

## Seasonal Vaccinations

Seasonal flu clinics are available at selected times, including some Saturday mornings, at the beginning of every flu season.

## Flu vaccinations are offered to:

- All patients over 65 years
- All patients in long term condition 'at risk' group
- All immunocompromised patients
- All patients identified as an 'informal' carer

## Carer's Register

The Practice is keen to identify informal carers who may look after a relative or friend who could not manage without their help. We are aware how valuable the service is you provide but also appreciate you may find it difficult to look after your own health. If you look after someone please complete a Carer's Form (available at reception) to enable us to ensure you are receiving all the services you are entitled to.

We have a Carers Champion, please ask at reception, and have a Carer's Register which allows all staff to assist in meeting your needs.

Carer's information packs are available from our reception team and there is a Carer's Board in our waiting room.

## Private Charges

The National Health Service does not pay for some services provided by GPs. A separate fee will be charged for items such as: private sick notes, medical reports and examinations, insurance forms, holiday cancellation certificates. Please ask for details.

## Sickness Certificates

Under current legislation a patient can "self-certificate" for the first 7 working days of any illness. The self-certificate (Form SC2) is available from the DSS office, your employer and here at The Surgery. We do not issue doctors certificates for the first week.

If you are a student and your place of study requests a doctors certificate you MUST bring a PEP form to the surgery which will be given to the doctor. A private medical certificate may be issued, at the doctor's discretion, and there will be a charge for this.

## YOUR LOCAL CCG:

NEWCASTLE GATESHEAD CLINICAL COMMISSIONING GROUP  
RIVERSIDE HOUSE  
GOLDCREST WAY  
NEWBURN RIVERSIDE  
NE15 8NY  
TEL: 0191 2172996



## The Surgery

(Non-limited partnership)

200 Osborne Road, Jesmond,  
Newcastle upon Tyne  
Tyne & Wear  
NE2 3LD

Tel: 0191 2814777

Fax: 0191 2814309

24hour repeat prescription line: 0191 2120245

**Out of hours Emergency Number:**  
**111**

Partners:

**Dr Ben Davies MBBS MRCGP**  
**Dr Sarah Nicholson MBBS MRCGP DGM DRCOG**  
**Dr Fiona Smith MBBS 2009**

Integrated GP:

**Dr Catarina Dos Santos MBBS 2010**

Practice Manager Catherine Armitage  
[catherine.armitage1@nhs.net](mailto:catherine.armitage1@nhs.net)

[www.thesurgery.org](http://www.thesurgery.org)

**Welcome to our Practice**

## ACCESS TO SURGERY

The Surgery is suitable for disabled access. A toilet is suitable for wheelchair users and all the consulting rooms are on the ground floor.

## INFORMATION COMMUNICATION SUPPORT NEEDS

We are committed to providing information in the best format to meet your needs. If you require information in an alternative format relating to a disability, impairment or sensory loss please inform reception staff.

## PRACTICE STAFF

**Practice Manager** – Mrs Catherine Armitage. If you have any concerns about non-medical aspects of your health care our Practice Manager may be able to help you.

**Practice Nurses** Sister Susan Mensforth BSc(Hons), RGN  
Sister Fiona Simpson RGN

**Secretary** Lesley

**Reception** Sue, Katrina, Jenny, Ross & Val make up our reception team.

**Admin** Gail assists the Practice Manager and clinical team with data quality, patient recalls & audit work

**Opening Hours:** Monday – Friday 8.00 am – 6.30 pm  
And some selected evenings-please ask for information

**Telephone lines are open:** Monday – Friday 8.30 am – 6.00 pm  
(Excluding bank holidays)

## Staff Training

The practice closes each Thursday from 1pm to 2pm except for every fourth Thursday when it is closed 1pm to 3pm. This is to enable the practice to undertake training and staff development.

Our practice participates in the advanced training of doctors for general practice. These doctors are fully qualified doctors and have experience of hospital posts before joining us. They work with us for 6 months and share all aspects of medical care in liaison with the GP Partners.

## Availability of Doctors

**Dr Ben Davies** - All day Monday, Tuesday, Friday and Thursday(am)

**Dr Sarah Nicholson** - All day Tuesday, Wednesday and Friday

**Dr Fiona Smith** - All day Monday, Wednesday and Thursday

**Dr Catriona Dos Santos** - All day Monday & Tuesday

These days may vary due to holiday, sickness or study leave.

