

HOLMSIDE MEDICAL GROUP

Find us at :

142 Armstrong Road
Benwell
Newcastle upon Tyne,
NE4 8QB.

Chapel House Primary Care Centre (CH PCC)
Hillhead Parkway
Newcastle upon Tyne
NE5 1LJ.



Practice opening hours:

We are open from **8.00am to 6.30pm Monday to Friday** (excluding Bank and Public Holidays).

Contact us :

Tel: (0191) 273 4009

Email: holmsidemedicalgroup@nhs.net

Website: www.holmsidemedicalgroup.nhs.uk



Appointments :

- We operate a booking system - patients are seen by appointment only.
- Urgent on the day needs, are requested via our triage system and for routine appointments please complete an eConsult, our reception team can help with this if required.
- Our eConsult service is available Monday to Friday between the hours of 8am-6.30pm - your request will be triaged to ensure that the most appropriate care is given to all patients.
- Access to nurse or healthcare assistant appointments are available to be booked online, specifically for cervical screening, annual reviews, blood test appointments and NHS health checks, for invited patients.
- Services are in place for palliative patients, urgent child appointments or those with additional needs within the same day.
- Home visits are reserved for housebound patients.

Core Services:

- General management of medical conditions
- Health promotion advice
- Onward Referral
- Care for temporary residents
- Veteran accredited practice
- Safe Surgery

Additional services:

- Cervical screening
- Women's Health
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery procedures

Our Team:

- 3 GP Partners
- 5 Salaried GPs
- Nursing team - including Nurse Practitioner, Nursing associate
- Health Care Assistants
- Pharmacy Team
- Mental Health Team - practitioners and link worker
- First Contact Physio
- Paramedic

Prescriptions:

Repeat prescriptions may be requested via your NHS app, in person and for those unable to access online services by telephone. Repeat prescriptions will usually be ready for collection within 48 hours (excluding weekends and Bank/Public Holidays).

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Out of Hours Services:

Weekdays between 6.30 pm and 8.00am, 24 hours a day over weekends and bank/public holidays, out of hours services are commissioned by NHS England. If you require medical treatment during these times, you have a number of choices.

- To see an emergency doctor, phone **0191 273 4009** and follow the instructions on the recorded message.
- For health information or advice, phone **NHS 111**.
- Attend a Walk-in Centre at:

Ponteland Road WIC

Ponteland Road
Newcastle upon Tyne

Molineux WIC

Byker
Newcastle

Blaydon UTC

Shibdon Road
Newcastle

Home visits:

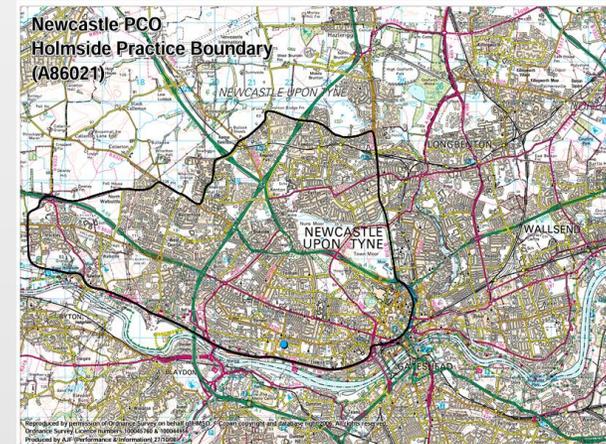
- Patients are generally seen at the surgery. Your doctor will only visit those patients who, in the doctor's reasonable opinion, are not well enough to come to surgery.
- Requests for home visits should be made by phoning the practice as early as possible, ideally before 11.30am. To help the doctor assess the urgency of the request a receptionist will make enquiries regarding the nature of the condition or illness. This is of great help to our doctors.

Disabled access:

We Provide disabled access compliant with disability access legislation at both sites. Lifts are available and disabled toilet facilities provided. Please note if visiting Armstrong Road practice there is limited disabled access to the entrance.

Register with us:

- We have an open list and welcome all patients who live in or are moving into the practice area (see our map).
- You can register, Online via your NHS app, or by using the 'Find a GP service'; www.nhs.uk/service-search/find-a-gp alternatively you can collect a paper registration form from our reception team.
- You will be registered to the practice rather than a particular doctor. If you wish to see a particular clinician you may need to wait longer we will make you aware of this at time of booking.
- Newly registered patients may request a consultation within 6 months of registration.



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Teaching and training:

- We are a teaching Practice - we undertake continuing education and training of health care professionals working at the practice and teach 3rd and 5th year medical students from Newcastle upon Tyne University.
- Having been awarded “GP training” status we train GP Registrars - a fully qualified Doctor undergoing training as a GP.
- We also train F2 doctors - a doctor who will see patients independently with close supervision from a fully qualified GP consulting at the same time in the practice.

Your patient rights and responsibilities:

You have a right to expect a high standard of medical care from our practice; we will always try to provide the very best care possible within the resources available.

To assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

Very occasionally the practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation, and we would normally give a specific reason for the removal.

Access to your patient information:

- Your confidential data is shared within the practice team and with other healthcare professionals involved in your care. It may also be used for clinical audit.
- Data may be used for public health, audit, research, teaching, and training. Only the minimum necessary information will be shared, and it will be anonymised wherever possible.
- Identifiable information will only be disclosed without consent if:
 1. It concerns life, death, or serious harm.
 2. It is in the public interest.
 3. It is required by law.
- In such cases, only the essential information will be shared with those legally entitled to access it.

All staff with access to your data are bound by confidentiality obligations.

For more details, visit: www.holmsidemedicalgroup.nhs.uk/Resources/privacy-notice-2/

HOLMSIDE MEDICAL GROUP

NHS England:

NHS England is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address:

NHS England

PO Box 16738

Redditch

B97 9PT.

www.england.nhs.uk

ICB:

Integrated care boards (ICBs) are responsible for planning and funding most local NHS services.

North East and North Cumbria Integrated Care Board

Pemberton House

Colima Avenue

Sunderland Enterprise Park

Sunderland

SR5 3XB.

Violent and abusive patients - Zero Tolerance:

The NHS and this practice operate a **Zero Tolerance Policy** to violence and abuse. We have the right to remove violent or abusive patients from the list with immediate effect 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 record the fact of the removal and circumstances leading to it.

Patients will then be responsible for finding another GP organisation to register with.

For those patients removed with immediate removal, when an incident has involved reporting to the police, PCSE will then be responsible for them being allocated to a provider of the Special Allocation Scheme (SAS).

Complaints:

The practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available on our website; www.holmsidemedicalgroup.nhs.uk/Resources/complaints-procedure/. You may also comment on the service direct to the Operational Manager, who will follow up any concerns appropriately.

Your GP's:

The partners of Holmside Medical Group, hold a contract with NHS England to provide General Medical Services.

DR Rachel Cooper

DR Rachel Thompson

DR Harnaik Singh

MBBS MRCGP DCH DRCOG DFFP Reg 1995

MBChB MRCGP DRCOG DFSRH

MBBS MRCGP