Colliery Court Medical Group



THE MEDICAL CENTRE, GIBSON COURT,
BOLDON COLLIERY, NE35 9AN
COLLIERYCOURT.NHS.UK

FOR APPOINTMENTS AND GENERAL ENQUIRIES
TEL: 0191 519 0077

PLEASE NOTE TELEPHONE CALLS TO COLLIERY COURT MEDICAL GROUP MAY BE RECORDED FOR TRAINING PURPOSES.

Prescriptions and appointments can be requested online via the NHS App. Please visit https://www.nhs.uk/nhs-app/about-the-nhs-app/

Thank you for joining Colliery Court Medical Group. We hope you find the following information useful. We have an open list and welcome requests for registration from patients living in or moving to the practice area.

You can register online via our website or by completing a form available from reception. New patients are welcome to undertake a health check with a practice nurse.

In order to provide you with a high-quality professional service, our staff will be courteous, helpful and act in a professional manner at all times and will keep all information concerning you and your treatment in the strictest confidence.

Our waiting areas and patient toilets will be clean, warm, well-lit and accessible to all our patients. We are a non-smoking organisation and will maintain a smoke free environment in all areas of the Medical Centre.

In return we would ask you to take your responsibilities as a patient seriously so that you can help us to help you.

We would ask that you are courteous to staff and considerate of other patients, particularly if the surgery is busy. Please ensure that children are always supervised, and that no animals (other than guide dogs) are brought into the

building. If you have any changes to your personal details such as address or telephone number, please notify us as soon as possible. Please note that if a patient is violent or abusive to a member of the practice team, they will be removed from the list.

Please remember that our staff are here to help you. If you have any comments, queries, suggestions, or complaints regarding our service, please contact the Operations Manager on 0191 519 0077.

Summary Care Record (SCR)

The SCR is an electronic health record that can be accessed when you need urgent treatment from somebody other than your own GP e.g., at A and E, or the GP out of hours service. SCRs contain information about the medicines you are taking, allergies you have and any bad reactions to medicines you have had in the past.

Your SCR will be available to authorised healthcare staff wherever and whenever you need treatment in England, and they will ask your permission before they look at it.

As a patient you have a choice:

- **Yes, I would like a Summary Care Record.** If you want a record, you do not need to do anything further, one will be created for you when you register with the Practice. If you have opted out of having a record in the past but have now changed your mind, speak to the receptionist and they can organize for one to be created for you.
- **No, I do not want a Summary Care Record.** If you do not want a record, you need to fill in the Summary Care Record opt out form and hand it in to the Practice. You should do this even if you have already completed a form at your previous Practice. Opt out forms are available from the Practice.

You are free to change your decision at any time by informing your GP Practice.

Children will automatically have a SCR created for them unless they or their parent or guardian chooses to opt them out. If you are the parent or guardian of a child and feel they are old enough to understand, please tell them about SCRs and explain the options available to them.

Named Accountable GP

In line with our NHS contractual requirement, all our patients are allocated a named accountable GP. The role of your named GP is largely one of overview, and they will take lead responsibility for the coordination of appropriate services involved in your care. There is no requirement for you to see your named GP when you book an appointment. You can choose to see any GP or Practice Nurse at the surgery. Please ask at reception if you do not know who your named accountable GP is.

The Practice Team

Lead GP Partner
Dr Ravinder Grewal (Male)

Non-Clinical Partner
Mrs Gurminder Grewal

Salaried GPs
Dr Andrew Lawler (Male)
Dr Antonia Clarke (Female)
Dr Jack Newell (Male)
Dr Goodnews Emereonwu (Male)
Dr Zoe Muando (Female)

Business Manager
Sarah Ryans

Operations Manager
Lauren Hill

Practice Nurses
Sr Donna McVey
Sr Louise Burn

GP Assistant
Gail Farrow
Amanda Carr

Healthcare Assistant
Victoria Morton

Phlebotomist
Nicole Jopling

Advanced Nurse Practitioners (ANPs)
Michelle Bewick
Princy Mathews

Admin Team
Lynn Rook
Louise Quinn
Lyndsay Beattie
Stephanie Fielding

Reception supervisor
Clair Carrick

Receptionist Team
Kerry Lennon
Denise Morton
Clare Cowan
Clare Gough
Joanne Purvis
Ian Billany
Shabana Bibi
Amy Bellerby

Surgery Opening Times

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 8.00pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

The reception desk is normally manned between 8am and 8.30am. If you have an appointment during this period and there is not a receptionist on the desk, please use the check-in screen in the waiting room.

