

# **PATIENT INFORMATION**

**Broadway Medical Centre**  
164 Great North Road, Gosforth  
Newcastle-upon-Tyne, NE3 5JP  
Telephone: 0191 213 5005  
Fax: 0191 213 3729



Monday	8.00am – 6.00pm
Tuesday	8.00am – 6.00pm
Wednesday	8.00am – 7.45pm
Thursday	8.00am – 1.00pm
Friday	8.00am – 6.00pm

Website: [www.broadwaysurgery.net](http://www.broadwaysurgery.net)  
email: [info@broadwaysurgery.net](mailto:info@broadwaysurgery.net)

## **Welcome to our practice**

We hope the information provided in this leaflet will help you to make the best use of the services we provide. We aim to be a successful modern family practice, working as a team with well trained and motivated staff, to achieve a high standard of care for all our patients. We offer a personal and friendly service and encourage our patients to take an active interest in their own health care.

## **Opening hours**

Our surgery is open from 8.00am to 6.00pm. In addition we are closed from 1pm on Thursdays for staff training. The surgery is closed at weekends. We also provide a weekly extended hours surgery from 6.30pm to 7.45pm on Wednesdays.

## **The Primary Health Care Team**

Dr M Chaudhary MBBS,FRCSI,FACS,MRCGP  
Specialist interests: Urology & minor surgery

Dr S Rehman MBBS

## **Practice Nurses**

The practice employs two nurses who can help with minor injuries, dressings, injections, removal of stitches, ear syringing, blood tests, cervical smears, family planning, health promotion and disease management.

## **Community Nurses**

The district nurses provide treatment and advice to the housebound patients, those recently discharged from hospital, the terminally ill and visit patients over 75 years to carry out health checks. They are available 24 hours a day and 7 days a week.

## **Midwife**

The practice has an attached community midwife who provides ante-natal and post – natal care for patients. The midwife is normally the first contact for patients who become pregnant and they will co-ordinate care up to and following birth. The doctors provide support when special care is required and a need to refer to hospital. The delivery of ante-natal and post-natal care is called shared care between your surgery and the hospital. The health visitor will offer support and advice following birth.

## **Health visitors**

The health visitors attached to Broadway are trained nurses with additional qualifications including midwifery and child health. Their main role is preventative care and early detection of ill health as well as the recognition and identification of needs. They promote healthy lifestyles and can liaise with other agencies on behalf of the family. They work mainly with pre-school children and their families but are available for the entire practice population,

seeing patients in their own homes, clinics or surgery.

### **Counsellor**

Clinics are held at the surgery to help people with a wide range of emotional and relational problems.

### **Primary care mental health**

A trained mental health worker is available to discuss mental health issues and personal problems. See your doctor to make an appointment.

### **Practice Receptionists**

Receptionists are responsible for arranging the work for the day, making appointments, taking calls and maintaining notes and records.

### **How to see the doctor or nurse**

All surgery times are by appointment. Please telephone or call to the surgery to arrange one. GP surgeries are normally held from 8.30am to 11.30am and 3pm to 5.30pm. Our practice nurse sessions run throughout the day. Normal appointments are scheduled for 10 minutes duration. Nurse appointments will vary depending on the reason for the appointment.

When attending for your appointment please ensure you arrive promptly. As a registered patient you do have the right to express a preference regarding

which doctor you wish to normally see. If you do wish to see a particular health professional please ask at reception. We will record this in your records if you prefer. It is important that you attempt wherever possible to see the same doctor about continuing problems as this will assist with your care.

It is important that should you make an appointment you should make every effort to attend. Lost appointments waste the doctor or nurse's time and could have been given to other patients.

### **Telephone advice**

If you feel that advice from a doctor or nurse given over the telephone would be sufficient for your problem then please ask the receptionist. Advice over the telephone is often suitable for many conditions and this can help free up your doctor's time for dealing with urgent matters. Appointments are available for telephone consultations.

