

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

Opening hours

Mon–Friday	7.00am	6.30pm
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.

A doctor may not always available at these times and clinical concerns will be responded to within one working day. In case of emergencies, please call 999 if urgent.

We offer Nurse clinics from 7am Monday to Friday. Patients requesting a doctor's appointment or administrative help will need to submit an eConsult online consultation instead of phoning the practice. A doctor will review all eConsult requests on the same day. If you need to be seen, the doctor will arrange this.

You contact us online via our website or the NHS app.

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.

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 have an existing health condition or take regular medication, you must attend a new patient appointment before your registration is complete.

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.

All new patients are welcome to book a new patient healthcheck irrespective of whether they have an existing health condition or take regular medication.

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).

Are you using the right service?

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

The practice team

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

Partners

Dr Longworth

Dr Howe

Salaried GPs

Dr Ho

Dr Savage

Dr Siddharth

Dr Ansari

Dr Telford

Dr Chandry

Dr Al-Khabouri

Doctor in Training

Nurses

Becky (Lead Nurse and Advanced Nurse Practitioner)

Clare (Nurse Practitioner)

Paul (Advanced Clinical Practitioner)

Anabelle

Vanessa

Judith

Other healthcare staff

Ashleigh (HCA)

Nicole (Social Prescribing Link worker)

Practice manager

Tracy

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff, submit an eConsult via the NHS app or through our website. You will receive a response by the end of the next working day. If you feel unable to do this, please tell a receptionist.

To access any of our other practice services, please log on to the practice website at www.westroadmedical.co.uk

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 submit an eConsult requesting a home visit. Alternatively, contact our reception team who will assist you with your request. 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

To request a Fit Note, please complete an eConsult via our website or the NHS app.

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 page which provides 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:

3. 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.
4. Patients are not permitted to disclose any patient-identifiable information about other patients unless they have the express consent of that patient.
5. 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.
6. 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.
7. 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.

1. 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.
2. 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.

New Patient Charter

Welcome to West Road Medical Centre. We hope you find our team helpful and welcoming.

This is our **Patient Charter**. It explains:

- What we expect from you as a patient
- What you can expect from us

Our Commitment

We will treat everyone with respect and dignity.

We do **not** tolerate discrimination, abuse, intimidation, or aggression towards staff or other patients.

If this happens, you may be removed from our patient list.

If you have any problems with our team, please tell us.

You can find information about complaints:

- On our website
- In the practice leaflet you received when you registered

What We Ask From You

Please:

- Be polite and respectful to staff and other patients
- Do **not** make abusive or discriminatory remarks about:
 - Age
 - Disability
 - Gender identity
 - Marriage or civil partnership
 - Pregnancy
 - Race
 - Religion or belief
 - Sex
 - Sexual orientation
- Do **not** use threatening or violent behaviour

- Use our services responsibly:
 - Take responsibility for your own health and wellbeing
 - Book appointments according to practice policy
 - Only request urgent appointments for genuine urgent needs
 - Attend remote appointments when offered
 - Come to the surgery when needed, if you are able
 - Arrive on time for appointments
 - Cancel appointments you no longer need
 - Order repeat prescriptions in good time and in one request
 - Do not book appointments for minor illnesses that can be treated at home
 - Raise only genuine concerns or complaints
- Respect our premises and property
- Visit the surgery only for healthcare purposes

What You Can Expect From Us

We will:

- Provide services with respect, dignity, and confidentiality
- Investigate and respond to any concerns or complaints you raise

Accessible Information

If you need this information in another format (for example, large print, or Easy Read), please tell us.

You can:

- Call us
- Email us
- Ask at reception