**For appointments and general enquiries:**

Line 1: 0191 4028078

Line 2: 0191 4028079

**Opening times:**

|  |  |
| --- | --- |
| Monday  | 8:30am-6:00pm  |
| Tuesday | 8:30am-6:00pm |
| Wednesday  | 8:30am-6:00pm |
| Thursday  | 8:30am-6:00pm |
| Friday  | 8:30am-6:00pm |

(Telephone answering is from 8:00am weekdays)

**Practice Catchment Area/Registration**

Our practice area is NE32 postcode (you must live within this postcode to register with our practice). Apply in person to reception and ask for an application pack.

**Practice Location**

We are easily reached from the bus station adjacent to the hospital or the metro. Car parking is usually available close to the hospital.

**Emergency Calls**

During office hours, the Duty Doctor deals with Urgent calls.

If you have a **medical emergency** please Dial 999 for an ambulance.

If you need medical advice but it is not a medical emergency, please ring **NHS 111**

**THIS INFORMATION LEAFLET IS AVAILABLE IN EASY READ, PLEASE AS A MEMBER OF OUR TEAM.**

**Important changes to how our practice works:**

When you contact the surgery, our trained reception team will ask for some brief information about your medical problem so that we can signpost you to the correct clinician/service first time around to avoid any delay in treatment. We are now able to offer a range of clinicians and services to meet your medical needs:

**General practitioner (doctor)** for complex medical

problems

**Advanced Clinic practitioner** for moderate/complex

medical problems

**Nurse Practitioner** for moderate/minor medical

problems

**Practice Nurse** for routine health checks, long term

condition reviews, screening, and vaccinations

**Pharmacy** we can refer you to your local pharmacy

for minor medical problems

**Physiotherapists** we can book you directly in with a physiotherapist for joint/muscular pain

**Social Prescribers** we can refer you for non-medical support

**Mental Health Practitioners** we can book you directly in with a mental health practitioner for mental health support

**Dementia Nurses** we can refer those patients with dementia/awaiting diagnosis for support.

**Podiatry** for foot problems

 **Appointments**

We operate an appointment system with morning and afternoon surgeries with both face to face and telephone consultations available. These can be booked via reception as well as online via the NHS App/Patient access. Online consultations are available via our website. Video consultations can be booked upon request. The clinicians work together, and you may choose to see the clinician of your choice. However, this may not always be possible, for example, during holidays or if you have an urgent problem. For continuing problems, it helps to see the same clinician. Appointment slots are 10 minutes, if you feel you need longer with the clinician, or have more than one problem to discuss, please ask the receptionist for a double appointment. Please remember to cancel your appointments if they are no longer needed.

**South Tyneside Health Collaboration**

Patients registered with this practice can obtain late evening, weekend and bank holiday appointments. To find out more ask at reception or visit www.healthcollaboration.co.uk

**Home Visits**

Please help us by coming to the surgery whenever possible. If you require a home visit please telephone before **10.30 am** and give the receptionist some information on the medical problem so that this can be triaged by out clinicians accordingly.

**Test Results**

For test results please contact reception.

**Repeat Prescriptions**

We require 48 hours to process a repeat prescription. However, medications that are not on repeat may take longer to process. Prescriptions can be ordered as follows:

· Online via patient access—please ask at reception

· Contact your pharmacy to order on your behalf.

· Post your request to us

· Call at the surgery and complete a request slip.

It is very important that we are given the correct name, strength and dosage of each item requested. From time to time you may be asked to make an appointment with the doctor or practice pharmacist to review your treatment.

**We provide the following additional services, by appointment:**

· Contraception, HRT and cervical screening

· Year of care long term condition reviews

 clinics

· Antenatal Clinic/Postnatal Care

· Older Person Health Check

· Travel Advice and Immunisations

· Minor Surgery

· New Patient Checks

· Smoking Cessation

· Carer's health check

· We are young person friendly

**Teaching**

The practice occasionally provides training for student doctors and nurses. This means that from time to time there may be someone else sitting in on patient consultations. This is a necessary and important part of their training and confidentiality is paramount. Consent will be sought on an individual basis.

**Text Service**

The practice uses a texting service to communicate with patients. If you wish to opt out of this service, please inform reception

**Communication needs**

Please inform reception of any communication needs you may have

 **Named GP**

All patients have a named GP, if you are unsure of who your named GP is please ask the receptionist.

**The Practice Team**

# GP Partners

Dr Angus Dowsett Male MB BS 1980

Dr Karen Overs Female MB BS 1980, MRCGP, FSRH Diploma

We have a range of qualified clinicians and a team of administrative staff. Please see our website link below for full details on the practice team, we also have a "meet the team" display in the waiting area:

<https://dowsettandovers.nhs.uk/team/>

# **Patient Rights and Responsibilities**

Please use the NHS responsibly, please inform us if you are unable to attend your appointment so that it can be offered to another patient. Failure to attend appointments without explanation may lead to your removal from the practice list.

It is important for patients to keep your contact information up to date, please inform the surgery of any change of address, or contact telephone number.

Please always supervise children on our premises.

We are registered under the Data Protection Act and no information is given to anyone without your permission. Confidentiality applies to everyone.

 A chaperone can be provided for examinations, on request.

 The Practice Premises have suitable access for all disabled patients.

Should any patient be violent or abusive to any member of the practice they will be removed from our list.

If you have a comment or complaint, please ask for our Practice Manager, who will be happy to discuss our complaints policy.

 ***PALS (Patient Advice and Liaison Service)***

Patient Advice and Liaison Service

We are here to help with any issues relating to primary care services

If you need information, advice or support please contact:

Free phone 0800 0320202