

**SUNNISIDE SURGERY**

7-8 Dewhurst Terrace

Sunniside

Newcastle upon Tyne

NE16 5LP

Telephone: 0191 4883200

We wish to extend a warm welcome to all patients.

We hope this information booklet will be helpful to patients to make the most of the services we can offer.

# Patient Registration

To register with the practice, each patient will need to complete a general medical service form available from reception.

Under the guidelines for Fraud prevention within the NHS we are also required to check patient identification. The following documents suitable for this purpose:

Birth certificate

Marriage certificate

NHS Medical Card

Valid UK driving license

Valid passport

Utility Bill-Electric, Gas, Council Tax, Telephone

Local authority rent card/housing association card

Bank or building society card or statement

Current pay slip P45

In all cases, **it is essential that we verify both the patient's name and address.**

We will also require a questionnaire for each member of the family who wish to register with the practice. This will be given with your practice leaflet and registration form.

New patients must attend a new patient health check with one of the practice nurses after their request to register with the practice. This health check usually takes approximately 20 minutes.

# Surgery hours

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| The surgery is open:   |  |  | | --- | --- | | Monday | 8.00-18.00 | | Tuesday | 7.30-18.00 | | Wednesday | 7.30-18.00 | | Thursday | 7.30-18.00 | | Friday | 7.30-18.00 | | Saturday | CLOSED | | Sunday | CLOSED | |  |

# Extended hours

**Early mornings from 07:30 am four days a week** Please ask reception staff for information.

# Partners

* Dr Kathleen Mather MB, BS, BMedSci, DRCOG, DFFP, MRCGP Revalidated 2019
* Dr Lindsay Marshall MRCGP - CCT, DRCOG, MBCHB Revalidated 2023

**Salaried GP’s**

* Dr Elizabeth Lewis-Barned MBBS (2008 Newcastle) MRCGP, DRCOG

Revalidated 2021

* Dr Clare Patel MBChB (2004 Sheffield), MRCGP, DFSRH

Revalidated 2022

# Practice Members

|  |  |
| --- | --- |
| Suzanne Robson | Practice Nurse |
| Amy Lamb | Practice Nurse |
| Heather Bloxam | Healthcare Assistant |
| Susan Hay | Practice Manager |
| Helen McIntyre | Assistant Practice Manager |
| Lucy Boyle | Senior Administration Assistant/ Secretary |
| Joy Lenny | Head Receptionist/ Secretary |
| Amanda Small | Receptionist/Administration |
| Dawn Lewis | Receptionist/Administration |
| Demi Povey | Receptionist/Administration |
| Yvonne Wakefield | Receptionist/Administration |
| Rachael Spragg | Receptionist/Administration |
| Milly Houston-Codling | GP Assistant |

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# Practice Nurse

The practice offers a full range of nursing services.

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| --- | --- |
| Monday | 8.00-17.30 |
| Tuesday | 7.30-17.30 |
| Wednesday | 7.30-16.30 |
| Thursday | 7.30-17.30 |
| Friday | 7.30-16.00 |
| Saturday | CLOSED |
| Sunday | CLOSED |

**Clinics**

**Tuesday**

Pharmacist on site

# Wednesday

Baby vaccination clinic 1.30pm-2.30pm booked appointments only

Post-natal check 1.30pm-2.30pm booked appointments only

# Thursday

Midwife 1.00pm-4.00pm booked appointments only

Pharmacist on site

# Making an appointment

We can usually offer routine appointment within 1 week. If you feel your problem is urgent and you need to be seen on the same day, then please stress this to the receptionist who will try to give you an appointment for that day.

Wherever possible, you will be given an appointment with the doctor of your choice. However, if that doctor is not available, then it may be necessary to see another GP. **You can also book your appointment online.** Please ask at reception for details and registration form.

# Attending appointments

We appreciate that situations can arise which mean that you are unable to attend your appointment, if you are unable to attend, please contact the surgery as soon as possible and we can then give the appointment to someone else.

Wasted appointments result in wasted doctor/nurses time as well as other patients being unable to see the doctor/nurse on the day they would like. The surgery will not allow patients with a high DNA level to stay on our panel. After three non-attendance appointments (within a six-month period) patients will receive a warning in letter and then removal from the panel.

# Threatening behaviour

The surgery operates a zero-tolerance policy, towards any patient who is threatening or being abusive to our staff and doctors, will be removed from our patient list.

# Visits

If you feel you are too ill to get to the surgery and need to see the doctor, please telephone the surgery before 11.00am if possible. Usually, you would be seen more quickly by attending the surgery at the end of the morning session. Visits usually take place during the early afternoon. If you feel your condition requires urgent attention, then please tell the receptionist.

