

Crowhall Medical Group

Crowhall Medical Group
Stephenson Terrace
Felling
Gateshead, NE10 9QG

Telephone: 0191 469 9391

Fax: 0191 438 4661

Website www.CrowhallMedicalGroup.nhs.uk

When the surgery is closed call 0191 469 9391

Crowhall Medical Group

The doctors and staff at Crowhall Medical Group in Gateshead are proud to offer the highest standard of patient-centred healthcare.

We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups. The building is fully accessible for disabled patients.

All patients have an allocated GP if you would like to know the name of your allocated GP please ask at Reception

Please have a look around and do send us some feedback if you like.

Patient Participation Group - 2015/2016 Update...Find out more

CQC Report

Practice Leaflet

Consulting Hours

	Times
Monday	07:30 - 18:00
Tuesday	07:30 - 18:00
Wednesday	07:30 - 18:00
Thursday	07:30 - 18:00
Friday	08:00 - 18:00

Weekend *closed*

Please note the answerphone will be in operation for the lunchtime period between 12:30 and 2.00pm

The Surgery remains open during this time.

When We Are Closed

For an urgent medical matter telephone please contact NHS 111 by dialling 111 on your telephone keypad.

Gateshead Urgent Care Centre is based within Queen Elizabeth Hospital in Gateshead and is open from 7am until 10pm.

NHS Direct

In the case of urgent need when the practice is closed you can call NHS Direct (www.nhsdirect.nhs.uk/) (0845 4647) to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

Opening Times

	Times
Monday	07:30 - 18:00
Tuesday	07:30 - 18:00
Wednesday	07:30 - 18:00
Thursday	07:30 - 18:00
Friday	08:00 - 18:00
Weekend	<i>closed</i>

Appointments

Please call our main number (0191 4699391) to book your appointment.

You may book routine appointments in advance.

We also provide a number of appointments each day which are for emergencies.

You have a right to express a preference of practitioner and we will do our best to give you an appointment with the Doctor of your choice. Should your preferred Doctor not have a free appointment you will be offered an appointment with one of the other GPs in the practice.

You will never be refused to see a Doctor if one is available. If you no longer need your appointment please let us know.

Please remember that appointments are for ONE person only. If you feel your consultation may be lengthy, ask the Receptionist for a DOUBLE APPOINTMENT when you book.

Home Visits

If possible please try to telephone reception before 10:30 if you require a home visit.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

Repeat Prescriptions

Electronic Prescribing EPS2 4/6/2015

We are now offering electronic prescribing. If you wish to use this service you need to nominate a pharmacy to dispense your medication. You may do this by contacting either your pharmacy of choice or your GP practice. Once you have nominated your Pharmacy you will order your repeat prescription in the usual way from the surgery by automated telephone line, in person, on line or by fax. Once signed the prescription will go automatically to your pharmacy and you will collect the medication directly from them. This means you will not need to return to the practice to pick up your prescription.

It takes two working days to process a prescription, collection for non electronic scripts should be after 2pm from the surgery. For electronic scripts it will be 48hrs process time and then you will collect from your nominated Pharmacy. You will only be allowed six repeats and then you will have to see a GP for a review of medication.

Medication Reviews

Patients on repeat medication will be asked to see either a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications.

Please allow two full working days between requesting and collecting your medication.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £8.80
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website (www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.

Clinics & Services

Late arrival policy

Please be aware that a GP appointment is ten minutes long, if you arrive late you will only be seen for the remainder of your appointment time.

Patients who arrive more than ten minutes late will be asked to re-schedule their appointment.

The Surgery provides the following services for all registered patients:

Help staying healthy

- Advice on preventing illness
- Advice on managing a long-term health condition
- Cervical screening (smear tests)

- Contraceptive services (emergency and routine)
- Childhood immunisations
- Specialist services

- Womens' health
- Mens' health
- Child health
- Cardiovascular care including:
 - anticoagulant dosing
 - ischaemic heart disease screening, prevention and management
 - other circulatory disease screening, prevention and management
- Treatment for minor injuries and illnesses including wounds, cuts, bruises, sprains, strains and minor burns.
- Pregnancy testing
- Antenatal (pregnancy) care
- Smoking cessation service
- Diabetes clinic
- Chronic obstructive pulmonary disease (COPD) clinic
- Asthma clinic
- Chronic kidney disease monitoring
- Palliative (end of life) care
- Health screening
- Cholesterol and blood sugar testing
- Blood pressure checks

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdf).

