -> Alnwick Medical Group

Filename:

Extension: .tif

Pages:

Northumbria Healthcare

NHS Foundation Trust

Department of Physiotherapy
Alnwick Infirmary

Rebecca Mather
Senior Physiotherapist
Secretary Tel: 01665 626749
Fax: 01665 626806

RM/NN/T0769647
NHS No: 635 241 0103

Private & Confidential

General Practitioner (A84021)
Infirmary Drive Medical Group
The Consulting Rooms
Alnwick

Date of Clinic: 28/06/2017
Date Dictated: 28/06/2017
Letter Typed: 29/06/2017

Dear Doctor

Miss Katrina Robertson DOB:22/02/1966
3 Dovecote Close Embleton Alnwick Northumberland NE66 3DB

Diagnosis: Likely OA left hip.

History:

Katrina reports a history of predominantly left sided hip and thigh pain but also some low back pain which is worse at night. She has lost nearly 2 stone in weight recently and she feels this has helped with her pain. She has no red flags. She has no pins and needles or numbness. Her pain is aggravated by prolonged positions and flexing activities. Katrina is fairly active and enjoys regular walking and swimming.

Examination:

When mobilising she has decreased hip extension.

Hip range of movement on the left especially is restricted in a capsular pattern.

She is tight in her quadriceps and weak in glutes and quadriceps.

Lumbar spine range of movement is also stiff but with no reproduction of symptoms and she has grade 5 lower limb myotomes and normal reflexes.

Management:

Today I have discussed the findings of my examination with Katrina. She has been commenced on a home exercise programme consisting of strengthening work for glutes and quads and mobility work for her back and hip.

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS

Telephone: Switchboard (General Enquiries) 03 44 811 8111

Please return any misdirected letters to Health Records Department, Northumbria Healthcare NHSFT,
Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

In association with the University of Newcastle upon Tyne

She is due to be reviewed in a couple of weeks.

Yours sincerely

Electronically signed by

Rebecca Mather
Senior Physiotherapist

Copy:

Private & Confidential

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

THIRD PARTY COPY

Katrina ROBERTSON NHS No: 635 241 0103

Northumbria Healthcare NHS Foundation Trust

Alnwick Infirmary, Infirmary Drive, Alnwick, Northumberland, NE66 2NS

Telephone: Switchboard (General Enquiries) 03 44 811 8111

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Northumbria House, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle Upon Tyne NE27 0QJ

Attachment
16-May-2017 BIRD, Valerie
Additional: Attachment

Consent Form from Miss K Robertson, -> Infirmary Drive Medical Group

Filename:
Extension:.tif
Pages:

It will call Thurs morning to tell us she has verified email.

INFIRMARY DRIVE MEDICAL GROUP

Patient Online: Application for online services

Please complete this form and bring it in to the surgery with the relevant ID document as listed below to confirm your identity if required. We will then email your log in details and registration token. We aim to give you this information within 2 weeks of receiving your request.

Did you have access to online services under our old IT system prior to July 2015?
 Yes No

Date of application ___/___/___

Surname and first name	KATRINA ROBERTSON		
Date of birth	22/2/1966		
Address	3 DOVETOTE CLOSE STATION RD EMBLETON		
Email address	K.robertson118@btinternet.com		
Telephone number	01665 576638	Mobile number	07545170362

I wish to have an online account and understand and agree with each statement (please tick)

<input checked="" type="checkbox"/> I have read, retained and understood the patient online access and security guidance	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> I will be responsible for the security of the information that I see or download	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> If I choose to share my information with anyone else, this is at my own risk	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my consent	<input checked="" type="checkbox"/>

Please bring with you one original document from the list below to prove your identification – if at all possible it should be photograph ID unless:

- You were previously registered for online services on our old IT system you do not need to bring in any ID. You still need to complete and return this form.
- You are new to the practice and registered with your ID in the last 3 months. You still need to complete and return this form.

Photograph ID	Passport	Photo driving license	National 60+ bus pass	
Current address	Bank statement	Mortgage statement	Property rental agreement	Utility bill if dated in last 3 months
Certificate	Birth	Adoption	Marriage	

Signature *Katrina Robertson* Date *8/5/17*

For Practice Use Only

- ID verified by: ID seen Vouched for Vouched for with information in record - Initials of verifier *HH*
- If patient has requested access to full medical records then GP must be sent a task asking them to review the patients access before it is granted form to be kept until GP replies
- If patient has not requested access to records then account can be activated immediately
- Once account has been activated this form must be given to scanning

Attachment

17-Mar-2017 TURNBULL, Carolyn

Additional: Attachment

Letter to Patients from Mrs C Turnbull, Infirmary Drive Medical Group -> Miss K Robertson,

File name:

Extension: .tif

Pages:

INFIRMARY DRIVE MEDICAL GROUP

CONSULTING ROOMS

INFIRMARY DRIVE

ALNWICK

NORTHUMBERLAND

NE66 2NR

Telephone: 01665 602388

Facsimile: 01665 604712

Prescription Line: 01665 606488

www.infirmarydrive.co.uk

Date as Postmark

Miss Katrina Robertson
3 Dovecote Close
Embleton
Ainwick
Northumberland
NE66 3DB

Dear Miss Robertson (NHS No: 635 241 0103)

It has come to our attention that you are due a blood pressure check and annual blood test **next month**. You also need to provide a specimen of urine for testing. Please ask the receptionist for a sterile urine bottle.

