



Brunton Park Health Centre
Princes Road
Brunton Park
Newcastle upon Tyne
NE3 5NF

0191 2363338

Practice Brochure 2020

Visit us at
<http://www.bruntonparkhc.nhs.uk/>

WELCOME TO THE PRACTICE

We place high value on continuity and quality of care by a GP who knows the patient.

We aim to provide comprehensive medical services for all of the family. We place a high value on the friendly, personal relationships we establish with patients. Our patients also benefit from care provided by a small, dedicated and well trained team.

We aim to provide services that meet and wherever possible, exceed the standards set by the local and national healthcare bodies.

We welcome new patients to register with us who live within our practice boundary. Requests to join the practice should be addressed the receptionists who will give you the relevant information and forms.

In order to register with the practice you will need to supply two forms of identification- Please see the list below (one document must contain your current address)

- Birth Certificate
- Marriage Certificate
- Medical Card
- Driving Licence
- Passport
- Local Authority rent card
- Paid utility bills
- Bank/building society cards/statements
- National Insurance Number Card
- Pay slip
- Letter from benefits Agency/Benefit Book/Signing on card
- Papers from Home office
- P45

If you require medical attention whilst away from home and out of your own doctors area you can be seen as a temporary resident. Requests for an appointment can be made with the receptionist.

This practice does not discriminate on the grounds of:

Race, gender, social class, age, religion, sexual orientation, appearance, disability, medical conditions or any other factors.

How to Find Us

Address

Brunton Park Health Centre
Princes Road
Brunton Park
Newcastle upon Tyne
NE3 5NF

Contact Details

Telephone: 0191 236 3338, between 8.00am – to 6.30pm, Monday to Friday

Opening Times

Monday to Friday	8.00 am to 6.30 pm
Saturday and Sunday	Closed

Extended Opening Hours

We offer extended opening hours at the practice. **However, days and times may vary please ask at Reception for details.**

Extended opening is intended for patients who find it difficult to attend the surgery during our usual opening times.

Introduction

The Usual Doctors System

When you register with the practice the North East Primary Care Services agency gives you the name of the doctor you are registered with. This is a fairly old-fashioned system and often results with you being given a named doctor, who may not be the doctor you normally see.

Primary Health Care Team (PHCT)

In order to meet the increased needs of the general practice, we have an integrated range of primary health services which are provided by a co-ordinated team of professionals. This allows us to deliver care of the highest standard.

Doctors

Dr. Glynn Malone, MBChB 2000, MRCGP 2007 – Interests: Minor surgery, Respiratory & Cardiovascular disease and Undergraduate Medical Student teaching.

Dr. Anne-Marie Engeset , MBChB, DRCOG – Interests: Dermatology.

Dr. Sarah Rae , MRChB, MRCGP - Interests- Woman's Health and family planning.

Dr Adrian Scott MRCGP 2006 – Interests – Undergraduate medical Student teaching

Practice Manager

Mrs Kay Wannop is responsible for the overall management of the practice.

Practice Nurses

Maxine Whitfield.

Maxine has specialist skills in managing chronic illnesses e.g. Diabetes, hypertension, heart disease, stroke disease, Peripheral Arterial Disease, asthma and COPD. Maxine also performs routine cervical cytology and childhood and travel immunisations.

Nursing Associate

Rachel Green.

Rachel has a specialist interest in NHS Health Checks, ear syringing, simple dressings, Blood Pressure and 24 hour BP, ECG and some vaccinations. Please ask at reception for further details

Clerical Staff

We have an experienced clerical team who are responsible for the administration duties within the offices and reception. Receptionists are available during the normal opening hours.

Health Visitors

Brunton Park Health Centre's Health Visitors, Pam Deehan and Sarah Collins are attached to the practice. They are involved in the care of young children at the practice. A baby clinic is held every Tuesday morning between 9:30 am and 11.00 am for weighing and advice.

Pam and Sarah can be contacted on their direct line on 0191 2171090

Midwifery Team

Our Midwife works alongside with the doctors to provide care and advice during pregnancy and after childbirth through antenatal clinics, classes and home visits.

District Nursing Team

Our district nurses provide care to patients in their own home e.g. following hospital discharge. They have specialist skills in caring for patients with a terminal illness. Advice for patients with continence problems can be accessed by appointment, please arrange via the District Nurse base on 0191 282 3664. Appointments for dressings and stitch removals can be booked via the GP reception on 0191 236 3338.