The Practice telephone lines are open between 8.00a.m. and 6.00pm, Mon/Tues/Wed/Fri and from 8.00am to 1pm Thursday. Patients can telephone the Surgery between these times to request to speak to a doctor or nurse.

If it is a non-urgent request, then the patient is informed that the doctor or nurse will return their call between a given time, depending on the time the call

is taken by the Receptionist i.e. morning or afternoon. If it is an urgent call, the call will be put through immediately to the Doctor on duty.

### **Home visits**

If you are not fit to come to the surgery, the doctor or nurse may visit you at home. Where possible, please request home visits before 10.00am. Except in an emergency, we do not make same day visits for calls received after that time.

### **Services & clinics available to patients**

Diabetic care

Asthma management

Heart disease care

Diabetic care

Smoking cessation

Contraceptive services

Cervical cancer screening

Minor surgery

Antenatal Care

Well Baby Clinic / Child development

Vaccination & Immunisations

Travel immunisation

Obesity

Counselling

### **Urgent appointments**

We will always deal with genuine urgent cases as quickly as possible, particularly if it will save a home

visit. Please advise reception so that we can arrange to see you as soon as you arrive.

### **Out of hours services**

Emergency cover outside of normal working hours is maintained by Northern Doctors Urgent Care. To contact the service please telephone the normal surgery number and you will be given instructions. Please have a pen handy.

Alternatively, you can receive helpful advice on health matters from NHS Direct by calling 0845 4647. This 24 hour helpline is staffed by experienced nurses who are able to provide detailed advice on a wide variety of illnesses. They are also available on-line at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

Advice and treatment is also available from your local NHS Walk-in Centre which is located at the General Hospital. **Potentially life-threatening emergencies, e.g. severe chest pain, severe breathlessness, collapse, fits etc should be dealt with by telephoning 999 immediately.**

### **Repeat prescriptions**

Repeat prescriptions are normally issued on a monthly basis and can be ordered between 11.00am and 1pm weekdays. Please telephone the normal surgery number. Alternatively you can make your

request in person or by post. Please note that we do need 48 hours notice

### **Test results**

Information about test results is normally given by the nurse. However, please note that all results are checked by the doctors or nurses. If your results are of concern you will be contacted to arrange a further appointment.

### **Disabled Access**

There is disabled access to the surgery building together with ease of access to consulting rooms. Any patient with difficulties is invited to ask for assistance at reception. The surgery has parking outside the surgery for patients with disabilities. Parking is also available on nearby streets. Local bus routes stop outside the surgery. As a practice, we are continuing to meet our responsibilities under the Disability Discrimination Act, however, should you have any difficulties or any suggestions about how we could improve the provision of our services please let us know.

### **New Patients**

We welcome new patients within our practice area. We usually ask you to make an appointment with the nurse when joining our practice. This will give us an opportunity to check your health until your medical

records are sent to us and provide you with information about our services.

Our practice area covers most areas in northwest Newcastle, however if you are unsure about whether you can register or remain on the practice list, please ask at reception. Please always inform the surgery if you move address.

### **Acceptable behaviour**

As an employer, the practice has a duty to care for the health and safety of it's staff. As with other employers, we also have a legal responsibility to provide a safe and secure working environment for staff.

All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff may result in removal from the list or even criminal proceedings. The practice follows the NHS guidance concerning zero tolerance.

### **Help us to help you !**

- Please value your health and seek to maintain a healthy lifestyle and reduce health risks

- Please extend the same courtesy and politeness to the practice team as you would expect to receive
- Please make a separate appointment to see the doctor for each patient to be seen
- Please only request a home visit where absolutely necessary
- Please ensure that you keep your appointment and arrive in good time or you may miss your turn
- Whilst you are always free to see the doctor of your choice, please ensure that any follow up appointments are made with the same doctor.
- Please tell the practice of any change of address or telephone number

### **Health checks**

Any patient between the ages of 16 and 75 who has not seen a doctor in the last 3 years has the right to request an appointment. If you are over 75, you can request a consultation if it is more than 12 months since you last saw a doctor. These appointments can be used to discuss any health matters which may be of concern to you.

