

# Heaton Road Surgery

## A Guide to Our Services

Heaton Road Surgery  
17 – 19 Heaton Road  
Heaton  
Newcastle upon Tyne  
NE6 1SA

Telephone: (0191) 2655911

Fax: (0191) 2656974

Email: [NGCCG.HeatonRdManagement@nhs.net](mailto:NGCCG.HeatonRdManagement@nhs.net)

(Please do not use this email address to order repeat prescriptions)

Website: [www.heatonroadsurgery.nhs.uk/](http://www.heatonroadsurgery.nhs.uk/)

## Welcome

At Heaton Road Surgery, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you feel at ease when visiting the surgery and so there are no security screens in our reception area and staff there will do their utmost to provide you with the service you require. We offer a full general practice service and run specialist clinics for children under 5, pregnant women, coil and implant services and for patients needing minor surgery. We also offer a full chronic disease follow up service.

## How to Register

Heaton Road Surgery is able to provide services to people living within the Newcastle upon Tyne postcode areas: NE1 (east of the central motorway, not the city centre) NE2, NE6 and NE7.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception or can be downloaded from our website. You will be able to say which practitioner you would prefer to see, however you will be registering with the practice rather than an individual GP. New patients should make an appointment to see a practice nurse 6-8 weeks after registering for a health check.

## Patient Choice Scheme for Out of Area Registrations

We are not participating in the Patient Choice Scheme for Out of Area Registrations. This is for a number of reasons, the most important of which is that we have not yet been informed of what the urgent care arrangements will be for out of area patients who are unable to attend the surgery. We believe that this may impact on patient safety so we will continue to request that patients moving out of our practice area reregister with a new practice.

## Surgery Opening Hours

Monday	8:30 am - 6:00 pm	
Tuesday	8:30 am - 6:00 pm	Evening Surgery 6.00 pm – 8.00 pm
Wednesday	8:30 am - 6:00pm	
Thursday	8:30 am -12 noon 1.30 pm - 6.00 pm	Closed for staff training 12 noon – 1.30 pm
Friday	8:30 am - 6:00pm	

## Appointments

Ring our surgery number (0191) 2655911 to book an appointment, use the online patient access system (please ask at Reception for more information) or in person at the surgery. Please tell the receptionist if your call is urgent. Urgent cases will always be seen on the day. You can ask to speak with the on-call GP. They will ring you back on the telephone number you have given.

If your condition is non-urgent you have the option to book an appointment up to 4 weeks in advance. Routine appointments are for 10 minutes. You can request a double appointment if you have more than one medical problem or a complex issue to discuss. Let us know if more than one person in the family needs to be seen.

Tell us if you want someone to accompany you during an examination or a private room to discuss matters. Remember that results of tests can only be given to the patient.

## Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the surgery. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

## Clinics

We run a range of clinics. For an appointment or further details, please call the Surgery on 0191 2655911.

- **Antenatal - Wednesday morning**

This clinic is run by the midwife. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

- **Child Health and Immunisation - Tuesday 1pm-3pm**

All new babies are invited for regular check-ups from six weeks old. Children under 5 years are offered immunizations at this clinic. This clinic is for well babies and children only. If your child is unwell and needs medical attention please book a normal GP appointment.

- **Minor surgery**

Minor surgery can be done in our treatment room. Please discuss this with your doctor who will arrange for you to be given an appointment with Dr McWhor.

- **Stopping Smoking**

If you wish to stop smoking you can self-refer to the Newcastle Stop Smoking Service run by Change Grow Live (CJL). Tel no. 0191 2691103. Clinics are held at the Molineux Street NHS Centre on Monday mornings and Tuesday evenings

Many of the local pharmacies now offer a smoking cessation service also.

## **Repeat Prescriptions**

If you take medication on a long- term basis, you can ask for a repeat prescription. Requests for repeat prescriptions can be taken in person at the surgery (we have a post box at the front door which is emptied twice a day), by fax, post or via the online patient access system. Your prescription will be available for you to pick up in two working days.

## **Our Team**

Our team includes eight GP's, one Clinical pharmacist, two Practice Nurses, two practice managers , one Medical Secretary and Reception/Admin staff and the Practice is ran by the Partnership.