Appointments

Monday

Dr. Glynn Malone: AM & PM
Dr. Sarah Rae: AM & PM

Tuesday

Dr. Anne-Marie Engeset: AM & PM
Dr Adrian Scott: AM

Midwife: 12.00 noon – 3.30pm
Baby Clinic: 9.30am – 11am

Wednesday

Dr. Glynn Malone: AM
Dr. Anne-Marie Engeset: AM
Dr. Adrian Scott AM and PM

Thursday

Dr. Glynn Malone: AM & PM
Dr. Adrian Scott: AM & PM
Dr Sarah Rae: AM

Friday

Dr. Anne-Marie Engeset: AM
Dr. Glynn Malone: AM & PM
Dr A Scott: AM & PM

Practice Nurses: Maxine Whitfield Tuesday to Friday. Gillian Humble Monday and Tuesday

Nursing Associate: Rachel Green every day.

Extended Opening Hours

We offer extended opening hours at the practice. Days and times may vary please ask our reception team for details.

Extended opening is intended for patients who find it difficult to attend the surgery during our usual opening times.

The practice allows patients to book appointments in advance, however, a minimum number of same day and 48hr release appointments are also available and will be released at 8am each day to book.

If you are unable to keep an appointment please inform the reception department as soon as possible. REMEMBER – you may be grateful for an appointment at short notice sometime in the future!

Repeat Prescriptions

If you require repeat medication you can telephone the surgery from 9.30am – 4.30pm, Monday to Friday on our main surgery telephone number below:

Telephone: 0191 2363338

Or alternatively you may wish to use our online facility via the practice website which is: <http://www.bruntonparkhc.nhs.uk/>

You can book appointments and order repeat prescriptions online at any time throughout the day.

You will require a pin registration number to register with the website to use this facility. Please contact Reception.

It is necessary to give us 48 hours' notice for repeat prescription so they can be prepared and sent to the chemist for you to collect. Every few months a doctor may ask you to attend and appointment for a medication review.

We offer EPS (Electronic Prescription Service) which gives you the chance to change how your GP sends your prescription to your selected pharmacy. Please ask Reception for details.

PLEASE ORDER ALL PRESCRIPTIONS WELL IN ADVANCE

Remote Access to our clinical system – EMIS

EMIS access – Practice Guidelines

Using EMIS 24 hour access, you can now view, book and cancel appointments from home, work or on the move through the internet.

If you wish to register for EMIS Access, please read the following guidelines:

- The practice will only accept signed applications from individual patients (So for example a wife cannot request online facilities on behalf of her husband).
- All patients will be expected to produce photograph ID as part of the registration process (Passport or Photo driving licence).
- It is your responsibility to ensure that your EMIS Access account remains secure. You are able to terminate or reset your EMIS account at any time by writing to the surgery.
- Abuse of the system will result in patient access to the service being revoked. You will still be able to use our appointments system through our receptionists. We would consider inappropriate use as: Sending inappropriate or abusive messages, Booking appointments and not using them more than twice a year and booking appointments for other family members using you name.
- When ordering repeat medication via EMIS Access please add the required destination of your prescription into the comments box.
- If you wish to proceed with this service, please contact reception.

Home Visits

Requests for a home visit are assessed and following guidelines we will either advise you about self-management of your complaint or arrange for you to see a GP either by appointment (possibly at the end of surgery) or home visit. Our Receptionists will ask you about details of your symptoms, this is to ensure the Doctor has the relevant information before visiting you at home.

Request should be made between 8:30 am and 10 am. Please only request a visit if you are genuinely too ill to come to surgery.

Late Arrivals

If you arrive more than 10 minutes late for an appointment, unfortunately you will need to reschedule.

Out of Hours Emergencies

In the case of a medical emergency outside of normal surgery hours please either call the usual surgery number where a recorded message will advise you how to contact the duty doctor or ring the NHS out of hour's service on 111.

Out-of-hours should be for urgent matters only which cannot wait until the surgery re-opens. Potential life threatening emergencies e.g. severe chest pain, severe breathlessness, collapse, fits etc. should be dealt with by dialling 999.

The cover is provided by the NHS 111 service and is staffed by a team of fully trained advisors, supported by expired nurses that can advise you on self-management or advise you to contact your GP or, in certain circumstances to go directly to the Accident & Emergency department of your local hospital or a late opening chemist.

You can also access primary care services via the local walk-in centre.

General Information

Access to patient's records

All information held about you in your medical records is governed by the General Data Protection Regulation (GDPR) 2018. No information will be released without your consent unless we are legally obliged to do so or if it is in the best interests of your medical care. Anyone who received information from us is also under legal duty to keep it confidential.

