



Canterbury Way,
Woodlands Park
Newcastle-upon-Tyne
NE13 6JJ

Main line & Automated system

Tel: 0191 236 2366

Prescription line

Tel: 0191 236 5805

Fax: 0191 236 7619

Website: www.wphc.org.uk

Email: WPHC@nhs.net



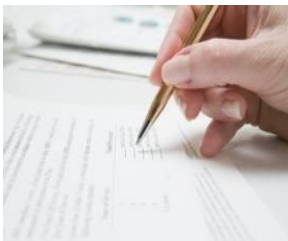
“Our aim is to provide quality health care in an efficient and friendly environment”

Our philosophy of care

We aim to be a successful modern family practice, working as a team with well trained and motivated staff to achieve a high standard care for all our patients. We offer a personal and friendly service and encourage our patients to take an active interest in their health care.

We aim to manage your illnesses and help to keep you fit by offering a range of preventative services. The practice is committed to improving the healthcare experience for its patients and staff alike through a process and vision of 'Keep Improving the experience'.

The practice wishes to provide a primary care service that is sensitive to patients and carers' needs. Every part of the work is led by practising clinicians who have listened to the views of their patients and know what is needed.



To register, please complete a GMS registration form and a health questionnaire obtained from our reception. You should normally reside within our practice area. This includes the following areas: Brunswick, Hazlerigg, Wideopen, Seaton Burn, and parts of Gosforth and Dudley. For more detailed information to check if you reside within our catchment area, please contact reception.

Please provide photo ID to confirm your identity, and documentation that confirms you reside in our catchment area. Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need.

The practice operates a pooled list however you will still be assigned a named GP. You are able to specify a particular GP if you wish, however you are able to see any GP practicing at woodlands park.



If you have a requirement for a prescription then you should arrange an appointment with a doctor of your choice to discuss your ongoing care.

Please visit our website at www.wphc.org.uk for further help and information.

Here you can find out more about our services, how to contact us, and can access appointments, request repeat medication (once registered via reception).

Feedback and complaints



We are always happy to receive suggestions for improvements and like to know if we are doing something well.

The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition or any other factor.

If you are unhappy about any of our services, please contact the Practice Manager who will be very happy to discuss your problem privately. If you are still dissatisfied, we have a formal complaints procedure which you can access via the Practice Manager. Any comments about or suggestions concerning any aspect of the practice should be addressed to the Practice Manager. The Patient Advice & Liaison Service (PALS) - Telephone 0800 0320202, can also be contacted for advice regarding your concerns.

Patient Participation Group

The practice has established a Patient Participation Group which meets on a regular basis to discuss how services are provided at the surgery. If you would like to influence the way we operate please do not hesitate to contact the Practice Manager or ask at reception, to attend the next meeting. Copies of minutes are uploaded onto our website.

Rights and responsibilities of patients

The practice respects the privacy, dignity and confidentiality of all patients at all times. Patients can express a preference to see a particular GP when they make an appointment but may choose to see an alternative GP if the GP of their choice is not available.

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.

The Primary Health Care Team

Dr Anjum Kaura

MBBS (London) DRCOG, DFFP

Dr Lisa Sayles

BMedSci Newcastle 1994, MBBS, DRCOG

Dr Alan McCubbin

MBChB (1988 Edinburgh) MRCP DRCOG

Dr Amy Hilton

MBBS Newcastle 2009, MRCP, DFSRH

Dr Helen Whiteman

MB BS 1990 University of Newcastle upon Tyne

Other members of the Primary Health Care Team

Joanna Wagget – Practice Nurse

Gillian Begbie – Practice Nurse

Lynda Saint – Healthcare assistant

Our Nursing Team oversee our chronic disease management of patient's COPD, asthma, and Diabetic Clinic. They also administer childhood immunisations and other immunisations; flu, pneumonia, shingles, well person health checks, health education, blood pressure checks, Long Term Conditions reviews and blood tests. Smears are also provided by Joanna.

