

Teaching practice

The practice is a teaching practice and occasionally students may, as part of their training, be required to sit in with their trainer during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

If you do not attend your new patient appointment, without cancelling in advance, you may be removed from our practice waiting list and you will need to register elsewhere. We will consider this as a breakdown of relationship between the patient and the practice and registration will be refused on that basis.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. It is not always possible to offer appointments with the same GP, however, we will try to accommodate this when it is possible. All patients will be assigned an accountable GP when they register.

You may need a health check when you join the practice for the first time if you are not joining us after leaving another UK practice (see the practice website for a full list of your rights and responsibilities).

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Weight/diet advice**- Our practice nurses can give advice, leaflets, support and monitor weight loss on a monthly basis.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma/ COPD, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – NHS Health checks are available for adult patients aged 40 to 74 years who do not have a pre-existing health condition and patients aged 75 years and over, especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Mon–Friday	8.30am	6pm
Saturday	Closed	Closed
Sunday	Closed	Closed

170 West Road, NE4 9QB

Extended hours: We have extended access outside of core opening hours, so you may be offered an appointment outside of these times.

We offer Nurse clinics from 7am Monday to Friday. We have a consult service where you can contact us online via our website and receive a response by the end of the next working day. E consults are reviewed by a doctor and if you need an appointment or treatment, they will arrange that. This is an excellent way to get a doctors advice without ringing the practice in the morning.

Are you using the right service?

<p>SELF-CARE</p>  <p>What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p>  <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p>NHS 111 (24/7)</p>  <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
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<p>GP ADVICE</p>  <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p>  <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p>  <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Patient Information Leaflet



West Road Medical Centre is a partnership providing NHS Services under an NHS England General Medical Services Contract.

170 West Road
Newcastle upon Tyne
NE4 9QB

Telephone No. 0191 2822890
Email address: west.road@nhs.net
Website: westroadmedicalcentre.co.uk

GP services are provided to the following areas:



Further information can be sought from www.nhs.uk

The practice team

This practice operates under a GMS partnership agreement and provide services on behalf of the NHS.

Partners

Dr Duncan

Dr Longworth

Dr Howe

Salaried GPs

Dr Ho

Dr Savage

Dr Siddharth

Dr Ansari

Dr Telford

Dr Ward

Dr Chandu

Nurses

Becky (Lead Nurse)

Clare (Nurse Practitioner)

Paul (Trainee Advanced Clinical Practitioner)

Anabelle

Vanessa

Judith

Other healthcare staff

Ashleigh (HCA)

Nicole (Social Prescribing Link worker)

Emily (Apprentice Trainee Nurse Associate)

Practice manager

Tracy

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at westroadmedicalcentre.co.uk to submit an e consult and you will receive a response by the end of the next working day.

Should you be unable to access the website, or your query cannot wait, please ring 0191 2822890 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need. **We are not an emergency service.**

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at <https://www.westroadmedicalcentre.co.uk/ppg.php>

Alternatively, contact Kaddie Blakey who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

West Road Medical Centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our social media and within the practice.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located outside next to the main surgery entrance, or via the red box inside the main reception area.
- Online – Please log in and order via the NHS app.

PLEASE NOTE: We no longer accept prescription requests over the phone. Please order your medication using one of the two options above.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions, and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. Ask for a comments form at reception.

Our complaints leaflet is available upon request.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a home visit. A clinician will then telephone you to discuss your request.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Tests and Results

There is a result line between 10am and 12 noon Monday to Friday. Please telephone 0191 2822890 and select 'test results' option from the menu.

Please note that our receptionists do not give out test results.

You may be asked to make an appointment to see the doctor who requested the test.

For confidentiality purposes, test results will only be given to the patient.

Fit notes and non-NHS work

Please note, Fit Notes are not NHS work and can take up to 5 working days to be completed from the date of submission.

If you are requesting an extension on an existing Fit Note, you may be asked to arrange a review appointment with a GP before another Fit Note can be issued.

All other non-NHS work will be completed within specific timescales. Our staff will give you a set timescale when you submit your request.

Pharmacy First

We regularly use Pharmacy First, an NHS and Government collaboration with Community Pharmacy England (CPE) who provide NHS-funded treatment and advice, where clinically appropriate, for a range of symptoms and conditions. This includes, but is not limited to, sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles, and uncomplicated urinary tract infections in women.

You may automatically be referred to your nominated pharmacy using Pharmacy First if you fit the criteria.

You will hear from the pharmacy within 24 hours and receive a local consultation for minor ailments by Community Pharmacists.

Your responsibilities

Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.

Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. Please act respectfully towards our premises. Please don't arrive too early for your appointment or stay afterwards so that there is enough room for the patients after you. Please don't go into doctors rooms without being asked and respect staff space. You should recognise that abusive, intimidating, disruptive and violent behaviour could result in you being refused access to NHS services.

Please provide accurate information about your health, condition and status.

Please keep appointments or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

Please follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.

Please participate in important public health programmes such as vaccination.

Patient Social Media Guidance

At West Road Medical Centre, we have a Facebook and an X page both of which provide a range of useful information for our patient population. There are also pages about us on google reviews and NHS choices.

This organisation has a duty to maintain patient confidentiality and to safeguard vulnerable patients. You can help us to achieve this by adhering to the code of conduct outlined in this guidance.

Patients at West Road Medical Centre are expected to always adhere to the following code of conduct:

1. The organisation requires all users of portable devices to use them in a courteous and considerate manner, respecting their fellow patients. Portable devices are not to be used during consultations, except when agreed with your clinician.
2. Patients are not permitted to disclose any patient-identifiable information about other patients unless they have the express consent of that patient.
3. Whilst not encouraged, patients may record their consultation but this should be agreed with your clinician. This recording will solely be for your own purpose.
4. Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful. Any such posts on the organisation any of our platforms or on review sites will be monitored and action will be taken about any harassment, offensive comments or inappropriate content. Malicious or offensive posts which are not taken down by a patient could result in that patient being removed from our list.
5. Patients are not permitted to take photographs in the waiting room or areas where other patients are present, nor are photographs of staff permitted to be taken.

6. Patients must not post comments on social media that identify any staff. As above, anything that is offensive, malicious, harassing or otherwise detrimental to our staff will be reported and might result in the patient being removed from the list.
7. Defamatory comments about our team are not to be shared on any social media platform. Legal advice may be sought and the appropriate action taken against any patient who posts defamatory comments.

Patient complaints on social media

We have a separate complaints policy which patients are to use should they wish to make a complaint. We will only respond to complaints made to the organisation in accordance with the organisation's policy.

Complaints submitted on review sites or social media **can not** be investigated. Patients should follow the complaints process.