## Compliments, Complaints, Comments, Concerns

We aim to provide patients with the best care we can. We are always happy to receive suggestions for improvements and like to know if we are doing something well. If you are unhappy with our services please let us know. We would encourage

## Counselling

We have a Counsellor attached to the practice. The doctor may refer you to them or refer you to an independent counsellor if needed.

## Midwife

Base Telephone: 0191 2858364 or 2848296

Pager: 07879425319 – Please leave your name and telephone number and state if message is urgent or non-urgent..

Our midwife has clinics on Monday afternoons. Husbands/partners are welcome to attend also.

**Health Visitor 0191 281 8169 - 24 hour answer phone** – please leave your name, address and short message and Joanne will contact as soon as she is able.

The Health Visitor is available during baby clinic days held every Friday from 1.30pm to 3pm to give advice and support to parents of children under the age of 5.

This baby clinic is for “well” babies only.

The Nurse will be available for immunisations from 2pm – 2:45pm by appointment and a GP will be available from 2pm – 2:30pm for 8 week baby checks.

**The patient care team offer a wide range of services and expertise including:**

Maternity Weight Management Advice

Family Planning/Implant Fitting/Removal

Asthma Management

Child Health including Baby Clinic

Blood Pressure Management

Cardiovascular Risk Assessments

Chronic Obstructive Pulmonary Disease

Cardiovascular Disease and other Long Term Conditions

Foreign Travel Advice - the practice is a Yellow Fever Centre

Women's Health including Cytology

Minor surgery

General Health Checks

Diabetes Care

Alcohol Management

Weight Management Advice

Counselling/Psychology

Under the Data Protection Act 1998 you are legally entitled to access your clinical records. If you wish to access your records please contact the Practice Manager. All requests to view medical records should be made in writing to the surgery. The Practice is allowed by law to charge a fee to cover our administration costs.

### **Making an appointment**

Appointments can be booked via telephone or by using Systemonline if you have registered for this service. Appointments may be booked in advance up to approximately 3 weeks ahead. We aim to offer an appointment with a GP within 48 hours (unless it is more urgent).

For an urgent appointment on the same day please ring between 8:30am and 9:00am. Emergency cases will always be seen as soon as possible.

You are entitled to make an appointment with the doctor of your choice by asking the receptionist. If that doctor is full we will offer you an appointment with an alternative doctor. If you only wish to see a particular doctor you may find it helpful to book your appointment well in advance if possible.

You can make an appointment for with a nurse for some things without seeing the doctor first. Please check with reception.

Appointments are available mornings, afternoons and selected evenings (Times may vary due to annual leave, sickness or study leave).

If you think you will need more than the allocated 10 minutes for an appointment please ask for a double appointment.

One appointment is for one person. If you require more than one member of your family to see the doctor please book an appointment for each person.

### **Online Service**

Once you are registered as a patient at the surgery if you would like to use our online service in order to book appointments, order repeat prescriptions and access basic aspects of your medical record. Please ask at reception for an online access form. You will need phot ID to access this service. Once this is completed you will be given your login details.

### **Wasted appointments**

Please phone the surgery as soon as possible if you cannot attend. This will help us to make appointments available to as many patients as possible.

Please be aware that patients who do not attend appointments without cancelling them, and do so more than once, may be removed from our list of registered patients as their actions affect other patients being able to make a appointment.

### **Telephone advice/consultations**

Sometimes you may feel your problem can be dealt with by telephoning the doctor. The best time to ring the surgery is between 11:30am – 12 noon. Please ring as early as possible to book a telephone appointment. This can be appropriate for the morning after pill.

### **Interpreting service**

If you would like an interpreter to attend your consultation, please tell reception when you book your appointment.

### **Home visits**

If your condition prevents you from attending the surgery, please telephone your request as soon as possible, and in any case before 10.30am. If possible please give the receptionist some idea of the problem. Sometimes the doctor may ring you back rather than visit. **Please be aware a lack of transport is not classified as a reason for a home visit.**

The doctors at The Surgery are contracted with Newcastle Gateshead Clinical Commissioning Group to provide medical care to patients registered with us. Out of hours GP services are commissioned by Newcastle Gateshead Clinical Commissioning Group and are provided by qualified doctors and nurses. You may receive telephone advice from a doctor or be asked to attend a local primary care centre for an examination. If, for medical reasons, travel is impossible, a home visit from a doctor can be arranged.

### **Out of hours**

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to [A&E](#) or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way. If you need to see a doctor for an urgent problem that will not wait until normal surgery hours, you can ring the Out of Hours Service (Northern Doctors Urgent Care) on **111**. This is from 6.30pm until 8am and includes all day Saturday, Sunday and Bank Holidays.