Training Practice

We are an approved training practice for fully qualified Doctors to gain experience in General Practice. The registrars work in the practice for six months and conduct surgeries, make home visits, etc. At all times responsibility for patient care remains with the partners. You may be asked occasionally if we can record your consultation with the GP. This will only be done with the consent and the camera will be switched off at your request.

District Nursing Team

Clinics are usually held between 11am – 12pm. Appointments can be made by telephoning 0191 238 0044. These surgeries include help with minor injuries, dressings, ear syringing, injections and stitch removal. A full range of nursing services are provided in patient's homes for the housebound, by arrangement. A continence clinic is also available once a month by appointment with the District Sister.

Health Visitor

The health visitor is concerned with the promotion of health for all age groups. She is especially involved with young children and can be contacted at: Dudley Clinic on 0191 643 2869

Community Midwife

The midwife can be contacted through the surgery. She provides Ante and Post Natal care, and usually holds a clinic on Thursdays.

Practice Management

Catherine Addy is our Practice Manager and is responsible for the planning and operational efficiency of the practice.



Normal Appointments

Not everyone can access their GP Surgery during its normal opening hours. SystmOne Online Services helps by letting you manage your appointments and repeat medications over the internet at any time.

Booking your next appointment over the internet is easy and you can do it anytime without waiting for surgery phone lines to open. Patients can:

- ✓ View and book available appointments up to 2 weeks in advance
- ✓ Cancel any appointment
- ✓ View all existing repeat prescriptions
- ✓ Request any repeat medication(s) from your list.
- ✓ Update your personal details

To set up online access, please ask at Reception and bring with you some ID to confirm your identity. If you want to make an appointment with a doctor or nurse, please phone the main surgery number and speak to a receptionist.

Urgent Appointments

Medically urgent problems are seen at short notice but not necessarily by the doctor of your choice and should be for one problem only. Please ring as early as possible to request an emergency appointment. Please be aware that it is important these appointments are used for urgent matters only.

Missed Appointments

Missed appointments cost the NHS thousands of pounds every year. Please phone the surgery as soon as possible if you cannot attend. This will help us to make appointments available to as many people as possible. Constant non- attendees will be removed from the practice list.

You can help us by:

- ✓ Being on time for your appointment
- ✓ Letting us know if you need to cancel
- ✓ Calling for a home visit or urgent appointment before 11am
- ✓ Ringing for a repeat prescription when the prescription line is open
- ✓ Ringing for the results of tests after 11.30am

Telephone Consultations



You can ask to have a telephone consultation with a doctor or nurse. He or she will call you back. Please remember though that the doctor or nurse cannot 'see' or 'examine' you

in the same way as when you are actually in the surgery. Telephone consultations are usually provided after morning clinic. If you are not well enough to visit the surgery but do need to see a doctor, the doctor or nurse may visit you at home. When necessary, the doctor may contact you by telephone to discuss your problem as an alternative to a home visit. Where possible, please request home visits before 10.00am. Except in an emergency, we do not make same day visits for calls received after that time.

Out of hours services



When the surgery is closed and you need to see or speak with a doctor or nurse urgently; please phone the out of hours service on 111 for medical assistance, when the practice is closed.

When you ring the service, you will be asked to give your details and to describe how you are feeling. The service advisor will tell you what care you need based on this information. A doctor or nurse may need to talk to you over the phone, you may be asked to attend a local centre or a doctor may come to see you at home.

NHS Walk-in centres and primary care access centres

At walk-in centres and access centres you can be seen for minor injuries such as coughs, cold, flu, cuts, sprains, minor burns and broken bones. At most walk-in centres you do not need to make an appointment but it is worth telephoning in advance to check that you can be treated - particularly for young children.

Ponteland Road Walk- in centre 169
Ponteland Road
Newcastle upon Tyne, NE5 3AE
Tel: 0191 271 9030

Accident and emergency services



Please only dial 999 or go to your nearest Accident & Emergency if the illness or injury is life threatening or can't wait.