## **GP Partners**

**Dr Amy Gall** (female)

MBBS MRCGP DRCOG

Amy joined the practice in September 2004 and became a Partner in August 2008. Amy is part time and offers surgeries on Tuesday, Wednesday and Thursday. Amy is taking the lead on behalf of the Practice in GP Commissioning, part of the ongoing NHS Reforms, working closely with Practice Managers and GP's from across the North and East of the city to identify service improvements for our patients. In addition to this work she is also responsible for prescribing and cardiovascular medicine.

[Dr Luci McWhor](#) (female)

MBBS MRCGP DRCOG

Luci joined the practice as a Partner in October 2010 and works here on Monday, Wednesday, Thursday mornings and Friday. She is an executive partner overseeing the management of the practice. She has a special interest in dermatology and also carries out minor surgery clinics including joint injections. She is the child safeguarding lead.

[Dr Lucy Hudson](#) (female) (Currently on maternity leave)

MBBS MRCGP

Lucy joined the practice as a salaried GP in July 2013 and became a partner in August 2015. She works here on a Tuesday, Thursday and Friday and does a ward round at our link nursing home, Byker Hall, on Wednesday mornings. Lucy is our lead partner in child safeguarding matters and older peoples care.

[Dr Polly Chadwick](#) (female)

MBBS MRCGP

Polly joined the practice as a salaried GP in February 2016. She became a partner in 2018. She is presently the lead doctor for diabetes and older people. Her working days vary.

## **Our other doctors**

[Dr Nicola Hampton](#) (female)

MBBS MRCGP DRCOG

Nicola joined the practice as a salaried GP in October 2001 and has surgeries on, Tuesday and Friday mornings. In addition to her usual surgeries Nicola offers a coil and implant clinic on Friday afternoon.

[Dr Danielle Robinson](#) (female)

MRCGP DFRSH BMBS

Danielle joined the practice as a salaried GP in March 2015 and she works here on a Monday, Wednesday and Thursday. Danielle is our lead GP in adult safeguarding matters and palliative care patients.

[Dr Alison Craig](#) (female)

MBChB MRCGP

Alison joined the practice in January 2018 as a salaried GP. She currently works on a Tuesday, Wednesday and Friday. Alison has an interest in medical education, and teaches our medical students on a Wednesday morning, and also teaches at Newcastle University on a Thursday. She also has a special interest in Palliative Care.

### **Dr Hannah Wright** (female)

MBChB RCGP

Hannah joined the practice in August 2018 after enjoying her training here as a GP Registrar in 2017. She works on Wednesdays and Thursdays.

### **Practice Pharmacist**

#### **Karen Stokoe**

Karen joined our surgery in May 2018. She started working in general practice 2 years ago and has 15 years prior experience as a community pharmacist in North Tyneside & Newcastle. Pharmacists are qualified healthcare professionals trained over 5 years to become specialists in medicines and how they work. Karen has also completed further training to qualify as a prescriber. The clinical pharmacists role includes medication reviews for long term health conditions such as asthma, COPD, diabetes and CHD etc. Karen carries out health checks and can advise on the management of side effects.

### **Our Nursing Team**

Our nurses Victoria and Rosie deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management such as diabetes and asthma. Liz, our Health Care Assistant, takes blood samples, blood pressures and heart traces (ECGs). She also carries out diabetic foot checks and NHS health checks.

### **Operations Manager**

Rebecca Graham joined the practice in 2014 working with the reception team before becoming operations assistant in 2017 and then operations manager in 2018. She manages a lot of the practice's business and finances as well as providing support to the clinical team.

### **Patient Services Manager**

Pamela Slater is our patient services manager. She joined the practice in 2000 and became the Patient Services Manager in March 2018. She deals with HR and patient services as well as Information Governance and General Data Protection.

### **Medical Secretary**

Emma is here to manage the doctor's referrals. She can help patients with queries regarding referrals to hospitals and other agencies.

### **Practice Administrator**

Lynne deals with recalls for long term condition management, GP rotas and prescriptions etc.

## **Workflow Coordinator**

Jennifer manages incoming practice correspondence including daily post, hospital letters and patient records. She also acts as deputy to the team leader and provides cover for reception staff when required.

## **Reception Staff**

Chris, Maureen, Elizabeth, Louise and Stacey are here to help you. They answer the phone, deal with enquiries, register patients and take repeat prescription requests. Courtney, Katie and Evie are our apprentice receptionists.

