

## **The Appleby Team**

In addition to the doctors, the people below all work as part of the team and can be contacted through the surgery.

**Practice Nurses** are involved in specialist clinics for Vascular Disease, Diabetes, Asthma and Hypertension monitoring. They also perform a wide range of health activities including giving childhood, travel and flu vaccinations, taking cervical smears, syringing ears, taking blood samples and giving advice and information on health topics.

**The District Nursing Team** are part of Northumbria Healthcare but work closely with the practice providing nursing treatment in the home for our housebound patients.

**The Midwife** runs antenatal clinics and helps with all aspects of maternity care.

**The Health Visitor** can give expert advice on family healthcare especially baby and infant health.

The following services are also provided at the surgery:

- Physiotherapy
- Dietician
- Mental Health Workers

## **Out of Hours Healthcare**

In an emergency, for an urgent problem that cannot wait until the surgery reopens, you have a choice of who to contact.

## **NHS 111**

If you urgently need medical help or advice but it's not a life threatening situation, call 111 free from any phone to speak to an advisor. The 24 hour service can give you healthcare advice or direct you to a local service that can help you best. When you contact the surgery out of hours our telephone system will automatically divert you to this service.

## **Battle Hill Walk In Centre**

This walk in service is for minor illnesses, minor injuries and health promotion advice. There are no booked appointments for the walk in service, simply register at reception and you will be seen by a clinician. The service is open from 8am to 8pm 7 days a week.

Battle Hill Walk In Centre,  
Belmont Close, Wallsend, NE28 9DX,  
Telephone: (0191) 2958520

## **Accident & Emergency**

Generally, Accident and Emergency should only be used in life threatening situations.

# Appleby Surgery

## A Handy Guide to Services

Hawkeys Lane  
North Shields  
NE29 0SF

**Tel (0191) 2961770**

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

**Dr. Andrew Bates**  
(Qualified Newcastle 1982)

**Dr. Rachel Firth**  
(Qualified Leeds 1988)

**Dr. Stephen Proctor**  
(Qualified Newcastle 1993)

**Dr. Rebecca Hart**  
(Qualified Newcastle 2006)

# Welcome to Appleby Surgery

The surgery is open between 8:30am and 6:00pm Monday to Friday, and alternate Saturday mornings as part of our extended hours access. We close each Monday from 1:00pm to 2:00pm to allow for staff training although the telephones are still answered.

## Appointments

Appointments can be made by calling at reception or by telephoning during surgery opening hours. You can see any doctor at the practice, not just the one with whom you are registered. Same day appointments are available from 8:30am each weekday morning and can be booked by contacting reception.

## Urgent Appointments

If you have an urgent problem, please make this clear to the receptionist. To accommodate urgent requests it may be necessary to see a doctor other than the one usually seen. We aim to offer emergency appointments within 24 hours. The doctor may call you back to clarify details and give advice.

## Cancellations

Please inform us as soon as possible so that we can give your appointment to someone else. Please bear in mind that when appointments are made but not kept, or cancelled too late to refill, other patients have to wait longer than necessary to see a doctor.

## Home Visits

If you require a home visit, please telephone the surgery between 08:30am and 10:30am whenever possible.

The receptionist will ask for details of the problem (The doctors have asked them to do this in order to help in identifying the most urgent problems). It will usually be impossible to give an accurate time for the doctors arrival but the majority of visits will be made between noon and 2:00pm on the day the visit is requested.

The doctors regard home visiting as a very important part of their work but respectfully ask that visits only be requested if the patient is genuinely too ill to travel to the surgery.

## Repeat Prescriptions

Repeat prescriptions must be agreed between you and a doctor during a face-to-face consultation.

Repeat prescriptions can be ordered by:

- Handing a prescription counterfoil in at reception.
- Posting the counterfoil to the surgery.
- Telephoning the prescription line and leaving a message. (0191) 2961770 opt. 2
- Online using the practice website.

Please do not book an appointment with a Doctor if only a repeat prescription is required.

If you include a stamped addressed envelope with the counterfoil we will post the prescription out to you, or you can ask one of the local pharmacies to collect the prescription and deliver the medication to your home. Please give 48 hours notice when ordering repeat prescriptions.

A doctor reviews your prescription items on a regular basis. Sometimes you may be asked to make an appointment to discuss the review of your medication.

## Ambulance Bookings

Sometimes it may be necessary for the practice to arrange transport for patients travelling to the hospital. Patient transport can only be used where there is a medical need and cannot be used as a taxi service. To book an ambulance please contact the surgery between noon and 4pm.

## Online Services

The practice offers a range of services online, from booking an appointment to ordering prescriptions. To access this service please visit reception for your login details (Photo ID is required for security purposes) and follow the instructions in the website.