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website
(www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Illorinjured/DG_175850) (where this information was sourced)

Urinalysis

We are now testing urine for infection in the surgery. If you think you may have a urine infection please follow the steps below:

- Collect the appropriate sample bottle from reception.
- Make sure you label the bottle correctly with your name, date of birth and date and time of the sample.
- Hand the sample back to the receptionist, you may be asked to complete a short form asking the reason for the test.

Test Results

Test results may be obtained by selecting the relevant option on the telephone system between 2pm and 6pm.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Blood Tests

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example, a blood test can be used to:

- assess your general state of health
- confirm the presence of a bacterial or viral infection
- see how well certain organs, such as the liver and kidneys, are functioning

A blood test usually involves the phlebotomist taking a blood sample from a blood vessel in your arm. and the usual place for a sample is the inside of the elbow or wrist, where the veins are relatively close to the surface. Blood samples from children are most commonly taken from the back of the hand. The child's hand will be anaesthetised (numbed) with a special cream before the sample is taken.

You can find out more about blood tests, their purpose and the way they are performed on the NHS Choices website.

X-Ray

An X-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones, such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

If you have a X-ray, you will be asked to lie on a table or stand against a surface so that the part of your body being X-rayed is between the X-ray tube and the photographic plate.

An X-ray is usually carried out by a radiographer, a healthcare professional who specialises in using imaging technology, such as X-rays and ultrasound scanners.

You can find out more about x-ray tests, how they are performed, their function and the risks by visiting the NHS Choices website.

Registration

New Patient Registration

We are currently accepting new patients

How to register

Anyone wishing to join the practice will have the option to see the Health Care Assistant for a health check.

It will be at the doctors discretion whether a patient is accepted or not.

Catchment Area

The practice covers the following areas:

- Bensham
- Team Valley
- Chowdene
- Harlow Green
- Wrekenton
- Sheriff Hill
- Windy Nook
- Old Fold
- Leam Lane
- Wardley
- Felling
- Deckham
- Mount Pleasant

- Heworth

Medical treatment is available from the date of registration. Please contact reception for further information.

Registering Online

Online 'pre-registration' with the practice

If you wish to pre-register click on the link below to open the form. When you have completed all of the details, click on the "Send" button to mail your form to us.

PLEASE NOTE YOU MUST CONTACT THE SURGERY TO MAKE AN APPOINTMENT WITH THE HEALTHCARE ASSISTANT TO COMPLETE YOUR REGISTRATION.

When you visit the surgery for the first time you will be asked to sign the form to confirm that the details are correct.

Pre-registration Form

When you register you will also be asked to fill out a medical questionnaire. This is because it can take a considerable time for us to receive your medical records. There is an online version of this file too, which you may fill out and send to us. When you come to the surgery you will be asked to sign this form to confirm that the details are correct.

Online medical questionnaire for new patients

Note that by sending the form you will be transmitting information about your self across the Internet and although every effort is made to keep this information secure, no guarantee can be offered in this respect.

Alternatively you may print off a registration form, fill it out and bring it in with you on your first visit to the practice.

Registration Form

GDPR

What is GDPR

GDPR Patient Information Poster

Fair Processing Notice

GDPR Prescription Poster

Patient Participation Report

- **We have established a small patient participation group. We have contacted the patients for their views and suggestions for the improvement of our existing services.**
- **From the information we have gathered we have designed a local survey to reflect the areas which we feel are our priorities. The survey is available here on the website and will also be promoted in the waiting area of the Practice to gain the views of the wider practice population.**
- **When we have all the information available to us we will publish the results on the website and an action plan will be implemented.**

The Patient Participation group consists of twelve patients at present, six male and six female; we are hoping this number will increase over the coming year. The ages vary between 35 years and 65 years and we need to involve the younger age groups, 16 years to 35 years and also the over 65's as their views are important to us. If you are in either of these groups we would appreciate your input.

We are committed to improving the health of the people of Gateshead and gaining the views of the patient population will help us to establish what is needed most in the Practice.

March 2013 - Update of our progress

Based on the information gathered from our local survey both on line and through questionnaires handed out in our waiting area, we established that access was the main concern. We have changed the appointment system to try to give more access to our patients. We have excluded the "Book on Day" appointments and added four "Emergency Appointment" slots for each GP session and all other appointments are routine and can be booked in advance. We have written to our Patient Participation Group to inform them of the changes we have made since the results of the survey. We have introduced a comments box at Reception to enable us to gather ideas, comments and suggestions, good and bad, from our patient population.

Since we established our Patient Participation Group the number of members has risen from 12 to 15 and the group have assisted us by giving their opinions and also completing a survey on "Decision Making" produced by our Clinical Commissioning Group.