## **Training**

Heaton Road Surgery is a 'training practice'. This means that young doctors wanting to enter general practice spend six months at a time with us as part of their training. As a training practice, your medical records may be used for educational purposes, but your confidentiality is ensured at all times.

## **How to get healthcare advice and assistance when the practice is closed**

If you need medical help fast but it's not an emergency call 111. Calls from landlines and mobiles are free of charge. This NHS advice line is available 24/7 every day of the year. You will either be given advice or directed to the most appropriate service for your needs.

## **When to call 111**

You should call 111 when:

- You think you need to go to A&E or another NHS urgent care service
- The surgery is closed and you need healthcare advice
- You don't know who to call for medical help

## **When to call 999**

Call 999 for life threatening emergencies such as:

- Major accident or trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness or severe chest pain

## Other local NHS services

### NHS Walk-In Centre

Molineux NHS Walk-in Centre, Molineux Street, Byker – to see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 8am until 8pm. You do not need an appointment. Telephone 0191 2755862.

### Local Pharmacy

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

## How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Allow 48 hours to collect repeat prescriptions
- Ring for test results after 1pm

## Self-Treatment

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non- absorbent cotton wool, elastic bandages and dressings.

### Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

## **Complaints**

Heaton Road Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns or comments about any aspect of our service, please let us know. Speak to who you feel most comfortable – your GP or our reception staff – all will be happy to help. Our Complaints Procedure is available from reception staff or you can download it from our website.

## **Patients with particular needs**

Our surgery is accessible to patients using a wheelchair.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records please ask your GP or speak to a receptionist.

## **Keeping patients, doctors and staff safe.**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## **Specialist and hospital care**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They may be able to book your appointment electronically while you wait however some services triage their own appointments therefore this is not always possible.

## **Newcastle & Gateshead Clinical Commissioning Group**

Newcastle & Gateshead Clinical Commissioning Group is a group of 65 GP practices (including Heaton Road Surgery) serving the population of Newcastle & Gateshead. Clinical commissioning groups are responsible for the planning and purchasing of local health services. Further information is available on their website:

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

**Address: Riverside House, Goldcrest Way, Newburn Riverside (Business Park)  
Newcastle upon Tyne, NE15 8NY**

Telephone: 0191 217 2544

Fax: 0191 217 2505

# Patient Charter

These are the standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

## **Our Responsibilities to you:**

We will endeavour to treat you with courtesy, respect and sensitivity at all times. Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin, religious and cultural beliefs, gender, social class, disability or age.

We strive to maintain the highest standards of medical practice at all times. The doctors and health professionals concerned maintain these standards through continuing audit of your care and through professional learning.

## **Practice Leaflet:**

All patients will have access to a copy of our practice leaflet at the reception desk, and new patients will receive one when they register.

## **Surgery Premises:**

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

## **Patient's rights to General Medical Services:**

Patients have the rights to:

- Be registered with a general Practitioner.
- Change doctor if desired.
- Receive urgent care at any time from the practice.
- Receive appropriate drugs and medicines.
- Be referred for specialist or second opinion if they and the GP agree.
- Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

**Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, on the website and in the newsletter giving as much notice as practicable.

**Referrals:**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within four working days of the patient consultation or the doctors decision to refer.

**Confidentiality:**

We will respect patients confidentiality at all times.

**Out of Hours Emergencies:**

We will do everything possible to ensure that our system for contacting the out of hours service is easy to follow, reliable and effective.

**Waiting Times:**

- Surgeries will normally start on time.
- We expect patients to be seen within ten minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency we will inform the patients and give them the opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

**Your responsibilities to us:**

All patients:

- Please remember you are responsible for your own health and the health of any of your children. We will give you our professional help and advice. Please act upon it.
- We ask that you treat the doctors and practice staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and will result in removal from the service and if registered our GP practice will be removed from our list.

**GP Practice Patients only:**

- Please let us know if you change your name, address or telephone number.

- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot; give 24 hours' notice if possible.
- If you are referred for a hospital outpatient appointment –please keep it or if you cannot, inform the hospital NOT the surgery as soon as possible. The NHS can ill afford to have appointments unused. It is also very important to tell the hospital of your new address if you are on a waiting list for an operation.
- Please ask for home visits by the doctor only when the person is too ill to visit the surgery.
- Test results take time to reach us. The practice will contact you should any treatments or follow up be required. Enquiries about tests ordered at the hospital should be directed to that hospital, not the practice.