

WELCOME TO GAS HOUSE LANE SURGERY

We do hope that this booklet will give to you all the information you need about our practice, the care we provide and how to make the most of our facilities.

Established at the turn of the century, we are the smallest practice in Morpeth. We aim to combine a high standard of medical care with a friendly and personal service. As well as the town of Morpeth, we cover many of the surrounding villages. We can offer a dispensing service to patients living in outlying areas whereby medication can be obtained direct from the surgery.

We are pleased to have had the opportunity to move into this purpose built facility which will give us the opportunity to develop the services we offer to our patients. We are committed to providing a high standard of medical care alongside a friendly and personal service. At the same time we will endeavour to work constructively with other practices and organisations to develop services for our patients.

OUR MISSION STATEMENT

Our goal is to provide easy access to a wide range of quality medical services. Everyone within our Primary Health Care Team is committed to providing the best care we possibly can. We will involve patients in making decision about their healthcare and will always take patients' opinions into account during treatment and when developing services.

We aim to treat all patients with dignity and respect, providing the same care irrespective of race, gender, religion, age or medical condition.

OUR PRIMARY HEALTH CARE TEAM

THE DOCTORS (Form a GP Partnership which is not Limited)

DR JOHN P J O'NEILL MB BS MRCGP DRCOG

DR JILL PEARSON MB BS MRCGP

DR PAUL EVANS MB BS MRCGP DRCOG

Dr O'Neill has responsibility and specific interest in the health and well-being of children, and undertakes Child Health Checks supported by Health Visitors and Nursing staff. He also offers minor surgery alongside our Practice Nurses.

Dr Pearson has a particular interest in Musculoskeletal disease. She also runs sessions in acupuncture at the surgery and minor surgery alongside our Practice Nurses.

Dr Evans has a particular interest in cardiovascular disease. In addition he is also involved in teaching Medical Students.

NURSE PRACTITIONER

SUE LEATHARD RMN RGN BSc (Hons) MSc

Our Nurse Practitioner offers a complementary service to the GPs. She has undergone advanced clinical training, enabling her to diagnose, treat and prescribe for any patient.

Sue has a particular interest in care of the elderly and she provides structured care to those patients in Nursing and Residential Homes.




PRACTICE NURSES





SISTER CHRISTINE RICHARDSON SRN SCM NDN

JANET DODDS RGN

LOUISE ROBINSON PHLEBOTOMIST

The practice nursing team provides a wide range of services, including:

-  All areas of health screening, particularly those associated with heart disease, asthma, diabetes and chronic kidney disease**
-  Blood and urine tests and blood pressure measurements**
-  Injections and vaccinations, including Childhood Imms**

-  **Travel clinics and advice**
-  **Cervical smear tests and family planning**
-  **Smoking cessation**
-  **Weight and Exercise advice**

PRACTICE MANAGER

SUSAN GUTHERSON MA MS

Susan is responsible for the management of the practice and is available to assist patients on non-clinical matters.

PRACTICE STAFF

ELAINE BRENNAN, LYNN ADAMS, KAREN DOUGLASS, JOANNE HODGE, KATH WALKER, JOAN MOLE, LINDA MABBOTT AND LOUISE ROBINSON

Reception staff will make appointments, prepare prescriptions, deal with requests for home visits and advice and handle all general enquiries.

Their aim is to provide a link with the doctor rather than a barrier and they are there to help you.

Their role is very busy and very demanding so please be patient.

ATTACHED STAFF – DISTRICT NURSES

Our District Nursing Team, led by Jane Bendelow, provides nursing care to patients in their own homes when too ill or frail to attend the surgery. They are expert in assessing the requirements of patients living in the community.

COMMUNITY MIDWIFE

Our midwife is responsible for ante natal and early post natal care. She organises parent classes, undertakes home visits and runs a

weekly ante natal clinic at the surgery, working alongside the doctors.

HEALTH VISITORS

Whilst our Health Visitors are based within the surgery, some of their time is spent visiting patients at home. Their particular responsibility lies in family health, especially the health care of the under 5's.

