

**Westbourne Medical Group**  
**Kelso Grove, Shiney Row**  
**Houghton le Spring**  
**DH4 4RW**

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

Email: [nencicb-sun.westbournemg@nhs.net](mailto:nencicb-sun.westbournemg@nhs.net)

### **SURGERY OPENING TIMES**

Mon: 8.00am - 6.00pm

Tue: 8.00am - 6.00pm

Wed: 8.00am - 6.00pm

Thu: 8.00am - 6.00pm

Fri: 8.00am - 6.00pm

Sat: CLOSED

Sun: CLOSED

### **TELEPHONE NUMBERS**

**Appointments, General Enquires, Visits,  
Prescription requests, Results:**

Tel: 0191-3852512

**Telephone Numbers to call in  
Emergency / Out of Hours:**

Tel: 999 – Emergency Only

Tel: 111

## **Practice Staff**

### **Management Team**

Lina Dagiene	-	Practice Manager
Christine Nichols	-	Assistant Practice Manager
Lynn Blakelock	-	Admin Operations Manager

### **Administration Team**

Annmarie Riley	-	Senior Administrator
Ellie Burrell	-	Admin
Ruth Jackson	-	Admin
Angela Bailey	-	Admin
Abigail Rowell	-	Admin
Courtney Bell	-	Admin
Emma Sewell	-	Admin
Adam Harrison	-	Admin
Shirley Peters	-	Admin
Natalie Airey	-	Admin
Dominick Dagys	-	Admin

### **Additional Clinical Staff**

Kim McCaffery	-	Practice Nurse
Anne-Marie Lonsdale	-	Practice Nurse
Lynne Dent	-	Lead HCA
Lynn Smith	-	HCA

### **Attached Staff to Support the Practice include:**

PCN Pharmacist, District Nurses, Community Matron,  
Health Visitors, Midwives, McMillan Nurses

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Lina Dagiene, Practice Manager.

Updated January 2023

**Rated \*Outstanding\* by CQC**



# **PRACTICE LEAFLET**

## **Essential Information For Patients**

### **GP Partners**

Dr Suzanne McKay *(Female)*

Dr Jessica Marshall *(Female)*

### **Salaried GPs**

Dr Meera Nair *(Female)*

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### **Advanced Nurse Practitioners**

Catherine Sinclair *(Female)*

Nicola Kirby *(Female)*

## **APPOINTMENTS**

All appointments are face to face. Telephone consultations can be requested if it is more convenient. Appointments can be made in person or by telephone. You can book your appointments up to 4 weeks' in advance.

If you are unable to attend your appointment, please let us know so that we can offer this to another patient.

## **URGENT APPOINTMENTS**

We have urgent appointments each day for the Doctors and Nurse Practitioners.

*Urgent appointments are not for Repeat Prescriptions, Fitness for work certificates or for signing forms.*

## **PRACTICE NURSE**

We have Practice Nurses available most days, morning and afternoon surgeries. If you need to book an appointment with the Nurse please ask at Reception.

## **HOW TO REGISTER AS A PATIENT**

If you wish to register with the Practice, please ask at our Reception. If you live within our catchment area you will be asked to bring two forms of identification with you, something with a photograph on and something with your name and address. Prior to your registration you will be required to have a new patient check, an appointment will be arranged for you to see our Health Care Assistant.

## **HOME VISITS**

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before **11am** if at all possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room, we can make alternative arrangements.

## **PRESCRIPTIONS**

We operate a repeat prescription service allowing patients on long term medication to obtain a prescription without consulting the Doctor, where their condition is stable.

Patients' medication will however be reviewed at regular intervals (at least every six months). We require **48 hours (2 working days)** notice to complete repeat prescriptions please. Retain the tear off portion of your prescription and tick the items of medication you require. You may bring in the slip or post it to the surgery to order your repeat medication, you can also order your prescriptions via telephone or NHS App. If you would like your prescription posted back out to you then please enclose a stamped addressed envelope.

If you wish to use the Pharmacy collection and delivery service then this needs to be arranged between you and your local Pharmacy.

## **PLEASE DO NOT SEND CHILDREN UNDER 16 YEARS OF AGE TO COLLECT YOUR PRESCRIPTION.**

## **CHAPERONES**

All Patients and Clinicians are entitled to have a chaperone present for any consultation. If you require a Chaperone, please request this at the time of booking or speak to the clinician during the Consultation and we will try to accommodate your request.

## **OUT OF HOURS**

If you have an urgent problem when the surgery is closed and require medical assistance please **dial 111** to speak to NHS111 Staff, who will take your details and direct you to the most appropriate service.

If you have a medical emergency please ring **999**.

## **DISABLED ACCESS**

Our premises are over two floors. The Health Centre has automatic front door access and disabled toilet access. We do not have a lift - if you have poor mobility and you feel you are unable to climb the stairs, please let Reception staff know, so arrangements can be made for you to be seen on the Ground Floor. If you have not mentioned this at the time of your appointment booking, please let reception staff know when you come to check-in.

## **DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.