Access to referral letters

In line with the Best Practice in the NHS, we now offer you copies of your referral letter made on your behalf to consultants. If you would like a copy of a referral letter, please tell the doctor who is making the referral and the letter will be available for you to pick up at reception in 3 working days.

You have the right to access your own medical notes. Copies of your medical notes may be obtained after the relevant consent forms have been filled in.

Antenatal Clinic

If you are pregnant, please see your GP who will refer you to the midwife. She will monitor you through your pregnancy to detect any problems and be able to advise you and answer any questions you may have about pregnancy and childbirth.

Asthma Care

The practice nurse can see you regularly to advise on inhaler technique, self-monitoring of asthma, medication changes when necessary and general lifestyle improvements.

Babies/Child health development checks

All babies and children will be offered health and development checks at 6 weeks, 3-4 months, 9-12 months, 2 years and 4 years by your GP or Health Visitor.

Breast Screening

As part of the NHS breast screening programme, all women aged between 50 and 70 will be called for mammography (x-rays of breasts) every 3 years.

Cardiovascular Care

We have appointments for people who have experienced heart disease or stroke where you will regularly have your blood pressure and cholesterol checked, your medication reviewed and will be advised on lifestyle changes to help you try to prevent further illness.

Carers

The role of a Carer is demanding and in recognition of the physical and psychological strains this can place upon an individual we have access to information / advice services, if you are a Carer and need help, you can raise this with a receptionist, nurse or doctor.

Cervical Smears

We advise all women to have regular smear test. If you have not had a smear test for 3 years (women ages between 25 – 49 years) or 5 years (woman aged between 50 – 64 years) Please make an appointment to have this done. We will then remind you have this repeated as necessary. All routine smears are carried out by our nurses.

Child Immunisations

Immunisation protects not only your young baby and child, but other children and adults as well. It is quick, safe and simple. Your Health Visitor will discuss and advise you concerning the immunisation your child or baby needs. Immunisations are given at 8, 12 and 16 weeks, 1 year, 3 years, 4 months.

Complaints

If you have a complaint or are concerned about the service you have received from any practice team member, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

We hope that most problems can be sorted out easily and quickly, ideally at the time they arise with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible. This will help us to establish exactly what happened more easily. Complaints should be addressed to the Practice Manager.

We shall acknowledge your complaint within 5 working days and will investigate your concerns within 10 working days. We will then be in a position to offer you an explanation, and/or a meeting with the people involved.

We aim to: – find out what happened and what went wrong - make it possible for you to discuss your concern, if you wish to do this – make sure you receive an apology, where this is appropriate, try to make sure that the problem does not occur again.

We keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be required, unless they are incapable (because of illness) to do this.

Confidentiality/Computer and Test Results

All patient records on file or computer are confidential. In order to maintain confidentiality, laboratory result and x-ray results will only be given to the patients themselves or patients of children if appropriate. You need to give written permission for us to discuss your results with your relatives, without this the result remains confidential.

Diabetic Care

Regular follow up aims to prevent complications of diabetes by regular monitoring of diabetic control, together with lifestyle advice. The clinic is run by the practice nurse however, patients also have annual eye and foot checks and may see the dietician for dietary advice where necessary.

Dietary Advice

All doctors and practice nurses are able to offer dietary and lifestyle advice in a routine appointment, written information is also available.

Disabled Access and Facilities

The surgery is accessible to wheelchair users. All consulting and treatment rooms are on the ground floor. There are also toilet facilities for the disabled.

DMARD Monitoring Service

If you are being prescribed disease modifying drugs, usually for arthritis, from your hospital consultant we are able to carry out your regular blood tests and arrange repeat prescriptions here.

Family Planning

Advice on all aspects of family planning/ emergency contraception is given during normal surgery hours by nurses who have been specially trained in this area, or with the doctors.

Health Promotion

Appointments are held throughout the week by the practice nursing team for:

- NHS Health Checks
- Chronic Obstructive Pulmonary Disease
- Asthma
- Diabetes
- Annual Checks for those patients with problems like Hypertension, stroke, ischemic heart disease, myocardial infarction or transient ischaemic attack.

For all chronic disease's you will be recalled to our check-up clinics automatically by our computer system.

Health Visitor Drop-in Session

Every Tuesday morning between 9:30 am and 11.00 am our Health Visitors hold a drop in session. This session enables you to monitor your child's development, weight and discuss any concerns you may have regarding your child.

High Blood Pressure (Screening for)

Untreated high blood pressure can increase the risk of heart attacks and strokes. Any doctor or nurse can check your blood pressure and if high arrange blood and urine tests and an ECG.