COMMUNITY PSYCHIATRIC NURSE


We have a CPN attached to the practice. If considered appropriate doctors may refer to the CPN who is fully qualified to offer counselling on mental health matters.

COUNSELLOR

We have a counsellor who works on-site offering support and advice to our patients.

OTHER AFFILIATED STAFF

There are other professionals working within the team at the Health Centre and these include: -

-  **Podiatrist**
-  **Counsellor**
-  **Dietitian**

Appointments can be arranged via the Doctors.

CONSULTATIONS WITH THE DOCTOR

SURGERY OPENING TIMES

THE SURGERY IS OPEN WEEKDAYS FROM 8.00am to 6.00pm.

For access to services during these hours please ring the main surgery telephone number and speak to one of our reception team who will be only too happy to help.

APPOINTMENTS

Consultations are by appointment only. Urgent appointments will always be accommodated on the same day but not necessarily with the doctor of your choice. Routine appointments can generally be booked up to 4 weeks in advance.

Appointments are of a 10-minute duration. If you feel that the problem(s) you are coming to discuss will take longer than 10 minutes then please inform the receptionist at the time of booking and you will be allocated a longer appointment.

If you are unable to keep an appointment then please advise a member of the reception team as soon as possible so that the appointment can be allocated to another patient.

EXTENDED HOURS

We offer a limited number of routine appointments outside normal surgery opening times to accommodate patients who find it difficult to attend due to work or other commitments. The surgery is only open for routine appointments during this time and only a limited reception service will be available. These appointments are generally available from 7am – contact reception for further information.

DISABLED ACCESS

Disabled access to the surgery is via the main practice entrance (automated door entry system). Once within the building lifts are available to the first floor area.

EMERGENCIES – OUT OF HOURS

An emergency Out Of Hours Service is provided when the surgery is closed: -

Monday to Friday: 6.30pm – 8am
Weekends (including Bank Holidays) Fri 6.30pm – Mon 8am

If you require Primary Care Services when your GP surgery is closed please telephone 01670 513657 and you will be given the Out of Hours Telephone Number.

Other useful addresses and telephone numbers: -

Local NHS Walk-in Centres

Westgate Walk in Centre	0191 2823000
Molineux Street, Byker	0191 2755863
Ponteland Road, Ponteland	0191 2719030

NHS Direct 0845 46 47

NHS Direct Online www.nhsdirect.nhs.uk

HOME VISITS

Home visits are specifically for our patients too ill to attend the surgery and those who are housebound. Please make requests for home visits by telephoning the surgery before 10.00am if at all possible. The receptionist may request details of the problem and this is to assist the doctors in planning their day.

Please remember that one home visit may take the time of four or five surgery consultations, therefore we do ask our patients to attend the practice if possible.

TELEPHONE ADVICE

We are happy to provide Telephone advice to patients during normal working hours. This would normally be after morning surgery and we ask that you telephone before 10.30am to request this, your details will then be passed to the Doctor or Nurse for them to return your call.

REPEAT PRESCRIPTIONS

Repeat prescriptions may be ordered by telephone or by calling at the surgery. The line is open daily from 08.30am – 5.00pm (the lines are generally more quiet after 11am).

Trained reception staff are responsible for issuing repeat prescriptions and they are then viewed and signed by a GP. Prescriptions will be ready for collection either at the surgery or at the chemist of your choice within 48 hours. Occasionally your doctor may ask to see you before issuing a repeat prescription in order to verify that the medication remains appropriate.

We also offer a system for ordering repeat medication electronically from home using your PC. Please ask for further details.

DISPENSING

DISPENSER – KATH WALKER

This practice is a dispensing practice. We can dispense medication to patients living in certain areas. Arrangements to request repeat medication for those patients we dispense to are as highlighted above.

The practice is open from 8.00am until 6.00pm every weekday and dispensing services are available during this time. There may be very limited occasions (due to unplanned/unexpected situations) when the service is unavailable. If this is the case you will be able to take your prescription to the chemist of your choice.

