

APPLEBY SURGERY

Patient Information Leaflet

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(Qualified Newcastle 1982)
GP Partner

Dr Rachel Firth

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MBBS, DCCH, DFFP, MRCGP
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(Qualified Newcastle 2006)
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Practice Manager: Mr Leslie John Miller
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Appleby Surgery
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Appleby Surgery Patient Leaflet

Welcome

Appleby Surgery is a long established practice based in North Shields and serves a population of around 6200 patients. The practice moved into its purpose built accommodation in 1993 and since then we have gradually expanded our range of services. The surgery is open between 8:30am and 6:00pm Monday to Friday, however, we are closed each Monday lunchtime from 1:00pm to 2:00pm for staff training.

To improve access for patients, the surgery will be open on some Saturdays and/or Tuesday evenings. Please contact reception for details or registered users can check availability on the practice website.

Appointments

Appointments can be made by calling at reception or telephoning during surgery opening hours. Registered patients can also book appointments via the practice website. You can see any doctor at the practice, not just the one with whom you are registered.

Patients have a right to express a preference of practitioner and we would encourage you to stick with the usual doctor whenever possible, however, at times it may be necessary to see another member of the team. We would encourage you to stick with your usual doctor whenever possible and to follow through an illness with the same doctor.

Patient Registration

The practice list is currently open, to register at the surgery please ask one of the receptionists for a purple registration form or download a copy from the practice website; once registered you will be asked to attend for a new patient health check with the Practice Nurse.

Home Visits

If you require a home visit, please telephone between 8.30 and 10.30 in the morning 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.

The doctors regard home visiting as a very important part of their work but respectfully ask that visits only be requested in emergency or if the patient is genuinely too ill to travel to the surgery. Time spent in cars is frustrating for the doctor and wasteful for other patients who also need to be seen.

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 urgent appointments within 24 hours. The Doctor may call you back to clarify details and give advice. If your problem seems very urgent we will arrange to see you during or after the current session.

Telephone Consultations

Patients may not always need to see a doctor to get the information, advice or opinion they need. This type of appointment would not be suitable for all consultations as the doctor would not be able to examine the patient.

Interpreting Service

Interpreting services are available at the surgery, if you would like an interpreter to attend your consultation then please tell the receptionist when you book your appointment.

Missed Appointments

The practice operates a strict policy on keeping appointments, this is to ensure we provide the best possible service to all our patients.

Patients who fail to keep their appointment more than 3 times in a calendar year will be removed from the practice list.

Repeat Prescriptions

Repeat prescriptions **must** be agreed between you and a Doctor during a face-to-face consultation. Repeat Prescriptions can be ordered:

- via the practice website
- by signing repeat dispensing consent form
- by handing in a prescription counterfoil/order form at the reception desk
- by posting the signed counterfoil to the surgery
- by telephoning the surgery between 11am and 6pm

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 Pharmacists to collect the prescription and deliver medication to your home. Please give 48 hours notice when ordering repeat prescriptions. A doctor will review your prescription on a regular basis and you may be asked to make an appointment to discuss 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.

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 or nurse.

Referral to Secondary Care

If the doctor has referred you for specialist advice you can now choose where to have your treatment from a list of hospitals or clinics. Please discuss with your GP or if you want to find out more. Full details can be found at:

www.nhs.uk/England/Choice.

If you wish to receive a copy of the doctor's referral letter, please ask at Reception. They will arrange that a copy of the doctor's referral letter is sent to you.

Suggestions & Complaints

Suggestions on how our services might be improved or expanded will be welcomed and will be considered by an appropriate member of the Primary Care Team. If the services offered have not matched expectations and you wish to complain, please write to the Practice Manager so that we can investigate the complaint.

Teaching Practice

The practice undertakes the training of medical students or persons intending to become healthcare professionals. You may occasionally be asked if a student can sit in on your consultation. If you are not happy with this for whatever reason, please say so—it is your choice if you wish to be seen alone during the consultation.

Patient Participation Group

Getting feedback from patients about the care they receive is an important way to improve some of the services that we provide to everyone.

If you are interested in participating in our Patient Participation Group and can spend a few hours helping us to improve our services please let one of the receptionists know.

Violent or Abusive Behaviour

Violent or abusive behaviour will not be tolerated. If ever a patient (or a member of their immediate family) is violent towards a doctor, a member of the practice team or any other person present on the practice premises, then the individual and all members of their immediate family will be removed from the practice list. This includes the use of threatening or abusive language.

Change of Address

If you change address please let reception know so that we can update our records in case of a home visit. If you are waiting for a hospital appointment, please remember to let the hospital know.

