

Find us at...



Benfield Healthcare & Diagnostic Centre

Benfield Road,
Newcastle upon Tyne,
NE6 4QD

(Branch Site) Molineux Street NHS Centre

Byker,
Newcastle upon Tyne,
NE6 1SG

t: 0191 282 1010

Repeat Prescription: 0191 282 1010 (option 2)

f: 0191 276 5731

e: benfieldpark.medicalgroup@nhs.net

w: www.benfieldparkmedicalgroup.co.uk

Benfield Park Medical Group

Patient Information Leaflet

GP Partners

Dr Paul NETTS

MBChB, DCH, MRCP (Leeds 1988)

Dr Thomas COULTHARD

MBChB, MSc, MRCP (Birmingham 2004)

Dr Sian WILLIAMS

MBBCh, MRCPCH, MRCP (Wales 1998)

Dr Julian RALPH

MBBS, MRCS, DRCOG, MRCP (Newcastle 2002)

Dr Mari MCGEEVER

MBBS, MRCP, DRCOG, DFRS (Newcastle 1991)

Associate GPs

Dr Moneesha KASLIWAL

MBBS MRCP MRCP DTMH (Newcastle 2017)

t: 0191 282 1010

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Welcome to Benfield Park Medical Group

This leaflet will outline the range of services provided by the practice.

The practice operates from two new purpose built premises, one on Benfield Road in Walkergate, the other (a branch site) in the Resource Centre on the second floor of the Molineux Street NHS Centre in Heaton. Both of these sites have Pharmacy and X-Ray facilities.

Practice Area

Please check with a receptionist for more detailed information on our catchment area. You can download a new patient registration form at www.benfieldparkmedicalgroup.co.uk or use the postcode checker on our website.

Registering with the Practice

The practice welcomes new patients. We accept registrations if you live within our practice boundary. An outline of this boundary can be found at the back of this leaflet.

To register with the practice you will be asked to provide information about your current address, photographic identification as well as the name and address of your previous doctor and complete a confidential health questionnaire. This will provide the doctor with important information about your health.

Work with us to provide a high quality NHS service - Keep personal details up to date, i.e. address, contact details.

Patient Chaperone Service

Benfield Park Medical Centre is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Practice Manager

Useful Contacts

Boots Pharmacy, 121-125 Shields Road, Byker, Newcastle upon Tyne, NE6 1DN Tel: 0191 265 6505

Molineux Street NHS Centre, Byker, Newcastle upon Tyne, NE6 1SG Tel: 0191 275 5700

Molineux Pharmacy, Byker, Newcastle upon Tyne, NE6 1SG Tel: 0191 219 6097

Shields Pharmacy, 99-107 Shields Road, Byker, Newcastle upon Tyne, NE6 1DL Tel: 0191 265 0128

Walkergate Pharmacy, Benfield Road, Newcastle upon Tyne, NE6 4QD Tel: 0191 276 5625

Health Visiting Team, Benfield Road, Newcastle Upon Tyne, NE6 4QD Tel: 0191 282 1088

Access to Medical Records

Patients who request access to medical records can apply under the Data Protection Act 1998.

Any request for access to health records must be made in writing to the person who holds your information i.e. your GP. Your request may be refused if the GP feels that it would cause serious harm to the physical or mental health of you or anyone else then you may be refused access. If you are refused access for this reason then you have the right to be advised about this refusal.

There may be a charge for this

Data Protection

The Practice is bound by the Data Protection Act.

Personal health information may be used by the practice for audit or clinic research purposes. All staff have access to patient records and healthcare related information, they are bound by the confidentiality Act 1998 so that no identifiable information about you will be divulged to anyone without your consent.

The practice will only release information under the Freedom of Information Act which does not contact patient sensitive data.

Teaching and Training

The practice is involved with the teaching of 3rd and 5th year medical students, Foundation 2 Doctors and GP Registrars. All the staff are involved with this. This training is supervised by Dr Coulthard, Williams and Ralph.

We are finding it a valuable experience and hope to continue with this for years to come.

Disabled Access

Benfield Park Medical Group, in common with all premises offering access to the Public in England and Wales, assumed a mandatory obligation to provide easy access to all parts of its premises for people with Disabilities, wherever reasonably practical.

The new premises on Benfield Road has a fully accessible main entrance. It operates on two levels with disabled toilets on both and a fully functioning lift. There are also 6 disabled parking spaces at the front of the practice for patients.

Audio Loop

The surgery operates an Audio Loop system for those hard of hearing. The audio loop makes use of an insulated wire. The wire picks up the audio signal from an amplifier and serves as the transmitter for an electrical current that sets up a magnetic field within the area encircled by the wire. Patients that use hearing aids are advised to switch to the 'T' setting whilst in the surgery.

Surgery Hours

The surgery opens each day (Monday to Friday) at 8:00am to 6:15pm (telephone access from 8:15am to 6:00pm)

Our doctors are available for surgeries at the Molineux Resource Centre Monday to Friday times may vary. To check appointments available please contact our reception staff on the normal surgery number.

Extended Surgery Hours

Tuesday 6:30pm to 8:00pm. This service is for pre-booked appointments only. **It is not** a walk-in service or to treat minor illnesses. Any patient attending without a pre-booked appointment will be directed to either a walk-in centre or the out of hours services.

How to see your Doctor

Appointments can be booked 6 weeks in advance subject to availability, by speaking to one of our receptionists or booking on-line. When you telephone the practice, a member of our reception team will ask you for a brief description of your medical needs. This information will remain confidential and will allow one of our GPs to direct you to the most appropriate member of our team.