# Repeat Prescriptions

**Prescription requests can be taken between 2pm and 6pm, Monday to Friday.**

If you request a repeat prescription for long term medication, then please allow 48 hours for your request to be processed. Prescription requests can only be taken over the phone **between 2pm and 6pm,** when the reception staff are less busy. Prescriptions can also be ordered via patient access, in the repeat prescription in the box at reception or through your chosen pharmacy.

# Medication reviews

The practice takes patient safety very seriously and patients taking repeat medications will be invited for medication reviews from time to time. Reminders for these will be included on your prescription and we would ask patients to make every effort to attend for these reviews. You may need blood tests or blood pressure measurements which can be done by the nurse

# Test Results

**Test results can be given out between 2pm and 6pm, Monday to Friday.**

If you have had any tests carried out at the surgery, **please call after 2pm** for the results 48 hours after the sample was sent off. We will only contact you if there is an abnormal result. It is your responsibility to get the results.

# If you are unwell and the surgery is closed

Telephone the surgery. A recorded message will give you another number to telephone. Your details will be taken by an operator who will pass them to a doctor who will then contact you. After discussion with the doctor, you may be offered advice, asked to attend a special Centre, or offered a visit.

# Students

Our practice is a training practice and therefore this involves regularly having students. Because of this, patients with specific conditions may be contacted to come to surgery to help in the training of these students. However, patients are under no obligation to attend and can decline to do so at any time.

# Other services

In addition to the baby, we offer ante-natal and Diabetic Clinics. We also have access to Dietetic, Counselling and Podiatry Services. To access these, you will first need to see the doctor.

# Patient Forum

Our practice has a Patient Forum which meets quarterly at the surgery.

The forum helps the practice understand the views of patients on health-related issues and encourages patient involvement within the practice.

Any patient wishing to join the forum can contact Helen McIntyre or Susan Hay (Practice Manager).

# Carers

Are you a carer? Do you care for a family member, relative or friend? If this is the case, could you please let a member of staff know and these details can be added to your records. Should you be a young career, please ask at reception what help there is available for you.

# Premises

The practice also has suitable access into the surgery for disabled patients with a permanent ramp at the rear.

# Useful Numbers

Queen Elizabeth Hospital 0191 4820000

RVI and Freeman 0191 2336161

Bensham Hospital 0191 4820000

NHS Emergency 111

# Walk in Centres

Walk in centres are available for patients at the following locations:

Shibdon Road

Blaydon on Tyne

Gateshead

NE21 5NW

Tel: 2834600

Opening hours 8am till 8pm seven days a week (Please note this service may not be fully operational due to Covid 19 restrictions we advise you check before travel)

Queen Elizabeth Hospital

Sherriff Hill

Gateshead

NE9 6SX

Tel: 4820000

Opening hours 7am till 10pm seven days a week (Please check before travel as restrictions could be still in place due to Covid 19.

The centres run a no appointment necessary system for any patient and provide treatment for minor illnesses and injuries which include:

Coughs and cold and flu like symptoms

Stomach upsets

Minor eye conditions and infections

Bites and stings

Minor skin infections and rashes

Cuts and bruises

Minor burns and scalds

Ear and throat infections

Strains and sprains

Emergency contraception

Sunniside Surgery is part of a PCN group called Gateshead Inner West below are the four surgeries that we work together with

Whickham Health Centre

Chainbridge Medical

Glenpark Medical

Teams Medical

# General Data Protection Regulation (GDPR)

From 25/5/18 there will be a new data protection law in place.

The **General Data Protection Regulation** (**GDPR**) (EU) [2016/679](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32016R0679) is a [regulation](https://en.wikipedia.org/wiki/Regulation_(European_Union)) in [EU law](https://en.wikipedia.org/wiki/EU_law) on [data protection](https://en.wikipedia.org/wiki/Data_protection) and privacy for all individuals within the [European Union](https://en.wikipedia.org/wiki/European_Union) and the [European Economic Area.](https://en.wikipedia.org/wiki/European_Economic_Area) It also addresses the export of personal data outside the EU and EEA. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment for [international business](https://en.wikipedia.org/wiki/International_business) by unifying the regulation within the EU. Please ask at reception for further information.

# Complaints

They should be addressed to Mrs Susan Hay and should include as much detail as possible. We shall acknowledge your complaint within three working days and aim to have investigated your complaint within ten days of the date raised with the surgery.

Alternatively, if you feel you are not satisfied with the above, you can contact:

PALS (Patient Advice & Liaison Service)

Dunston Hill Hospital

Gateshead

Tyne and Wear

NE11 9QT

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

Email: pals@ghnt.nhs.uk

Or

To our local CCG (Clinical Commissioning Group)

[www.nhs.uk/Service-Search/Clinical-Commissioning-Group-/LocationSearch/1](http://www.nhs.uk/Service-Search/Clinical-Commissioning-Group-/LocationSearch/1)

Or

Contact the commissioner of that service-either NHS England# <https://www.england.nhs.uk/contact-us/>