Assessment of Disability Facilities in the Building

The Car Park has wheelchair accessible ramps and designated parking bays for disabled patients/visitors.

The Main entrance consists of two sets of automatic doors. Each door is large enough for most wheelchair users to pass through.

There are two reception desks, one of which is at a lower height for wheelchair users. There is also a practice owned wheelchair available for patients to use. There is a loop system and Envisage call system for patients with hearing difficulties. Also, large black on white numbered doors for those with sight and literacy problems.

There is a wheelchair accessible toilet, fitted with an alarm.

All the consulting rooms are accessible for wheelchairs, and the rooms are large enough to permit wheelchair use.

Colliery Court Medical Group has an Automated Check-in System which is at a low height so all patients including those in wheelchairs can access it.

Non Discrimination

Patients will not be discriminated against on the grounds of sex, race, colour, creed or age. Practice staff will ensure this is followed when dealing with patients and any concerns should be reported to the Operations Manager.

Appointments

We offer a range of appointments with the doctor. There are a number of appointments with each GP and ANP that may be booked up to 4 weeks in advance, and several appointments available on a same day basis.

Evening appointments are available until 8.00 pm every Wednesday.

If you feel you need to be seen urgently, inform the receptionist as soon as possible and you will be told the best time to attend. Please be prepared to give some details of your condition when you book an appointment. If the reason is personal, please explain this to the receptionist.

We would ask patients to attend in good time for an appointment, and that if you are delayed for any reason, you inform the surgery. When attending for an appointment please do not ask the doctor to see more than one person unless this has been arranged beforehand.

If your appointment is a telephone or video consultation, please ensure you have your phone to hand at the allocated appointment time. If you miss the call you may need to rebook at the next available appointment time.

If you need to cancel an appointment, try to give the surgery as much notice as possible.

You have the right to express a preference to receive services from a particular health care professional, though this may result in a longer wait especially if they are on leave.

Home Visits

Please do not request a home visit unless you are housebound. If you do require a home visit, please telephone the surgery on 0191 5190077 before 11.00am and be prepared to give some details of your condition. Routine home visits are usually carried out over lunchtime.

Surgery Failure to Attend Policy

With the introduction of pre-bookable appointments, there has been a noticeable increase in the number of ‘Failure to Attend’ appointments. The effects of these are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

If a patient fails to attend three appointments in a 12-month period, they will be sent a letter explaining it has come to our attention and if there are any issues, they wish to discuss they can arrange to come in and speak to the Operations Manager.

If the patient then fails to attend a subsequent appointment, they will be sent a second letter inviting them to a meeting with the Operations Manager or GP. If they fail to attend that meeting, or a further appointment, a review of the case will be completed and may result in the patient being removed from the practice.

The practice telephone line has a check and cancel option for appointments which allows patients to cancel at any time of day without having to enter a queue and wait for a receptionist to answer.

Urgent Access to a Health Professional Outside of Surgery Hours

If you require medical attention outside of the normal surgery hours, please call 111, who will assess your symptoms and direct you to the most appropriate service. If your issue is life threatening, please telephone 999.

Access to a Health Professional within Surgery Hours

You can contact the practice via reception, between the hours of 8.00am and 6.30pm. The practice holds routine appointments and an urgent triage list. Once this is full, patients will be directed to 111 for problems which can not wait until the next routine appointment.

Repeat Prescriptions

Repeat prescriptions may be ordered online using the Patient Access App, the practice website or by ticking the required items on the right-hand side of your prescription and posting it into the red postbox in the waiting room.

The NHS app provides a system where patients can book and cancel appointments, and order prescriptions via the internet using a secure login. Please download the NHS app from your app store and follow the instructions to register.

If you require proxy access for a young child or someone who would like to give written consent for you to access their medical records, please contact the reception team.

Prescriptions are sent electronically to a pharmacy you have nominated. This tends to be 2 working days after you have requested your prescription from the surgery.

At your hospital attendance you may be given a prescription to be dispensed. This should be dispensed at the hospital pharmacy.