Alternatively, you can go online and complete an eConsultation questionnaire which will remain confidential and be processed by one of our GPs. You may be also given the option to attend a local WIC to see a Gp with an appointment if appropriate.

In some necessary circumstances some patients may require extra consultation time in order to be seen effectively. If you feel you need this feel free to ask one of the receptionists and they'll be able to tell you whether this is available for you.

When you attend the surgery please try to be patient if you have to wait as one day you may need to take up a lot of the Doctor's time yourself.

We do our best to accommodate your rights as a patient to express a preference of practitioner. However, there may be occasions where this is operationally difficult, particularly in sudden illness and same day appointments. If a referral is required to another healthcare provider, we will aim to offer you a choice.

Emergency Appointments for Unwell Children

We understand that children can get unwell quickly and how distressing this can be. Even when all the emergency appointments are filled, the practice has a policy that all acutely unwell children (aged 5 years and under) will either be offered a face-to-face appointment the same day or triaged by the on call doctor by tele-

Diabetic Services

The practice has a nurse specialist in Diabetes Services. Appointments can be arranged during normal surgery hours

Minor Surgery Clinic

Minor surgery procedures can be carried out in-house. This offers patients a convenient service without a need for a hospital referral.

New Patient Health Checks

The practice offers all new patients a health check with the Healthcare Assistant .

Postnatal Care

Available on a Thursday morning during baby clinic 10.00am – 11.20am

Smoking Cessation

Leaflets are available at reception with contact details

Travel Clinic

Traveling to most countries we are in need of vaccinations. Please fill in the vaccination form and an appointment will be arranged for you.

Acupuncture

Acupuncture for use in musculoskeletal and some neurological conditions. This service is provided by Dr Netts during normal surgery sessions on selected patients. Courses of three to six sessions (one per week) are usually enough. This service is limited

Antenatal Care

This service provides women with access to a midwife every Tuesday and Friday mornings.

Asthma

Nurse appointments for diagnosed asthmatics in general surgery time. Monitoring use of medication general, health, identifying changes in condition and follow-up of medication.

Baby Clinic/Childhood Immunisations

Patients have access to this service at our Benfield Road site every Thursday between 10am—11:30am.

Open access for GP, Health Visitor to discuss child's needs/progress. The Practice Nurse will be available between 10am—11:30am for immunisations (appointment only).

Contraception

We offer a full range of services including implants, coil and diaphragm fitting. Emergency contraception is also available.

COPD

The practice provides structured care in the management and detection of COPD. Appointments can be arranged during normal surgery hours.

Home Visits

Home visits are for medical reasons.

A GP will visit terminally ill patients or the truly housebound patient for whom travel to premises would cause severe deterioration in their medical condition. If you require a home visit PLEASE telephone before 10.30 am.

The receptionist will need to be given a brief outline of the problem, the name and address of the person to be visited and a contact telephone number.

Medical Advice when the Surgery is Closed

If you need medical advice you can contact NHS Direct on: 111. Alternatively, for all urgent medical advice and visits please telephone 0191 282 1010 and you will be given the number of the out of hours service.

Repeat Prescriptions

We ask that prescription requests are made between 9.00am to 12.00noon. Alternatively orders can be made by via our website: www.benfieldparkmedicalgroup.co.uk or app for iPhones, iPads and other Apple devices running the iOS operating system.

The app is listed on the App Store and is free to download. To download the app, search for "SystmOnline" in the app store.

All prescriptions will be ready for collection at our Benfield Park site. **Please leave at least 48 hours before collection.** You can ask a local pharmacy who will collect your prescription and may deliver it to your home.

Practice Nurses

Our Nursing Team is made up of three Practice Nurses and two Healthcare Assistants.

Each nurse specialises in specific clinics.

Reception staff will ask the reason for the appointment to ensure you see the correct nurse.

District Nurses

We have a District Nurse team attached to the practice.

They will visit you (and your family if appropriate) to discuss and plan the care you need.

The team provides skilled intervention in the areas of palliative care, chronic disease management, care of the elderly and health promotion.

Health Visitors/Midwife

The Health Visiting team works in partnership with clients and other agencies such as Sure Start to deliver a whole range of services to meet identified needs. Initial contact is made in the antenatal period and routine involvement and assessment is offered to all families with children 0-5 years.

The team are experienced and qualified to support families with a wide range of health needs, such as postnatal depression, breast feeding and behavioural issues and work closely with other members of the Primary Health Care Team

Responsibilities of the Patient

Keep your appointment - if you are unable to keep an appointment please let us know as soon as is practical so that it can be offered to someone else. Patients that fail to notify us will be monitored on non-attendance and will receive correspondence from the practice if they exceed 3

Value the Team - We value our team tremendously and we are highly trained and committed to providing the best possible care and treatment. Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We have a zero tolerance policy for abuse and will remove from our list any patient who is physically or verbally abusive or threatening towards staff or other patients

How to make a Complaint

We are very fortunate that medical complaints are very infrequent at our practice. We hope this reflects the personal service we offer to all our patients.

However, if you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints

Patient Forum and Suggestion Box

If a Patient wishes to make any suggestions on the provision of services then we do have a suggestion box available. We would welcome any advice on how we might improve our service to you.

If you wish to join our patient forum please contact the surgery on 0191 282 1010 or e-mail benfieldpark.medicalgroup@nhs.net