Your urine sample needs to be an early morning specimen which is the first sample passed in the morning.

Raised blood pressure is symptomless and can lead to strokes heart and kidney trouble, blood pressure can be greatly reduced by suitable lifestyle advice which will only take a few minutes of your time.

Please contact the secretary on 01665 511871 or receptionist on 01665 602388 to arrange an appointment.

IF YOU ALREADY HAVE AN APPOINTMENT TO HAVE THIS CHECK WITH THE NURSING TEAM PLEASE IGNORE THIS LETTER

Yours sincerely

Practice Nurse

If you would like this letter in a different format, for instance large print, please contact the practice.

Attachment

22-Apr-2016 TURNBULL, Carolyn

Additional: Attachment

Letter to Patients from Mrs C Turnbull, Infirmary Drive Medical Group -> Miss K Robertson,

Filename:

Extension:.tif

Pages:

INFIRMARY DRIVE MEDICAL GROUP CONSULTING ROOMS
INFIRMARY DRIVE
ALNWICK
NORTHUMBERLAND
NE66 2NR
Telephone: 01665 602388
Facsimile: 01665 604712
Prescription Line: 01665 606488
www.infirmarydrive.co.uk

22 April 2016

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson

I have received the result of your recent blood test which shows that your glucose (sugar) level is a little bit higher than the recommended range, therefore we need to repeat this blood test in four week's time.

Please contact the surgery to arrange an appointment with the health care assistant, alternatively you may call the practice nurse secretary directly on 01665 511871.

If you have any queries regarding this please do not hesitate to contact me.

Yours sincerely

Zina Enser
Practice Nurse

Your NHS No is: 635 241 0103

Attachment

06-Apr-2016 TURNBULL, Carolyn

Additional: Attachment

Letter to Patients from Mrs C Turnbull, Infirmary Drive Medical Group -> Miss K Robertson,

Filename:

Extension:.tif

Pages:

INFIRMARY DRIVE MEDICAL GROUP

CONSULTING ROOMS

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Date as Postmark

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson (NHS No: 635 241 0103)

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Your urine sample needs to be an early morning specimen which is the first sample passed in the morning.

Raised blood pressure is symptomless and can lead to strokes heart and kidney trouble, blood pressure can be greatly reduced by suitable lifestyle advice which will only take a few minutes of your time.

Please contact the secretary on 01665 511871 or receptionist on 01665 602388 to arrange an appointment.

IF YOU ALREADY HAVE AN APPOINTMENT TO HAVE THIS CHECK WITH THE NURSING TEAM, PLEASE IGNORE THIS LETTER

Yours sincerely

Practice Nurse

Attachment
29-Feb-2016 LAVERICK, Gillian

Additional: Attachment
Mammogram from Breast Screening, R VI -> Infirmary Drive Medical Group

Filename:
Extension:.tif
Pages:

NHS BREAST SCREENING PROGRAMME

Dr. AT INFIRMARY DRIVE

NEWCASTLE SO

ROBERTSON, KATRINA , MISS

Screening Number: ANE219922
NHS Number: 635 241 0103
Address: 3 DOVECOTE CLOSE
: EMBLETON
: ALNWICK
: NORTHUMBERLAND
: NE66 3DB
Telephone: 01665 576638

Date of Birth: 22-Feb-1966
Age: 49

SCREENED - ROUTINE RECALL

Screened on: 09-Feb-2016

Opinion: No significant radiological abnormality

THIRD PARTY COPY

Attachment
07-Apr-2015 EMBLETON-BLACK, Caroline
Additional: Attachment

Filename:
Extension:.tif
Pages:

INFIRMARY DRIVE MEDICAL GROUP CONSULTING ROOMS
INFIRMARY DRIVE
ALNWICK
NORTHUMBERLAND
NE66 2NR
Telephone: 01665 602388
Facsimile: 01665 604712
Prescription Line: 01665 606488
www.infirmar drive.co.uk

07 April 2015

Miss Katrina Robertson
3 Dovecote Close
Embleton
Alnwick
Northumberland
NE66 3DB

Dear Miss Robertson

I have received the result of your recent urine test which the laboratory indicate needs to be repeated.

This sample needs to be an early morning specimen which is the first sample passed in the morning.

Sterile containers may be collected from reception.

I would appreciate it if you would hand your sample into reception at the earliest convenience.

Yours sincerely

Zina Enser
Practice Nurse