

TRAINING PRACTICE

The practice is a training practice for GPs. These are fully qualified registrars who are training to become GPs. We are also active in training 3rd & 5th year undergraduate medical students.

MEMBERS OF THE HEALTH CARE TEAM

Nurse Practitioners

Our Nurse Practitioners can treat a range of conditions, from acute illnesses through to more long term conditions. You cannot book directly with our Nurse Practitioners however a GP will transfer if it is appropriate.

Practice Nurses

They will help you with Chronic Disease Management, immunisations, HRT, smears, contraception, travel advice, health checks and advice on healthy lifestyle. Nursing appointments are available 8.00am - 6.00pm Monday to Friday with additional late appointments 2 days a week.

District Nurses

We have a team of District Nurses attached to the Practice. For patients unable to get to the surgery, a district nurse can call to dress wounds, remove stitches or give injections. They are able to nurse terminally ill patients in their own home and advise with the care of the chronically sick and elderly people at home (including problems of incontinence).

Health Visitors

Health Visitors have a nursing background, and are concerned primarily with the promotion of health across all age groups. They support and advise families and individuals registered with the Practice, and work closely with other members of the Primary Health Care Team. They can be contacted on 0191 6432229.

Midwives

Norah Lowe & Chris Durham are our midwives at the practice and they will guide you through a full ante natal program. Clinics are held here at the surgery.

PRACTICE AREA

Our boundary covers addresses in NE6, NE7 and NE28. For more information please ask at reception.

DISABLED ACCESS

The Health Centre provides full access for the disabled.

LOCAL HOSPITAL CASUALTY DEPARTMENTS

Northumbria Specialist Emergency Care Hospital
Northumbrian Rd, Cramlington, 0344 811 8111

Royal Victoria Infirmary
Queen Victoria Road, Newcastle upon Tyne, 0191 2336161

A&E may not always be the most suitable way to access treatment. Other options available are:

Ring the Surgery on 0191 2625252 for an appointment with a doctor. This may be the best option as we have your past medical records, and are committed to your ongoing health.

You can ring the Nurses here at the Surgery on 0191 2625252, for advice on a range of minor injuries.

Your local community pharmacist is a trained medical professional who can provide free advice on the best treatment for a wide range of illnesses and minor ailments.

North Tyneside General Hospital runs a 24-hour walk in service for minor illnesses or injuries. Their telephone number is 0344 811 8111 .

Battle Hill Health Centre runs a walk in service, open 8am to 8pm every day of the year for minor illnesses or injuries. Their phone number is 0191 2958520.

There is a minor injury walk in clinic at Shiremoor Health Resource Centre for people aged 17 and under Monday to Friday 9am to 6pm (last appointment 5.30pm & closed bank hols). They treat cuts, wounds, bruises, sprains, swelling and minor eye conditions. Their phone number is 0191 2979000.

The Molineux Street Walk in Centre in Byker is open 365 days a year from 8am to 8pm. They offer treatment for minor injuries and illnesses for anyone over the age of 2. Their phone number is 0191 2138566.

You can speak to a Health Visitor on 0191 2344882.

COMPLAINTS

If you have any concerns or complaints, please speak to, or telephone, the Practice Manager, Karen Iliadis. A copy of our complaints procedure is available from reception.

COMMENTS

We greatly welcome any comments you may have about the Health Centre. Please use the comments box in reception or visit www.pphc.info and click on the comments page.



**PORTUGAL PLACE
WALLSEND
NE28 6RZ**

Tel (0191) 2625252

Fax (0191) 2620241

Web www.pphc.info

Mon, Tues and Fri 8.00am - 6.00pm

Wed and Thurs 8.00am - 8.00pm

Dr. Caroline E. Fawcett

BMedSci. B.M. B.S. M.R.C.G.P.

Dr. Martin Wright

BMedSci. B.M. B.S. M.R.C.G.P.

Dr. Patricia Foxen

B.A. M.B. B.Chir.

Dr. Fraser G. Dickson

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Dr. Joo Li Ng

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Dr. Tamsin Scott

M.B. B.S BMedSci. M.R.C.G.P.

Dr. Nathalie Ellis

M.B B.S M.R.C.G.P.

Dr. Anna Carstairs (Salaried Doctor)

M.B B.S M.R.C.G.P.

If you require this publication in an alternative format please ask.

APPOINTMENTS

To make an appointment, please ring in or go online* and ask for an appointment with the doctor of your choice for that same day. If that doctor has no appointments available you should be able to book with another doctor. To guarantee a same day appointment, please ring in or use our online service as soon after 8am as you can. Alternatively, you can also choose to pre-book an appointment with the doctor of your choice for a date in the future if that is more convenient. You can pre-book appointments up to two weeks ahead.