If you require medication in an emergency please contact the surgery and we will ensure that a prescription is issued, signed and available for you to take to the duty pharmacy.

TEST RESULTS

Patients having blood and other tests are quite understandably keen to know if there is anything wrong with the tests or not. Various tests take different times to come back: -

- Most blood tests are back in 1 – 2 days (although some more specific tests can take longer)**
- Urine samples generally take 3 – 4 days**

- Stool samples can take 3 – 4 days
- X-Rays can take up to 2 weeks

If there is immediate danger the lab will ring the surgery, which will then act on the result. Because of the volume of normal test results we do not routinely contact patients who have a normal result. You can contact the surgery after the times specified above and the reception staff will be able to inform you of the results. Telephone lines are busy first thing in the morning and you might find it of a benefit to ring after 10.30am.

IMPROVING ACCESS TO SERVICES – EMIS ACCESS

We have a service available whereby patients with Internet access can book appointments and order repeat prescriptions from home at any time of the day or night.

Please ask at reception for an application form for EMIS Access.

PATIENT QUESTIONNAIRES

GP Surgeries have been involved in a number of National Patient Surveys over the past years and the latest results are shown below: -

	Practice Score	National score
Satisfaction with phone access	99	87
Satisfaction with opening hours	88	82
Ability to get appt in 2 working days	93	87
Booking appts more than 2 days ahead	99	78
Seeing a specific GP	97	88
GP discussing choice of hospital	100	93

More recently we have set up a Patient Participation Group and results of the surveys can viewed on our Practice Website.

PRACTICE WEBSITE

We have our own Website where you can view practice information and can also access useful health information.

www.gashouselane.gpsurgery.net.

CLINICAL SERVICES

CHRONIC DISEASE CLINICS

These clinics provide structured care for patients diagnosed with coronary heart disease, stroke, hypertension and kidney disease. Patients will be invited to attend for an annual check each year with one of our Practice Nurses.

DIABETES

For our Diabetic patients we run specific clinics offering complete care within the practice setting. The clinics are run by the practice nursing team with assistance from a doctor and dietician. Patients are recalled to the clinics as necessary.

ASTHMA AND CHRONIC OBSTRUCTIVE PULMONARY DISEASE

Patients with Asthma and COPD are seen within normal Nurse Clinics. The nursing staff offer complete care within the practice setting. Patients are recalled to the clinics as necessary.

MATERNITY

Full maternity care is available. The practice holds antenatal clinics on a weekly basis run by our Midwife, with GP input when required. Post natal care is carried out by Dr O'Neill and Dr Pearson around six weeks after the birth in order to ensure that all is well and that contraceptive advice is available, if required.

CHILD HEALTH

We all want our children to develop normally; regular checks are made on the progress of your children by your doctor and by the Health Visitor. You will be sent appointments for these sessions throughout the child's pre-school years. The clinical team will generally assess growth and development of children and advise when immunisations are due.

Immunisation is most important to the health of your child. They can be protected against the serious diseases of tetanus, diphtheria, polio, whooping cough, measles, mumps, German measles and meningitis.

CONTRACEPTION

Confidential advice on all forms of contraception is available from all the doctors during normal surgery hours.

CERVICAL CYTOLOGY SCREENING

Prevention of cervical cancer is only possible with regular checks on all susceptible women. Our Practice Nurses will undertake cervical screening during normal surgery hours. You will be recalled at regular intervals in line with national protocol.

STOP SMOKING CLINIC

These clinics provide ONE TO ONE counselling and support for patients wishing to stop smoking.

IMMUNISATION AND TRAVEL VACCINATIONS

All adults should ensure that they have had polio and tetanus boosters. If in doubt, check with the Practice Nurse.

We run a travel clinic for advice and vaccinations. It is very important to safeguard health whilst abroad and we are pleased to advise on immunisations required. Please make an appointment well in advance of departure to see the Practice Nurse in order to establish an immunisation schedule.