Unless you need urgent medical attention it is best to avoid A&E as it keeps the service free for those with **critical** injuries and illnesses.

If you need regular medication on prescription, your doctor will usually organise a repeat prescription for you.



The prescription line is open 10am – 12.30pm and 2pm to 3.30pm Monday to Friday. Please ring during these times with a request for a repeat prescription. It is important to say the names of the medication you need and not just ask for a repeat of all your prescriptions.

Prescription Line (0191) 236 5805

Open from 10.00am -12.30 and 2.00pm-3.30pm daily

- Please also remember to state where you will be collecting your prescription from.
- Someone else can collect for you if they are over 16. Prescriptions can also be posted out to you if you provide us with a stamped addressed envelope.
- Repeat prescriptions are normally issued on a monthly basis. You can make your request in person, by post or online.
- You will need to be registered to use the online service.

Please note that we do need 48 working hours' notice to arrange the prescription. The prescription is passed to a GP for checking and signing, and this is usually not completed until the day following the request. The GP may ask you to make a routine appointment for review from time to time, and may occasionally not issue the prescription until this has occurred.

Once completed, the prescriptions may be collected from our reception desk or collected/ sent electronically to your nominated pharmacy.



Test results can sometimes take a while to become available. Please ring after 11.30am if you want to ask about a result. The phones are less busy at this time and a receptionist should be able to help you with your enquiry.

As a general rule most blood tests results are available within a week, X-Ray results are usually back in about 2 weeks (although they can take up to 4 weeks at times).

Cervical smear results are posted to you directly from the North East Primary Care Services Agency.

Please be patient with the receptionists when you call; they are not medically qualified and can only pass on whether your Doctor has said the result is normal. We will **always** contact you as soon as we receive your results if there is any urgent action required.

Our services

Any of our services can be accessed by contacting our reception. Please note all our clinics are held at Woodlands Park Health Centre.



Developmental checks by the doctor and health visitor are done to check your child's progress from birth to school age. Immunisations to protect against serious infectious diseases are done by the practice nurse. The doctor is available to discuss any concerns you may have or issues you wish to discuss.

Appointments for baby's development checks are with the doctor and immunisations are provided by our Practice Nurse. The Health Visitor holds an open session between 2.00pm and 3.00pm on Tuesday's

District Nurses

By appointment telephone 0191 2380044

Ante-Natal Clinic

Clinics are held on Thursday mornings.

Immunisation & Travel vaccination

For routine protection against Tetanus and Polio please make appointments with the practice nurse. We offer a full range of vaccinations for foreign travel. For all advice and information regarding foreign travel you will be required to complete our Travel Vaccination Questionnaire prior to seeing the Practice Nurse. Please make an appointment 4 - 6 weeks before departure.

Contraception and family planning

Our GP's do carry out contraceptive procedures including implant and coil fitting as well as giving general contraceptive advice and information. You are also able to attend the one to one centre in Shiremoor or the Newcroft Centre in Newcastle if you wish.

One to one centre
Brenkley Avenue,
Shiremoor,
NE27 0PR
Tel: 01912970441

Newcroft Centre
Market Street East
Newcastle upon Tyne
NE1 6ND
Tel: 0191 229 2999

Cervical smears

All women between the ages of 25 and 64 years are offered a cervical smear, which is recommended every 3 years for those aged 25 – 49 and every 5 years for those aged 50 - 64. You will receive an invite from NHS England each time your test is due. All patients are informed of their results within 4-6 weeks.

Minor surgery

The doctors carry out minor surgical procedures. Suitability is determined by an appointment with a doctor first. Please contact reception for more information or to book an appointment.

Diabetes

We see all our diabetic patients on a 6 monthly basis in our diabetic clinic to review diet, medication and blood sugar control.