Monday, Tuesday and Friday appointments are available 8.00am - 5.40pm. Wednesday and Thursday appointments are available from 8.00am - 7.30pm.

*We have an online booking system available to patients over 16. Please bring photographic I.D into the practice and you may register for this service which offers 24 hour access to our appointment system, repeat prescription ordering and the ability to view your medical record.

If your appointment is no longer necessary, or you cannot keep it, **YOU MUST CANCEL IT AS SOON AS POSSIBLE** in order that someone else can use it.

HOUSECALLS

Housecalls are only for patients who are too ill to come to the surgery. If you require a housecall, please put the request in BEFORE 10.30am and a Doctor will ring you back to discuss.

TELEPHONE CONSULTATIONS

If you do not need to be examined, then you could ask for a telephone consultation with a doctor. Telephone consultations are available Monday to Friday and can be booked by telephone or at reception each day.

WHEN THE HEALTH CENTRE IS CLOSED

If your problem is **URGENT BUT NOT LIFE THREATENING** please **TELEPHONE 111**. This connects you to NHS 111 who may offer telephone advice or they may ask you to attend a Primary care centre or arrange for a Doctor to visit. This is a service for urgent but not life threatening calls only, details of all calls are passed on to your usual doctor.

REPEAT PRESCRIPTIONS

Treatment is given by repeat prescription only after agreement with the Doctor. You can order a repeat prescription 24 hours a day either online or by telephoning 0191 2639458. You can also drop your filled in order form at reception or if you post your re-order form to us with a SAE, we will post your prescription back to you. Prescriptions will be ready for collection within 2 working days.

We also offer the Electronic Prescription Service. This service enables you to order your prescription as normal and you can then collect it directly from a pharmacy of your choice or a dispensing appliance contractor (if you use one), saving you time. It is completely free and you don't need a computer to access this service. Please ask at reception if you would like to sign up.

SPECIMENS

Clearly labelled specimens in the correct containers need to be handed in at reception before 4.00pm. Please ensure that you use the forms provided.

TEST RESULTS

The doctor/nurse will arrange with you how to get the results.

FAMILY PLANNING

Contraception advice is given by both doctors and nurses during normal surgery consultations. Coil fittings and implants are carried out after assessment. If you want to arrange this, please contact the practice to make an appointment.

SIX WEEK BABY CHECKS

Six week baby checks with the doctor are by appointment only, we will send an appointment letter to you in the post.

Please note that the Health Visitors run well baby clinics, for more details please ring 0191 6432229. Health Visitors will be available to discuss child care issues or health concerns and offer weighing and developmental checks. This is for well babies only; if your child is unwell please contact the surgery.

CERVICAL SMEARS

Smears are done by our Practice Nurses during their routine surgeries. Ask at reception for an appointment. We advise all women aged 25-65 to have a cervical smear every three to five years.

DIABETIC CLINIC

Dr. Fawcett, the Practice Nurses and Dietician hold clinics each Wednesday morning.

CHRONIC DISEASE MONITORING

Our Practice Nurses carry out annual reviews for patients with long-term conditions such as Respiratory or Heart problems. Invitation letters are sent out in the month before your birthday.

MINOR SURGERY CLINIC

These clinics are held by Drs. Wright, Fawcett and Carstairs where minor surgical procedures can be undertaken. Make an appointment with one of these GPs for assessment. Cryotherapy is now carried out by a trained practice nurse. Ask at reception for an appointment.

TRAVEL ADVICE

Before travelling abroad patients should make an appointment with the Practice Nurse who will advise on, and carry out, vaccinations. Please make these appointments at least two months before travel.

OTHER IN-HOUSE SERVICES

You can access our physiotherapy service direct, without having to see a doctor. For more information please ask a receptionist. For psychology, counselling and appointments with the Primary Care Mental Health Worker, please discuss any referral at an appointment with a doctor.

DENTAL PROBLEMS

For any dental problems including abscesses, please consult your usual dentist. Emergency dental care is also available; please ring NHS 111 for details of the local centre.

MEDICAL EXAMINATIONS

Some of the doctors do special medical examination such as Insurance, Employment and Driving Medicals. Please ask at reception for details of appointment details and fees.

NAMED GP

All patients have been allocated a named GP. This doctor will have overall responsibility for the care that the surgery provides. **You are still able to see any GP that you would like to.** For more information on how this is allocated please see the posters in reception or ask a receptionist.