

Heaton Road Surgery

A Guide to Our Services

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

Telephone: (0191) 2655911

Website: www.heatonroadsurgery.nhs.uk/

Welcome

At Heaton Road Surgery, we aim to treat all of our patients promptly, courteously and in complete confidence.

In addition to an extensive range of appointments with a GP, Practice Nurse, or Clinical Pharmacist, we offer the following additional range of services:

Well Baby Clinic: Held every Tuesday between 2:00 – 3:00 pm by appointment only. A Health Visitor, Nurse and GP are available at the clinic

Health Visitor: Our Health Visitor can be contacted on 0191 2380014

Midwife: Every Wednesday morning by appointment.

Smears / Health checks: By appointment with the Practice Nurse or GP.

Contraception / Family Planning: By appointment with any GP or Practice Nurse

Holiday Vaccinations: By completing the travel vaccination form which can be downloaded from our home page.

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.

Please note our temporary registration arrangements due to Covid-19

If you live in our practice area and would like to register with us, please complete one of our registration forms which can be downloaded from our website. We request that completed registration forms are photographed or scanned and emailed to the practice, our email address is: NGCCG.heatonroadsurgery@nhs.net.

Where this is not possible please post completed registration forms or place them in the surgery post box which is located to the right side of our entrance. Please note that registrations will not be undertaken where forms are not fully completed or where they have been completed incorrectly. Incomplete and incorrect forms will be returned.

Patient Choice Scheme for Out of Area Registrations

We are not participating in the Patient Choice Scheme for Out of Area Registrations. We believe that this impacts upon the quality of patient care. As such we request that patients moving out of our practice area re-register 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 the NHS App or Patient Access (please ask a receptionist for more information). We also provide online consultations via eConsult which is located on the home page of our practice website.

Alternatively please ring our surgery number (0191) 2655911 to book an appointment.

When you ring the surgery a 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. Urgent cases will be added to a triage list and you will receive a call back from a GP or an Advanced Nurse Practitioner who will decide on the best treatment with you.

If your condition is non-urgent you have the option to book an appointment up to 4 weeks in advance. Routine appointments are 10 minutes long.

Please tell us if you would like a chaperone during an examination or a private space to discuss matters. Please remember that test results can only be given to the patient.

Home Visits

Our doctors typically carry out 4 four surgery consultations in the time it takes to do a single home visit. 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 2pm-3pm**
All new babies are invited for regular check-ups from six weeks old. Children under 5 years are offered immunisations at this clinic. This clinic is for well babies and children only. If your child is unwell and needs medical attention please phone the surgery.

- **Stopping Smoking**

Did you know you can self-refer to the Newcastle Stop Smoking Service. Their website details are:

<https://newcastlestopsmoking.org.uk>.

They also provide smoking cessation services via various pharmacies.

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 NHS App or online Patient Access. We also have a telephone message system. Your prescription will be available from your nominated pharmacy in three 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 the Primary Care Network to identify service improvements within the local area and to work with the local practices. She represents the practice for the Newcastle Gateshead CCG.

Amy works in the practice on Tuesday, Wednesday & Thursdays.

Amy also works as a clinical lead for NGCCG within the medicines optimisation team.

In addition to this work she is the prescribing lead for the practice and the senior partner.

Dr Lucy Hudson (female)

MBBS MRCGP

Lucy joined the practice as a salaried GP in July 2013 and became a partner in August 2015. Lucy works on a Monday, Tuesday and Wednesday.

She oversees the management of the practice, does a weekly ward round at a local care home and is the deputy lead for adult and children safeguarding matters.

[Dr Polly Chadwick](#) (female)

MBBS MRCGP

Polly joined the practice as a salaried GP in February 2016 after training here in 2015. She became a partner in June 2018.

She is the lead doctor for diabetes and children & adult safeguarding. She is the practice information governance lead. She works on Tuesday, Thursday & Friday's.

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. She is the GP who works in the baby clinic on Tuesday afternoons and she also offers an implant clinic on Friday afternoon. Nicola is the lead GP for contraception

[Dr Danielle Robinson](#) (female)

MRCGP DFRSH BMBS

Danielle joined the practice as a salaried GP in March 2015, she works on a Monday and

Tuesday. Danielle has clinical interests in sexual health and women's health.

She is currently on maternity leave.