Influenza Injections

Each Autumn/Winter we run flu clinics. Anyone over 65, pregnant or suffering from a chronic disease at any age is at an increased risk from flu and should be vaccinated. Look out for the adverts when flu vaccines arrive.

Medical Students

The practice is a training practice and often has medical students with us from time to time as part of their studies. They do often require sitting in with one of the GP's during a surgery. You will be informed at reception when booking in for your appointment if there are any students with the GP. Please tell the receptionist if you wish to see the GP alone.

Minor Surgery

Minor surgery procedures including removal of moles, cysts, warts, joint injections and cryotherapy are carried out in our surgery. Appointments for suitable procedures can be made by seeing Dr Glynn Malone.

Non NHS services

Certain services provided by your doctor are not covered by the National Health Service and you may be asked to pay a fee, e.g. pre-employment medical, private certificates, private medical insurance claims, fitness to drive medicals. If you have any queries about fees, please contact reception.

Pregnancy Care

Prior to pregnancy, it is worth discussing your health with your GP or midwife and they can advise you on specific issues in relation to taking Folic Acid to help reduce the chances of having a baby with a spinal cord problem (i.e. Spina Bifida). This should be started 12 weeks before your pregnancy starts and until you are 12 weeks pregnant. Our doctors and midwives can also advise you on other healthy lifestyle issues for pregnant women especially in relation to medical conditions you already have, e.g., Diabetes, Epilepsy, Asthma or Depression.

Suggestions

We welcome any suggestions about how we can improve our health care services. If you have any comments, criticism or complaints please record these on a comments sheet found in our waiting room, or alternatively speak with a member of staff.

Travel Vaccinations

We can advise you and arrange your travel vaccinations and medications. Patients need to complete a travel questionnaire and return it to the surgery at least 1 week before booking an appointment with the practice nurse and, allowing at least 1 month before travel. Some travel vaccinations and medications will also need to be paid for on private prescription. The Nurse or Receptionist can advise you on the cost of these vaccinations.

Brunton Park Health Centre

Patients Charter

What can you expect from your doctor – Overall Aim

To continue to provide the highest quality health care service to meet the ever changing needs of our patients.

Accessibility

- We will ensure that the surgery is clean, comfortable and readily accessible and maintained in line with current modern practice.
- We will offer a range of flexible appointment times to suit your needs and continue to provide a system for you requesting same day appointments or home visits.
- Waiting time at the reception desk to be kept to a minimum and, on arrival at the surgery you will be informed of any delays to your appointment.
- You will be able to consult any other member of the practice team, e.g., community nurse, practice nurse or health visitor for advice about any health problems or promotion.

Information and Assistance

- The practice staff will try at all times to be courteous when dealing with you.
- A patient's privacy will be respected – though our receptionists have been trained to ask specific questions when dealing with an appointment request.
- An area will be set aside for confidential conversation between yourself and reception staff.
- Patient records will at all times be secure and confidential.
- We will provide an up to date and informative practice leaflet.
- We will arrange for you to obtain repeat prescriptions when needed and any requests will be dealt with as quickly as possible. However, we reserve the right to not issue a repeat prescription if we feel this is not needed. Special arrangements will be made if the repeat prescription is required urgently.

Health Promotion

- We are committed to a policy of promoting good health and preventing disease. There will be no smoking allowed anywhere in the surgery building in order to ensure a smoke free environment. Smoking cessation clinics are available.
- All children, whose parents have given consent will be fully immunised.
- We will provide a range of health education leaflets and give advice wherever possible to facilitate health and well-being.

Understanding and Communication

- All members of the practice PHCT (Primary Health Care Team) are appropriately trained in communication skills.

- Any referrals to other agencies e.g., hospital consultants, social services will be dealt with quickly and efficiently. Normally, any referral letter will be sent within five working days.
- A clear procedure has been adopted for recording the results of referrals or tests and passing this information to the patients
- The GPs and staff are keen to encourage suggestions from patients which lead to improvements in the ability to provide high quality primary care.
- The practice operates a complaint procedure to ensure that any complaints received are dealt with effectively. A copy of which is available on request.
- Information given in confidence to a doctor may have to share with other doctors or helping agencies, if it is in the best interests of the patient. Where this occurs, the information will be strictly controlled and only released on a need to know basis.