**Please only dial 999 for an ambulance in a life threatening emergency or serious accident.**

### **Local NHS Walk in centres**

#### **Open 8am to 8pm every day**

Moulineux Street NHS Centre, off Shields Road, Byker, NE6 1SG

**Tel: 0191 2138566**

Westgate Walk in Centre, Westgate Road, Newcastle, NE4 6BE

**Tel: 0191 2823000**

Ponteland Road Centre 169 Ponteland Road, Newcastle, NE5 3AE

**Tel: 0191 2719030**

**Open 8am to 9pm every day**

Minor Injuries Unit, RVI, Newcastle, NE1 4LP **Tel: 0191 2820531**

## Prescription Ordering

### Repeat Prescription 24hr Order Line: 0191 212 0245

Prescriptions may be ordered by telephoning the Repeat Prescription Order Line on **212 0245**. The line is available 24 hours a day. Repeat prescriptions can also be requested online if you are registered for this service. If you come to the surgery to order repeat prescription it is helpful if your request is in written form to hand to the receptionist. Prescriptions ordered before 12 noon will usually be available after 2pm the following working day.

We use the electronic prescription service where your prescription can be sent directly to your nominated pharmacy to save you coming to the surgery to collect it. Please inform reception of your chosen pharmacy to use this service. Please be aware some medications, for example controlled drugs, cannot be sent via eps. Prescriptions will be sent by post on the receipt of a stamped addressed envelope. Your local pharmacist may offer a collection and delivery service. Speak to your local pharmacist for more details

#### Think Pharmacy First

This is a scheme run by most pharmacies where the pharmacist can offer advice and treatment for minor illnesses. If you don't normally pay for your medicines/prescription you can get them free and over the counter from your local pharmacist without the need to see your GP. Please ask at reception for an information leaflet.

#### Repeat Dispensing

If you or someone you care for use the same medicines regularly you may be eligible to use the Repeat Dispensing scheme. This means you won't have to see the GP every time you need more medicine. Please discuss with your GP if it is appropriate for you to use this scheme.

#### Test results

Patients are responsible for contacting the practice to find out the results of investigations such as blood tests, urine tests, x-rays and ECGs. The receptionists will inform you of the result and whether you need to discuss the result with the doctor or nurse.

#### Practice Nurses

- Sister Susan Mensforth
- Sister Fiona Simpson

The practice nurses are involved in much of the chronic disease management including asthma, diabetes, cardiovascular disease, hypertension and cervical smears. Practice nurses are also available for general nursing care such as removal of stitches, dressings, ear syringing, holiday vaccinations, 'flu vaccinations etc.

#### Community Nurses

The Community Nurses are available for dressings, removal of stitches, ear syringing, 'flu vaccinations, BP checks, injections and chronic disease management for housebound patients. The Kenton Base telephone number is 0191 2823664.

you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or the Practice Manager. If you are unhappy about any of our services please don't be afraid to say how you feel. We welcome feedback to help us improve our standards. We will do our best to put right anything that has gone wrong.

If you are still dissatisfied, we have a formal complaints procedure which you can access via the Practice Manager.

Alternatively you have the right to approach the Newcastle Gateshead Clinical Commissioning Group and raise your concern directly with them.

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

#### Patient and Public Participation Group

The practice has a patient reference group to gain the views of registered patients and enable feedback from a cross-section of the practice population. If you are interested in joining or would like further details please ask for a form at reception.

#### Zero Tolerance

The practice has a zero tolerance approach and any patient who is violent, aggressive or abusive to GPs, nurses, practice staff or other patients, may be taken off the practice list.

#### How to Register

You can register with this practice if you live in the practice area. ID will be requested at registration. The practice area covers parts of NE2, NE3, NE4 and parts of NE6 and NE12. See the practice website for details of the full practice boundary area.

Please visit the website or come into The Surgery for a registration pack. In order for us to complete your registration you will need to bring photo ID, proof of address and your NHS number.

You have the right to express a preference for a particular doctor and we will endeavour to ensure that you are registered with the doctor of your choice

#### Records and confidentiality

You have a right to keep your personal health information confidential. All our staff are trained in information security and confidentiality. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or computer.

Most patient information is held on computer and is protected by strict law of the Data Protection Act 1998. All personal information is confidential and the consent of individual patients is needed before it can be given to anyone else. Sometimes, we may need to share information with other professionals involved in your care, but they also have a legal duty to keep it confidential.

Your medical details will not be disclosed to your family, friends, or colleagues unless we have your written consent to do so.