[Dr Alison Craig](#) (female)

MBChB MRCPGP

Alison joined the practice in January 2018 as a salaried GP. She works on a Tuesday, Wednesday and Friday. Alison has an interest in medical education, and teaches our medical students on a Thursday.

[Dr Catriona Hall](#) (female)

MBChB, MRCPGP, DRCOG, FRSR

Catriona joined the practice in May 2019 as a salaried GP. She works on a Wednesday, Thursday and Friday. She is palliative care lead for the practice. Areas of special interest include women's health, sexual health and medical education. She teaches medical students from Newcastle University on a Thursday.

[Dr Hayley Wallace](#) (female)

Hayley joined the practice in January 2020 as a salaried GP. She works on Monday, Wednesday

and Thursday. She has an interest in women's health and sexual health.

[Dr Sarah Acey](#) (female)

Sarah joined Heaton Road Surgery as a salaried GP in February 2021. She works Tuesdays, Wednesdays and Fridays at the practice.

Practice Pharmacist

[Karen Stokoe](#)

Karen joined our surgery in May 2018.

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. Karen carries out health checks and can advise on the management of side effects from medication.

Our Nursing Team

Our Practice Nurse, Vicky, deals with a range of conditions and health concerns. She sees patients in the surgery for vaccinations, management of long term health conditions, annual reviews and

family planning. Additionally Vicky visits our housebound patients to carry out phlebotomy, long-term reviews, referrals for extra support and vaccinations such as flu and pneumonia.

Our Healthcare Assistants Lauren & Liz are valuable members of our nursing team. They are able to take blood samples, do blood pressure checks, ECGs, diabetic foot checks, Ambulatory Blood Pressure Monitoring, NHS Health Checks and the information gathering appointments for your annual health check for long term health conditions.

Operations Manager

Rebecca joined the practice in 2014 working in the reception team before becoming operations assistant in 2017. In 2018 she became the operations manager. She manages the business related aspects of General Practice.

Patient Services Manager

Pamela joined the practice in July 2000 as a Medical Receptionist. In January 2007 she became the Practice Secretary/Administrator. In March 2018 she became the Patient Services Manager. Pamela is responsible for Practice

Business, Patient Services, HR and Information Governance.

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

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

Workflow Administrators

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

Reception Staff

Maureen, Louise Denise, Kay, Evie, Vince and Lisa 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

We teach medical students from Newcastle University at Heaton Road Surgery. We have third year students at the practice for one day a week during term time and other students at other times.

Sometimes you may be asked to see the doctor or nurse with a student present. You will be asked beforehand if this is acceptable and you

can ask the student to withdraw if you prefer to have your consultation in private.

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:

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

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 72 hours to collect repeat prescriptions
- Ring for test results between 2pm and 5pm

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

Compliments

Our dedicated team work hard to provide the highest quality of care. If you are pleased with the service we have provided and would like to leave a complimentary review on our website please visit our compliments section.

Alternatively please do not hesitate to write to us.

Positive feedback really does make a difference.

Complaints

Heaton Road Surgery aims to give a friendly and professional service to all of our patients.

However, if you have any concerns or comments

about any aspect of our service, please let us know. Our Complaints Procedure is available from reception staff or you can download it from our website.

Patients with particular needs

We have a number of consulting rooms which enable wheelchair access. Please let the receptionist know when you arrange your appointment if wheelchair access will be required.

We want to enable clear communication with our patients. We want to make sure you can read and understand the information we send you.

If you find it hard to read our letters please let us know so that we can provide information in large print, easy read or braille. If you need someone to support you at appointments please let us know.

We can arrange an interpreter, a British Sign Language interpreter or an advocate. We want to know if we can support you to lip read or use a hearing aid communication tool.

Please let the receptionist know when you arrange your appointment or call the surgery between 10am and 3pm to discuss.

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 access your records please see our Subject Access Request Policy which is available via our website.

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.

Newcastle & Gateshead Clinical Commissioning Group

Newcastle & Gateshead Clinical Commissioning Group is a group of 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

Patient's Rights & Responsibilities

These are the standards set within this practice for the benefit of our patients. It is our role 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.

Surgery Premises:

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

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 and advice 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 waiting room notice, individual leaflets or on the website.

Confidentiality:

We will respect patients confidentiality at all times.

Waiting Times:

- Surgeries will normally start on time.
- We endeavour to see patients 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:

- Please remember you are responsible for your own health and the health 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.
- 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.