During the course of the next twelve months we will look at improving our telephone access especially in the mornings as our survey reflects that this is the most difficult time to make contact with the Practice.

As always our greatest priority is to look after the health of our patients and to provide an excellent service. The PPG helps us to do this by inputting their suggestions with regard to the running of the practice and the services we provide.

If you would like to join our group the details are here on the website.

Update of the progress of our Patient Participation Group 2013/14
 During 2013/14 we have increased the membership of our PPG to seventeen;
 ten females and seven males.

Total Patient Representatives		
Age Bands	Male	Female
16 - 24	0	0
26 - 44	1	0
45 - 64	3	5
65 - 74	3	5
75 +	0	0

During February and March we conducted a local survey in the waiting area, on our website and by post to include the following questions:

“Have you ever served in the Armed Services” and “Are you a Carer.”

We discussed these questions and thought they were very pertinent as we had not included them in previous surveys and we have a large number of unidentified Veterans in the Gateshead area who may be entitled to services they are not accessing at the present time. By highlighting their medical records we can give them the relevant advice when they routinely see a Clinician. We have included the question “Have you ever served in the Armed Forces” in our New Patient Questionnaire to ensure that we are aware of any Veterans who are new to our Practice.

The same applies with Carers. We have found that a lot of patients care for family members however they do not class themselves as carers as they tend to think that a carer is someone who is paid to look after people ie Nursing Home Staff. We are trying to identify and highlight their medical records to enable us to offer the extra support they may need for themselves whilst coping with their difficult and demanding role. We can direct them to a number of services and support groups such as Gateshead Carers, Crossroads etc. which may significantly improve their day to day life.

Our PPG have been very helpful in giving us their opinions and comments with regard to services and general everyday issues. The comments box which we introduced last year has also been most informative. From our survey and from the comments box in the waiting area we know that we still have to work on access especially by telephone generally in the mornings and over the course of the next twelve months we will continue to monitor this and try to improve the situation. Last October we had a CQC “Care Quality Commission” inspection and the Practice was one of the first 5% to undergo inspection. We were able to contact the PPG members and ask for their input so that CQC could talk to them and gain their opinions on the Practice. They also spoke to the patients in the waiting area asking them about the service they had received. The comments received were constructive and encouraging.

We will try to increase the number of Patient Participation Group members over the next twelve months and are hoping to get some young people and patients in minority groups involved as their opinions would be greatly appreciated. If you have an interest in becoming involved please complete the form on the website or contact Reception.

Update of our progress 2015/16

We have completed a patient survey and the following results were noted and actions implemented:

Survey results 2015/16

Our virtual patient participation group continues to grow and we hope to involve patients in face to face meetings 6 monthly meetings over the course of the next year. The comments we have received not only from the group but from all of our registered patients are always appreciated and taken into consideration at our regular practice meetings. The information we have gathered via surveys has helped identify veterans and carers over the whole of the Gateshead area and we have been able to record the information on their notes to allow the clinicians to signpost them to a number of resources geared towards their needs. Patients are encouraged to ask the reception staff about signing up for patient access, they will be given details on how to log into the system. At present they can order prescriptions, see adverse reactions/allergies and by the end of March will be able to see their coded data i.e. diagnosed problems.

Update 2016/17

Towards the end of 2016 we held a face to face meeting with our patient participation group, this was the first meeting of this type. Although we had a very limited attendance we did feel that the meeting was beneficial and we intend to invite patients in every three months for discussions around the services we provide, appointment system and any new information relevant to our patient population.

Practice Policies

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Staff Details

Doctors

Dr Dawn Ann Smith	MBBS 1987 Newcastle DROG MRCGP Lead in Business, Finance, Mental Health, Dementia and Learning disabilities
Dr Fozia Shah	MbCHB MRCP MRCGP Post graduate Diploma in Diabetes Diabetic Lead, Long Term Conditions, care of the elderly
Dr Sabeen Ali	MRCGPSalaried GP

Nurses

Sister Sonia Waterston- Nurse Prescriber

Nurse Julie Maddison

Nurse Mrs Alix McIvor

Paramedic Practitioner

Kevin Monaghan

Healthcare Assistants

Mrs Margaret Giles – Phlebotomist

Miss Samantha Iveson - Phlebotomist

Practice Management

Mrs Elizabeth Elliott – Practice Manager

Mrs Margaret Denholm – Deputy Practice Manager

Administration

Mrs Carole Bright

Mrs Carol McGregor

Mrs Kathleen Lemm

Miss Helene Lambert

Mrs Ann Bowmaker

Mrs Nicola Appleby

Jenny Packer

Secretaries

Mrs Loraine Moyle