What your doctor can expect from you – Overall aim

- You should value your health and seek to maintain a healthy lifestyle and minimise health risks.
- You should value the members of the practice team as professional advisers.
- You should extend the same courtesy and politeness to the practice team as you would expect to receive. We will not accept violence, racial, sexual or verbal harassment and follow the NHS Zero tolerance guidelines.
- You should request a repeat prescription at least 2 working days in advance to avoid unnecessary delays in treatment.
- Requests for help or advice for non-urgent conditions should be made during normal surgeries hours or by arrangement with our reception staff.
- While privacy will be respected by the staff, you should indicate whether you wish an appointment for a routine complaint or special reason. This helps to give you an appropriate length of time for your appointment. If you feel you may need a longer appointment please tell the receptionist.
- You should regard home visits as a service for the genuinely housebound and more seriously ill. They are time consuming and their misuse can disadvantage those in genuine need. If you feel that a home visit is necessary, please make an appointment before 10 am if possible.
- Advice and suggestions for treatment should be valued and respected, although you have the right to reject advice.
- You should make every attempt to keep your appointments and where you cannot do this, you should contact the surgery as soon as possible.

Out of Hours Services

Options for contacting NHS Services when the surgery is closed:

In the case of a medical emergency outside of normal surgery hours please either call the usual surgery number where a recorded message will advise you how to contact the duty doctor or ring the NHS out of hours service on 111.

For urgent medical assistance out of surgery hours patients can call 111.

Calls to 111 for the 24/7 urgent care healthcare advice service are free from both mobiles and landlines.

Out-of-hours should be for urgent matters only which cannot wait until the surgery re-opens. Potential life threatening emergencies e.g. severe chest pain, severe breathlessness, collapse, fits etc. should be dealt with by dialling 999.

The cover is provided by the NHS 111 service and is staffed by a team of fully trained advisors, supported by expired nurses that can advise you on self-management or advise you to contact your GP or, in certain circumstances to go directly to the Accident & Emergency department of your local hospital or a late opening chemist.

You can also access primary care services via the local walk-in centre.

A&E or 999 – for health emergencies

Use the 999 service for serious health emergencies which include:

A major accident, broken bones, breathing problems, severe chest pains, unconsciousness, suspected stroke, severe blood loss

There are accident and emergencies (A&E) services available at the [Royal Victoria Infirmary \(RVI\)](#) in Newcastle and [North Tyneside General Hospital](#) in North Shields.

Walk-in Centres and Minor Injury Units for treatment of minor illnesses or injuries without an appointment.

- Westgate Walk-in Centre, Westgate Road, open 8am -8pm, seven days a week including bank holidays. No appointment is needed. Telephone 0191 282 3000.
- Molineux Street Walk-in Centre based at the Molineux Street NHS Centre, off Shields Road, Byker. Open 8.00am - 8.00pm, seven days a week, including bank holidays. No appointment needed. Tel: 0191 275 5862
- Ponteland Road Health Centre, 169 Ponteland Road, Newcastle upon Tyne, NE5 3AE. Open 8am to 8pm seven days a week. Tel: 0191 271 9030 or visit www.pontelandroadhc.co.uk
- Battle Hill Walk-in Centre, Battle Hill Health Centre, Belmont Close, Wallsend, NE28 9DX. Open 8am to 8pm seven days a week. Tel: 0191 295 8520 or visit: www.battlehillhc.co.uk
- Royal Victoria Infirmary Minor Injury's Unit, Richardson Road. Open 8am - 9pm - seven days a week. No appointment needed. Tel: 0191 282 0531.

Information on your local NHS services

If you are injured or unwell there are a number of different NHS services that you can access. If you are unsure if a service can treat your condition, just call ahead and ask.

Pharmacist

Your local pharmacy provides expert advice on common health problems and many pharmacies have early and late opening hours.

GP practices and out of hours GP services

Your GP practice treats the majority of your healthcare needs and is usually the first point of contact for most medical issues.

Everyone should be registered with a GP practice - if you are not registered, you can find information about local GP practices at www.nhs.uk.

GP practices are usually open Monday to Friday (excluding bank holidays). Many now open extended hours – sometimes earlier in the morning, later in the evening and some are open on a Saturday.

During the Christmas holidays GP practices will be closed on Christmas Day, Boxing Day and New Year's Day, so please make sure you order any repeat medication in advance. Please check with your practice for opening details.

If you need to see a GP when your own practice is closed, contact the 111 service who can help.

Urgent dental treatment and out of hours access

You can contact the out of hours dental service through the 111 service.

A&E or 999 – for health emergencies

Please ONLY use the 999 service for serious health emergencies which include: a major accident, broken bones, breathing problems, severe chest pains, unconsciousness, suspected stroke and severe blood loss.