Disabled Access

Wheelchair access is available on the ground floor and disabled parking is available next to the front door. Occasionally patients are seen on the first floor which is not accessible by wheelchair users, however, the practice will always endeavour to ensure that there is availability on the ground floor.

Patient Confidentiality

Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice. All information about patients is confidential; from the most sensitive diagnosis, to the fact of having visited the surgery.

The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person. No identifiable information about a patient will be passed to anyone or any agency (outside the NHS) without the expressed permission of that patient, except when this is essential for providing care or necessary to protect somebody's health, safety or wellbeing.

Individual patients have a right to be supplied with a copy of all of the personal information data we hold about that individual (that would not harm a third party). Requests for access should be made in writing to the Practice Manager.

(Please note, the individual must provide proof of identity containing a recent photograph such as a passport before they are given access to records and a small fee will be chargeable)

The Clinical Team

General Practitioners

Dr Bates

MB BS (Qualified Newcastle 1982)

Dr Firth

MB ChB, DRCOG, MRCGP
(Qualified Leeds 1988)

Dr Proctor

MBBS, DCCH, DFFP, MRCGP
(Qualified Newcastle 1993)

Dr Hart

MBBS (Qualified Newcastle 2006)

Practice Nurses:

- **Ayleen Westgarth: Senior Practice Nurse**
- **Eileen Brophy: Practice Nurse**
- **Helen Angus: Practice Nurse**
- **Pauline Mather: Healthcare Assistant**

Providing specialist clinics for Vascular Disease, Diabetes, Asthma & Hypertension monitoring. The team also perform a wide range of health activities including giving vaccinations, taking cervical smears, irrigating ears, taking blood samples and giving advice and information on health topics.

Health Visitor: Hilary Paton

Hilary is based at the surgery and offers advice and support on a range of health and social issues relating to the family, particularly focusing on children under 5 years. Hilary runs a health clinic on Friday mornings advising on childhood immunisations, children's growth and development, diet and breast feeding.

The District Nursing Team: Led by Angie Ridley

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.

As the team are part of the hospital they have a separate line for patients to contact, this is: **(0191) 2380034**

Physiotherapy Service: David Mercer

The physiotherapy service is provided by Northumbria Healthcare on a Tuesday and Friday at the surgery. Referrals to the service can be made through one of the GPs.

The Midwife: Angela Jose

Angela runs antenatal clinics at the surgery and helps with all aspects of maternity care.



The Administration Team

Practice Manager: Mr. Leslie John Miller

The practice manager is responsible for the management and development of the practice, ensuring that patient services are provided safely, efficiently and effectively to the highest possible standards.

The Deputy Practice Manager: Mrs Karen Napier

The Deputy Practice Manager is responsible for the day to day running of the practice and to deputise in the absence of the Practice Manager.

The Practice Secretary: Mrs Tracy Thomas

Tracy provides secretarial support to the GPs, nurses and staff. She is responsible for ensuring that all patient referrals run smoothly, maintaining patient records and providing fast and efficient typing for medical staff. She has a good understanding of clinical terms and medical-audio typing.



The Reception Team

Our team of receptionists are the first point of contact at the surgery and are happy to help with any of your queries.

- Susan Coughlan
- Bev Rowntree
- Julie Thompson
- Pauline Branagh
- Freyja Thirlaway
- Gemma Birks
- Justine Susaj
- Christine Spowart

What to do when we are closed...

Being ill is never fun, but you can end up feeling a hundred times worse if you cannot get any professional advice about your health problem. If the injury or illness is life threatening or clearly cannot wait then dial 999 or go to A&E.

In other cases, A&E might not be the best option as there could be a long wait for a minor problem. Here is a quick checklist of other NHS services you can use.

NHS 111

Is available 24 hours a day and can point you in the direction of the quickest and most appropriate help. Depending on the severity of the symptoms this may range from self-care, contacting a GP, going to hospital and, in some cases, NHS 111 calling the ambulance for you. NHS 111 provides advice on what to do, as well as giving you details of local services from late night pharmacists to emergency dentists.

For NHS 111 simply dial 111 on your telephone and calls are free.

Pharmacies

Pharmacies are open longer hours than GP Surgeries and often offer bank holiday services. Pharmacists are qualified experts in the use of medicines and are happy to give advice on common symptoms and medicines. NHS Direct will be able to give you the opening hours of nearby pharmacies.

Medication without a Prescription

Under certain circumstances, pharmacies can even dispense certain medications (such as Paracetamol, Antihistamines or Head Lice Treatment) free of charge without a prescription to people who are exempt from prescription charges. Ask your pharmacist about the Self Care Project.

NHS Walk-in Centres

Battle Hill Health Centre, Belmont Close, Wallsend Tel 0191 295 8520
open 8am to 8pm - seven days a week