

Heaton Road Surgery

A Guide to Our Services

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

Telephone: (0191) 2655911

Email: NGCCG.HeatonRdManagement@nhs.net

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

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

Appointments

Appointments can be booked via Patient Online Access (please ask at reception for more information). We also provide online consultations via e-Consult which is located on our practice website. Alternatively please ring our surgery number (0191) 2655911 to book an appointment, or call into the surgery in person.

When you ring or attend the surgery the receptionist will ask you the reason for your call in order to signpost you to the correct healthcare professional. If you do not wish to discuss this please let the receptionist know. 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.

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.

- **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 post, via the online patient access system or via our telephone message system. Your prescription will be available for you to pick up in two working days.

Our Team

Our team includes seven GP's, one Advanced Nurse Practitioner, one Clinical Pharmacist, one Practice Nurse, two Healthcare Assistants two Practice Managers , one Medical Secretary and Reception/Admin staff. The Practice is run 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 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 Lucy Hudson](#) (female)

MBBS MRCGP

Lucy joined the practice as a salaried GP in July 2013 and became a partner in August 2015. She oversees the management of the practice. She also does a ward round at our link nursing home, Byker Hall. Lucy is our lead partner in child safeguarding matters.

[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. She is the practice information governance lead.

Our other doctors

[Dr Nicola Hampton](#) (female)

MBBS MRCGP DRCOG

Nicola joined the practice as a salaried GP in October 2001. In addition to her usual surgeries Nicola offers an implant clinic on Friday afternoon.

[Dr Danielle Robinson](#) (female)

MRCGP DFRSH BMBS

Danielle joined the practice as a salaried GP in March 2015. Danielle is our lead GP in adult safeguarding matters and palliative care patients. Danielle has clinical interests in sexual health and women's health.

[Dr Alison Craig](#) (female)

MBChB MRCGP

Alison joined the practice in January 2018 as a salaried GP. Alison has an interest in medical education, and teaches our medical students on a Wednesday morning, and also teaches at Newcastle University.

[Dr Catriona Hall](#) (female)

MBChB, MRCGP, DRCOG, FRSR

Catriona joined the practice in May 2019, completing her undergraduate training in Dundee and postgraduate training in North London. She has a special interest in women's health and sexual health, having undertaken DRCOG and FRSR diploma. She also has an interest in

medical education, and teaches medical students at the practice on a Wednesday.

[Dr Hayley Wallace](#) (female)

[MBCHB MRCGP DRCOG](#)

Hayley joined the practice in January 2020 as a salaried GP. She works part time and holds clinics on Mondays, Wednesdays and Thursdays. She has an interest in women's health and sexual health and has a diploma in this subject (DRCOG)

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 pharmacist's 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

Luis joined the team earlier this year. He is an Advanced Nurse Practitioner and helps the team with urgent appointments, home visits and surgery clinics. He has qualifications at Masters level through Teeside University and NHS Academy for Leadership and Management. He is currently preparing for his PhD in studies related to Medicine & Sociology fields and has particular interest in Respiratory Health Conditions.

Our nurse Victoria deals with a range of conditions and health concerns. She examines patients, makes a diagnosis and plans care. She is an expert in many areas of disease management such as diabetes and asthma. Liz, and Lauren our Health Care Assistants, take blood samples, blood pressures and heart traces (ECGs). Liz also carries out diabetic foot checks and NHS health checks.

Our Healthcare Assistant Lauren performs ECGs and undertakes Phlebotomy and Year of Care information gathering. Liz also performs the above duties above as well as fitting 24hr ambulatory blood pressure monitoring devices.

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.

Administrator

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

Administrator

Megan manages requests for patient information. She also manages other administrative duties as and when required.

Workflow Coordinators

Louise and Kay manage incoming practice correspondence including daily post, hospital letters and patient records.

Reception Staff

Maureen, Louise Denise, Kay, Evie and Vince are here to help you. They answer the phone, deal with enquiries, book interpreters and register patients. Alongside her healthcare assistant duties Liz is also our prescription clerk and manages incoming prescription requests and prescription queries.

Communication

Call recording

Please note that all our calls are recorded for training and monitoring purposes. If you do not wish to have your calls recorded please advise the surgery, preferably in writing.

SMS Messaging

Where we have a mobile telephone number on record SMS messages may be used to communicate with patients. Worrying, complex or sensitive results will not be sent by SMS message. If you wish to opt out of text messaging please inform the surgery, preferably in writing.

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.
- 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

**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. If you do need to contact the surgery for test results please do so any weekday between 2pm and 5pm. Enquiries about tests ordered at the hospital should be directed to that hospital, not the practice.