Asthma

We recommend that all asthmatic patients are reviewed regularly by the Practice Nurse. They will look at how well your asthma is controlled, your inhaler technique and any medications / inhalers you are taking. In this way, good control of asthma will hopefully prevent relapses.

Healthy heart

People with heart disease (such as angina or previous heart attacks), high blood pressure, or previous strokes will be followed up regularly by the Practice Nurse. Dietary advice, exercise, smoking, alcohol intake, and cholesterol levels will also be discussed. The doctors may also see you to give further advice or to adjust medication.

Stop smoking services

Are provided by the Public Health team at North Tyneside Council, please contact 0345 2000 101 to obtain details of local pharmacies providing the service.

Physiotherapy

Appointments are provided on Mondays, Tuesday and Thursdays. Referrals to see the physiotherapist are usually made after seeing the doctor for an initial assessment.

Mental health

Working together with people who suffer from the effects of psychological problems we aim to re-establishing lifestyles which have been disrupted, through offering education, support, and psychological therapies.

Types of problems may include depression, anxiety and adjustment disorders. By networking with other mental health services and nonstatutory agencies in the community we provide the most appropriate help.

Referrals can be made to North Tyneside's Talking Therapy Service or you can self-refer on 0191 295 2775.

Private Medicals

Medical examinations for insurance, HGV, pre-employment, etc. are performed at extended appointments. If you need an appointment for a medical please call into the Surgery to arrange, supplying the purpose of the appointment and bring the necessary forms with you. A fee is payable in advance.

Practice information



Our practice staff are always happy to answer any questions you may have about our services and how services are provided. Further information is available www.wphc.org.uk

Access to medical records

The practice is registered under the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

Summary Care Records (SCR)

The NHS has introduced **SCR** to improve the safety and quality of patient care. **SCR** is an electronic record and will give healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency or when the Practice is closed

- For more information contact the Patient Advice and Liaison Service (PALS) - 0800 032 0202
- Visit www.nhscarerecords.nhs.uk

Change of address and /or telephone number

If you change your name, address or telephone number, please let our receptionists know by calling or writing to us, it could be that you are moving outside of the practice area and will need to register at a practice local to your new address. If you change your name, we will require documented proof and a copy will be kept.

Disabled patients

There is allocated disabled parking at the health centre and easy access from there to the surgery. There is also a separate, large and suitably adapted WC and washroom which can be found in the patient waiting area of the practice.

Bereavement support

We aim to support those who are recently bereaved and usually contact a close relative to offer an opportunity to discuss 'how things are and have been'. Our whole team is available so please contact someone you think may be able to help. .

Chaperones

All patients have the right, if they wish to have a chaperone present during a consultation, examination or procedure, as this can be stressful and/or embarrassing for the patient. The doctor may also wish to have a nurse available in some instances. Patients wishing a

chaperone should inform the Practice prior to the consultation, examination or procedure whereupon a mutually suitable person (usually a nurse) will be asked to help.

Complaints policy

We take complaints very seriously. We like to respond quickly, sympathetically and fully to any complaint made. Please, should the need arise; make direct contact with the Practice Manager in the first instance. If you are unhappy with us or the services we provide, you have the right at any time to leave our list of patients and register with another practice.

Confidentiality

Confidentiality is a top priority. If you wish to speak to a receptionist or any member of the practice team in private, please ask at reception.

Help us to help you!

- ✓ Please value your health and seek to maintain a healthy lifestyle
- ✓ Please extend the same courtesy to the practice team as you would expect to receive
- ✓ Please make a separate appointment to see the doctor for each patient to be seen
- ✓ Please only request a home visit where absolutely necessary
- ✓ Please ensure that you keep your appointment and arrive in good time
- ✓ Whilst you are always free to see the doctor of your choice, please ensure that any follow up appointments are made with the same doctor.
- ✓ Please tell the practice of any change of address or telephone number

- ✓ Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.
- ✓ Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.
- ✓ NHS 111 service can be contacted, when the practice is closed for medical assistance and advice.