

Useful Numbers & Websites:

Childline

0800 11 11 (24 hours)

www.childline.org.uk

Patient UK

www.patient.co.uk

FPA

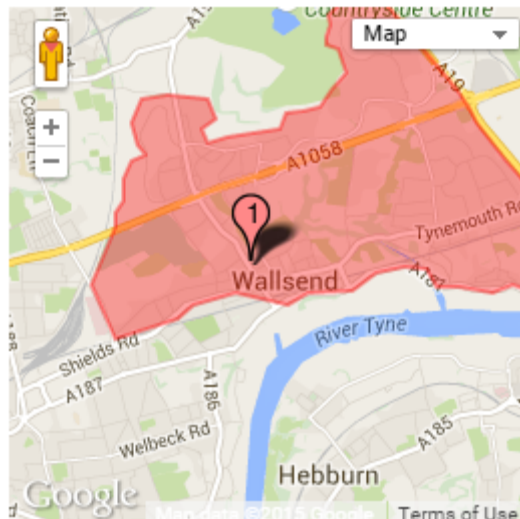
www.fpa.org.uk

Self harm

www.healthtalk.org/self-harm

Visit the practice website for further Useful links.

Where to find us:



PARK ROAD MEDICAL PRACTICE

93 Park Road

Wallsend

Tyne & Wear

NE28 7LP

Tel: 0191 2625680

Fax: 0191 2623646

www.parkroadpracticewallsend.nhs.uk



Aged 13-19?

Read Me!

Dr John Matthews



Dr Kate Carding



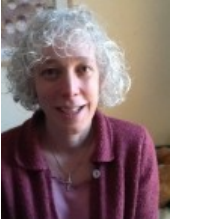
Dr Rachel Bailey



Dr Kerry Burnett



Dr Susan Clasper



Dr Victoria Taylor



You can make an appointment with any of our doctors

This leaflet has been designed to help YOU understand what services we can offer and what you can expect from us. This leaflet is intended for young people aged 13 – 19 years old. We provide healthcare to our patients in a respectful, confidential, non-judgemental and safe environment.

Confidentiality

We provide a confidential service to all our patients, including young people under the age of 16. This means that if you are deemed competent to be seen alone, you can be sure that anything you discuss with any member of the Practice – doctors, nurses or receptionists – will remain private.

The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm and we would try to discuss this with you first.

Emotional health

Everyone struggles to cope with their feelings sometimes. It's important to look after your emotional health as well as your physical health. Most importantly, ask for help when you need it – don't struggle on your own. Come and see a doctor and we'll listen to you and support you.

Sexual health

You can see a Doctor for advice about a range of issues such as contraception (including emergency contraception), sexually transmitted diseases and pregnancy testing. We are part of the C-card scheme so we can provide free condoms at reception or you can arrange to see one of our Practice Nurses.

Physical health

From short-term problems like earache to longer term health conditions such as asthma, we provide doctor and nursing services to keep you well.

For more information on our services see our website.

Making an appointment

Appointments can be booked via telephone or on-line by using Patient access if you have registered for this service. We aim to offer an appointment with a GP within 48 hours (unless it is more urgent) or a nurse within 24 hours. For an urgent appointment on the same day, please ring as early as possible. You can make an appointment with a nurse without seeing the doctor first. Appointments are available from 8:30am – 11:30am and from 2:00pm – 5:30pm. We also operate a late evening surgery once a week up to 9pm for those who cannot attend during normal working hours.

Wasted 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 patients as possible.

Telephone advice/consultations

Sometimes you may want to speak to a clinician, but don't need a face-to-face appointment. If you would like to talk to someone on the phone this can be arranged via reception staff.

Home visits

The doctor or nurse can visit patients who are seriously ill or who cannot leave the house. If you

need a home visit, it's best to phone the surgery before 10.00 am. Where possible, the doctor will speak to the patient over the phone before visiting or arranging for a district nurse to see the patient. Do please come to the surgery if at all possible. (A doctor can see 3-5 patients at the surgery in the time it takes him/her to visit one patient at home).

Can I bring someone with me?

Yes if you want to. If you prefer to bring a parent or a friend that's fine. You can also be seen alone if you would like.

Who will I see?

That's up to you. You can choose to see any of our doctors, though it's best if you try and see the same doctor each time. We have male and female doctors.

Our Practice Nurses are all female and offer a range of special services such as vaccinations and stopping smoking.

Will I have to say why I want an appointment?

No. But if you are not sure who you need to see then please ask.

Text reminders

You can choose to receive text reminders so you don't forget your appointment. Ask at reception or see our website for more details.