Nursing Services

We have a team of experienced nurses working in practice, undertaking a variety of duties including cervical screening, chronic disease management, contraception, vaccinations and blood pressure monitoring.

Minor Operations

Dr Lawler offers a minor operation service at the surgery for a range of problems. This service can be accessed by seeing your usual GP.

Flu Vaccinations

Each year the practice offers flu injections to those eligible. These patients will normally be contacted by text message or letter around September. Home visits are available for patients who are housebound.

Travel Vaccinations

Our practice nurses provide a range of travel immunisations, as well as a comprehensive travel advice service.

Chaperone Policy

We are committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination, or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. This will be a clinical member of staff, normally one of our nursing team.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made, and your appointment not delayed in any way. Where this is not possible, we will endeavor to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations. If you have any questions or comments regarding this, please contact

the manager.

Confidentiality

We respect your right to privacy and keep your health information confidential and secure. This is governed by the Data Protection Act.

General Practitioner Registrar

In February 2013 Colliery Court Medical Group became a training practice. GP Registrars are qualified doctors who are training to become a General Practitioner. They are fully qualified and have already done training in hospitals. You can expect them to provide a full range of GP services. If they are not certain about what to do, they will ask more senior colleagues for advice.

As part of their 3 years training, they will normally spend 6 months with the practice and take part in surgeries and home visits. This is a rolling scheme and another GPR will join the practice every 6 months.

Patients may be offered an appointment within a surgery where the GPR is observing, taking part in a joint consultation with a partner or running the consultation themselves. Reception staff will always ask patients if they are happy to take part in a GPR observed consultation before booking the appointment.

Occasionally, the GPR may wish to video their own consultations for training purposes only. The recording will only be seen by the GPR and their tutor Doctor at the surgery and once it has been viewed, it will be erased. Your permission is needed in order for the Doctor to video your consultation. You will have to sign to say you agree to the recording, but if you do not wish to be videoed, the camera will be turned off.

If you would like any further information about the GPR training or have any questions, please do not hesitate to ask at reception.

Students

From time to time the Practice undertakes the teaching or training of medical students and other health care professionals, or persons intending to become health care professionals.

You will be advised if you are attending an appointment during a teaching session, and you can request an alternative appointment if you wish.

Personal Information

Patients should note that confidential personal data will be shared within the health care team for their continuing care, unless they object, and that they may withdraw their consent at any stage. If personal data is to be used for any other purpose, then explicit and fully formed consent will be obtained from the patient. Any information shared between the surgery and services such as the Primary Care Trust will be anonymised.

All patients have the right to request access to their medical records. Please ask at reception for further details.

Confidentiality is owed equally to all patients regardless of their age, status or mental capacity.

Please see the website for our privacy notice https://collierycourt.nhs.uk/surgery-information/policies/privacy-notice/

Practice Complaints Procedure

We are always pleased to receive suggestions for improving our services. Any complaint you wish to make can be accepted in writing or verbally and should be addressed to the Operations Manager. If you feel the doctor is the most appropriate person to approach, you are free to do so. It will be of great help if your complaint is as specific as possible, so we do encourage patients to submit their complaint in writing.

Should you make a complaint, the practice may need to provide information about you and the treatment you have received to insurers or legal advisers. For more information on this or on how to submit a complaint, please contact the Operations Manager.

MISCELLANEOUS INFORMATION

Colliery Court Medical Group is currently looking at how the practice can get better at communicating with our patients. We want to make sure patients can read and understand the information sent to you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in Braille, large print, easy read or on yellow paper. We want to know if you need a British Sign Language interpreter or advocate. We want to know if we can support you to lip read or use a hearing aid or communication tool.

Please tell the receptionist when you are next at the practice or call us on 0191 519 0077.

Practice Boundary

The Practice Area covers Boldon Colliery, East Boldon, West Boldon, Cleadon, Hedworth and Fellgate.



When the practice is notified that a patient has moved out of the area, we will write to them to confirm their new address and notify them they have 30 days to register at a practice which covers this address. This allows the patient time to complete registration forms and for their new practice to process them.

Unfortunately, to maintain services for our patients, we are unable to retain patients or take on any new patients who are living outside of our practice boundary lines.

Thank you.