INFLUENZA AND PNEUMOCOCCAL VACCINATIONS

It is important for all patients over 65 years of age and those with chronic conditions (Asthma, Diabetes, Heart Disease and Respiratory

disease) to have a Flu Vaccination on an annual basis. In addition this group of patients should have a Pneumococcal vaccination. Please contact the Practice Nurse for further advice.

Flu vaccinations are available in the Autumn of each year and Pneumococcol vaccinations are available at any time.

NEW PATIENT HEALTH CHECKS

All new patients who register at the surgery are entitled to a Health Check. For further information or to book an appointment please contact the surgery.

MINOR SURGERY

This service is available by arrangement with your Doctor. A range of procedures are available. These will include small “lumps and bumps”, freezing of warts and verrucae, and joint injections.

PRIVATE MEDICAL EXAMINATIONS

The doctors are available to carry out examinations and prepare reports. These may include life insurance assessment, pre-employment medicals, HGV, PSV and other driving medicals, holiday cancellation forms and BUPA/PPP claim forms.

These services are outside the scope of the NHS and a fee will therefore be appropriate.

YOUNG PEOPLE’S HEALTH

We welcome young people at Gas House Lane Surgery. We know that it is sometimes difficult for you to come to see us and we are trying to make things as easy as possible.

ALL CONSULTATIONS ARE CONFIDENTIAL. You can make an appointment in person by asking at reception or you can telephone 01670 513657. We will try to arrange appointments at a suitable time for you. You are welcome to come on your own, with a friend or a relative. If you are worried about sitting in reception, please tell the

receptionist and she can arrange for you to wait in a more private area.

Gas House Lane Surgery: -

- 1 Is trying to be friendly for Young People**
- 2 Is inviting patients who have just had their 16th birthday for a health check with the nurse**
- 3 Has both male and female doctors to choose from**

GENERAL INFORMATION

NEW REGISTRATIONS

We welcome new patients to our practice. Patients can register at the practice by completing the inside of their medical card or alternatively we can supply you with a registration form. Once completed we request that all new patients have a health check with the Practice Nurse with medical treatment being available from the date of registration.

ELECTRONIC TRANSFER OF PATIENT RECORDS

We now have the ability to send and receive Medical Records electronically. This is beneficial in that important clinical information reaches the practice generally the same working day as registration takes place (rather than weeks as can be the case when manual records only are transferred).

CHANGE OF ADDRESS/TELEPHONE NUMBER/PERSONAL CIRCUMSTANCES

It is essential that we maintain accurate and up-to-date records. We therefore urge you to advise the practice immediately should your personal circumstances change in any way

AMBULANCE BOOKING

Should you need to book an ambulance for a hospital appointment you will need to contact the ambulance call centre on 0191 215 1515.

INFORMATION THAT WE HOLD ABOUT YOU

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality. Your medical history is recorded on our computer system and in paper records, which are accessed by authorised users only. Other branches of the National Health Service may have access to your personal information from time to time for example, if you are receiving hospital treatment. If we are asked for a medical report, eg for insurance purposes, we will only produce this with your written consent. You have the right, subject to any limitation in law, to see your medical records. Please ask at reception. If however you require copies of your medical records then a charge will be made. Information can be found on the following website: www.informationcommissioner.gov.uk.

CONFIDENTIALITY

All staff working for, or attached to the surgery, must adhere to strict rules of confidentiality and we consider this to be of the utmost importance. We provide a confidential service to all our patients, including under 16s where appropriate. This means that you can tell others about your visit, but we won't. 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 very serious harm. We would always try to discuss this with you first. If you are being treated elsewhere – for example at a hospital – it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of staff.

COMMENTS/COMPLAINTS/COMPLIMENTS

We would like to hear what you have to say. If you have any suggestions for improving our service we would like to hear from you.

If you have a concern or a complaint of any nature, the practice has a complaints procedure and we always welcome the opportunity to deal with any part of our service that is causing you concern. Please either ask for information at reception or speak to the Practice Manager.

Please remember YOUR VIEWS COUNT.