### **Interpreter service**

The practice can arrange for an interpreter or a signer for the deaf to attend the consultation providing you make the request several days prior to the appointment time.

### **Minor surgery**

A small number of surgical procedures are performed in the surgery. You will need to make an initial appointment with the doctor for initial assessment. The following is an indication of the types of procedures available.

Excision of skin tags / Excision of cysts or lumps /  
Cryotherapy to warts / Curette of warts  
In-growing toenails / Removal of skin moles

Most of these procedures are done under local anaesthesia. If you have any allergies please indicate this to the doctor at the time. Where appropriate tissue or a biopsy will be sent to the hospital for histology. Results can be obtained by telephoning the surgery two weeks after the procedure. If sutures need to be removed, an appointment will be arranged with the practice nurse or district nurse.

### **Ante-natal & post-natal care**

The midwife will be involved in your care as soon as your pregnancy has been confirmed. The midwife will also visit you at home up to 10-14 days after the birth of your baby. The doctor is available for you to see if you or the midwife have any concerns about your health. The health visitor will contact you at around 6 months into your pregnancy and then at the following times after your baby is born:

10-14 days after birth

when your baby is 6-8 weeks old

when your baby is 12 weeks old

when your baby is 6 months old

when your child is 23-25 months old

The health visitor will also offer you extra support or advice, eg with breastfeeding, looking after your baby, about your child's language development and preparing your child for school.

### **Sexual health issues**

The following services are provided by the practice:

Counselling	Referrals for termination
Contraception	Emergency contraception
Advice	IUD fitting
Sexual health checks	Preconception counselling.

### **Complaints**

Should you have cause for dissatisfaction with any of the services we offer, please speak to either the reception supervisor, practice manager or doctor.

Please ask for a leaflet which explains in detail the complaints procedure which is available from reception.

### **Data Protection Act**

All information we hold about you is covered under the above act. A leaflet explaining what we do with information is available from reception.

### **Confidentiality**

All staff treat patient information whether held on computer or manual record as strictly confidential. In order to maintain confidentiality of laboratory and x-ray results, reports will be given only to patients themselves or to parents of minors if appropriate. Every consultation with your doctor, nurse or other health professional is private and will not be discussed with anyone outside the practice except with your permission. This also applies if you are under 16.

You will be treated with dignity, courtesy and respect at all times, irrespective of your ethnic origin, religious belief, sex or sexuality. We also expect to be treated in the same manner.

Under the Access to Records Act all patients have a right to see information which is written about them. If you do wish to examine your notes please advise your doctor or reception. Please note a charge may be made for this. Further details of services for which

a charge is made are available at:  
<http://www.foi.nhs.uk/practice/>

### **Private services**

These include Life Insurance claims, pre-employment medicals, HGV, PSV and Taxi driver licences, completion of insurance verification forms (e.g. BUPA, PPP) and holiday cancellation forms. These services are not covered by the NHS and you may be asked to pay a fee. The private fees we charge will be in line with the recommended fee rate set by the British Medical Association.

### **Useful contacts**

#### **Newcastle Primary Care Trust**

Bevan House, Sir Bobby Robson Way, Great Park,  
Newcastle, NE13 9BA (0191) 217 2500

#### **Family Health Services Agency**

All Saints Business Centre, 2<sup>nd</sup> Floor, Bede House  
Newcastle, NE1 2ES, Tel (0191) 219 6200

**Patient Advice & Liaison Service** - 0800 0320202

#### **The Health Service Ombudsman**

11<sup>th</sup> Floor, Millbank Tower, London SW1P 4QP, Tel  
(0171) 276 2035

**NHS DIRECT**      0845 4647