VIOLENT OR ABUSIVE PATIENTS

This practice will not tolerate violence or abuse against its staff. In situations where we feel that threatening behaviour has occurred the individual concerned will be informed in writing of any action to be taken by the practice. Continued behaviour of this kind may result in removal from the practice list. In extreme cases, the police will be called and the patient involved will be removed from the practice list with immediate effect.

ADVICE ON THE TREATMENT OF MINOR ILLNESSES

For more information on minor illnesses you can access www.patient.co.uk or alternatively you can find help and guidance available on NHS Direct Online, www.nhsdirect.nhs.uk, Telephone 08454647.

AND FINALLY...

RIGHTS AND RESPONSIBILITIES OF PATIENTS

IT WOULD HELP US TO RUN THE SURGERY MORE EFFECTIVELY IF YOU COULD PLEASE:

- **Always keep your appointment if you can. If you can't attend for any reason please advise the practice as soon as possible in order that others can be seen.**
- **Check in at the reception desk on your arrival or use the automated self check-in.**

- **Ask for a longer appointment with the doctor if you feel that this is necessary. Hurried consultations are unsatisfactory.**
- **When a repeat prescription is required you can: -**
 - **Ring the surgery between the hours of 9.00am and 5pm.**
 - **Hand in the Right Hand Side of your prescription at the surgery**
 - **Order on-line using EMIS access**
- **Allow 48 hours for all prescriptions to be issued, checked, signed and safely dispensed.**
- **Respect others and be courteous to the staff.**
- **Co-operate in your medical care by keeping to the agreed treatment strategy.**
- **Advise us of any change in your circumstances.**
- **Only request a home visit when really necessary for medical reasons, giving sufficient information to staff so that doctors can visit patients in order of urgency.**
- **Observe the no smoking policy.**
- **Learn from the doctors, nurses and pharmacists how to look after yourself and deal with minor illnesses in the future.**

HELP YOURSELF TO HEALTH

- **Be a non-smoker.**
- **Be of a reasonable weight.**
- **Take regular exercise (20/30 minutes, 2 or 3 times per week).**
- **Eat a high fibre/low fat diet.**
- **Take alcohol only in moderation.**
- **Avoid excessive exposure to the sun.**

YOU HAVE THE RIGHT TO

- **Express a preference to receive services from a particular practitioner. We will endeavour to comply with any reasonable preference.**
- **Receive a new patient health check on registering with the practice.**
- **If you are between the age of 16 and 74 and have not attended a consultation/clinic appointment within the last 3 years, you can request a consultation at which the practice will make such**

inquiries/examinations as appear to be appropriate under the circumstances.

- **If you are over 75 and have not attended for a consultation in the last 12 months you can request such a consultation. This can take place in the patient's home if the patient is housebound and unable to attend the surgery.**

Patients should apply to join the practice list either by completing an application form or by presenting a medical card. The practice will only refuse an application if they have reasonable grounds for doing so. If an application to join the list is refused then the practice will notify the applicant of the decision and the reasons for that decision within 14 days.

• **USEFUL TELEPHONE NUMBERS**

Morpeth Cottage Hospital:	0844 8118111
Wansbeck General Hospital:	0844 811 8111
Newcastle Hospitals: (Freeman, General, RVI)	0191 2336161
North Tyneside Hospital:	0844 811 8111
Queen Elizabeth Hospital – Gateshead:	0191 4820000
St Georges Hospital:	0844 8115522
Community Psychiatric Nurses:	01670 395830 01670 844700
Northumberland Care Trust:	01670 394400
Social Services:	01670 516 131
Registrar of Births and Deaths:	01670 513232
Citizens Advice:	01670 516264
Age Concern:	01670 504893
CRUSE (Bereavement Counselling):	0844 4779400
Samaritans:	01670 814 222
Rape Crisis Centre: Women’s Rape Survival Helpline	0191 2220272 0800 0352794
NHS Direct:	0845 46 47
NHS Direct Online: www.nhsdirect.nhs.uk/	
NHS Walk In Centre (Newcastle General)	0191 256 3163