

## Practice Leaflet

### Mission Statement

We are **proud to work as a team** to provide the **best primary care** to the people of Blyth. We will **care for and respect** our patients **throughout** their lives, whether they are acutely unwell, to help prevent disease or to manage their long-term conditions. We **will support and respect** our patients and colleagues, and we will use **NHS** resources wisely.

**In return we ask our patients to:**

**Respect** our staff

**Keep your appointments** or help us know as soon as possible if you cannot attend. **Help us to help you** – be prepared to **let the receptionist know the reasons** for your contact, so they can help you access the most appropriate person to help. Provide us with **constructive feedback**.

**Tell us when we have done well.**

### Welcome

We provide comprehensive **NHS primary care services** to help you manage your health and well-being. Our aim is to provide a **high quality, caring and personal healthcare service** to our whole patient population by:

- Putting our **patients at the centre** of what we do
- Having a **highly qualified and trained multi-professional** integrated primary **Healthcare Team**
- Offering our services in a **safe, supportive and suitably equipped** environment, using **technological advances** in healthcare systems and our **patient's benefit**.

### Your Responsibilities

**Respect** – We expect patients to treat our staff and members of the public with courtesy and respect. We also expect our patients to treat our premises well. If these expectations are not met, you may be asked to leave the premises.

**Zero Tolerance** – The NHS operate a Zero Tolerance Policy with regard to violence and abuse, and the Practice has the right to remove violent patients from their list with immediate effect, in order 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 records the fact of the removal and the circumstances leading to it. Where patients are disruptive and display aggressive and/or intimidating behaviour and refuse to leave the premises, staff are instructed to dial 999 for Police assistance, and charges may then be brought against these individuals.

**Correct Details** – Ensure that your correspondence details are kept up to date, including address, email and contact numbers. Hospitals will also need to be advised of any change of correspondence details separately.

**Contacting us** – Please be polite, respectful and avoid busy peak times if your call is for routine matters. You can contact us by phone, email, online or in person, see overleaf for contact information.

**Appointments** – Please attend on time and remember if you need to cancel, give us as much notice as possible. Same day appointments are given out on a first come basis and any urgent appointments will be triaged by a clinician. Once we have reached our appointment capacity you will be advised of alternative ways to seek medical advice.

**Service Use and Missed Appointments** – We expect our patients to use our service appropriately. Any misuse of services will be addressed with the concerned patient. The practice has a policy for dealing with patients who misuse the service or do not attend their appointments. Missed appointments present a problem to the Practice as the wasted appointments could have been used for other patients. The Practice will follow-up on patients who do not attend. This could result in removal from the Practice list.

### Contact Us - Opening Hours

Gatacre	Blyth Health Centre	Newsham
Monday: 08:00am – 08:00pm	Monday: 07:00am – 06:30pm	Monday: 08:00am – 06:30pm
Tuesday: 08:00am – 06:30pm	Tuesday: 08:00am – 06:30pm	Tuesday: 08:00am – 06:30pm
Wednesday: 08:00am – 06:30pm	Wednesday: 08:00am – 06:30pm	Wednesday: 08:00am – 06:30pm
Thursday: 08:00am – 06:30pm	Thursday: 08:00am – 06:30pm	Thursday: 08:00am – 06:30pm
Friday: 08:00am – 08:00pm	Friday: 08:00am – 06:30pm	Friday: 08:00am – 06:30pm
Saturday: 08:00am – 05:00pm	Saturday: CLOSED	Saturday: CLOSED
<b>Phone Lines are Open:</b> 8:00 am – 6:30 pm (Mon–Fri)/Saturday:8am - 12pm and 12:30pm – 5pm		



eConsult is available to patients **24 hours a day, 7 days a week**



Gatacre Street Blyth NE24 1HD 01670542630 GP and ANP Appointments	Blyth Health Centre Thoroton Street Blyth NE24 1DX 01670355080 Healthcare and Nurse appointments	Newsham Surgery 61 Newcastle Road Newsham Blyth NE24 4AW 01670655440 GP and Nurse Appointments
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[nencicb-nor.railway-a84009@nhs.net](mailto:nencicb-nor.railway-a84009@nhs.net)

[www.railwaymedicalgroup.nhs.uk](http://www.railwaymedicalgroup.nhs.uk)

## Our Catchment Area

We **welcome** patients who live in **our catchment area**, acceptance on to the list is as at the discretion of the Doctor. Please note that your medical records may take several weeks to arrive at the Practice.

You can register online by visiting our website [www.railwaymedicalgroup.nhs.uk](http://www.railwaymedicalgroup.nhs.uk) or registration forms can be picked up at any of our sites.



For **online access** you will need to provide documentation, a full list of acceptable types is available on our website.

All registered patients will be assigned a **named GP who has overall responsibility for their care and support**. **Patients do not need to see their named GP** when they book an appointment with the Practice. Wherever possible we will always try and accommodate a patient's preference of practitioner.

## Home Visits

Our GP Practice is keen to ensure that we make the best use of our clinical staff, allowing them to provide the most appropriate care for those most in need of it. For the vast majority of patients, attending an appointment at the Practice is the best option for them and the Practice staff. You may think that a home visit by a doctor (GP) is best for the patient care. However, while home visits are convenient for the patient, they actually offer a poorer standard of care compared to surgery consultations. If you are poorly and think you need an urgent same day visit, please call us before **11am on the day**.

## Accessibility



Guide dogs are welcome at the Practice, but we ask that you be aware of other patients and staff who may have an allergy or fear of dogs. If you or your family members are blind or partially sighted, we can give you a large print of our Practice leaflet upon request. Please ask our staff for further information.



Our Practices have been specially designed to make it easier for disabled patients to visit; patients also have access to a disabled toilet. We have disabled parking bays at our Gatacre and Blyth Health Centre sites.



We have a loop induction system at our reception desks to assist the hearing impaired.

## Out of Hours

You can also go to [111.nhs.uk](https://111.nhs.uk) or call 111 if you need medical help now, but it is not an emergency. You can also visit an urgent care service, such as an NHS Walk-in Centre, Urgent Care Centre or Minor Injuries Unit. They can provide treatment for minor injuries or illnesses, such as cuts, bruises and rashes. They have proved to be a successful complementary service to traditional GP and A&E Services. Some urgent care services offer access to Doctors, as well as Nurses. However, they are not designed for treatment long-term conditions or immediately life-threatening problems. You do not need to be registered, and you do not need an appointment. Any member of the public can simply walk in to be seen, regardless of where they are registered. Some offer prebooked appointments.



**when it's less  
urgent than 999**

## Clinics and Services

### Nursing Services

Well Women Checks

Well Man Checks

NHS Checks

Cervical Screening

Immunisations

Well Baby Clinic

Over 75 Checks

Annual Birthday Checks

### GP and Additional Clinical Services

Blyth Acute Service – Same Day Triage

Family Planning

Minor Operations

Medical Reviews and Repeat Ordering

Orthopaedic

Breast Screening

Out of Hours Service

Private Medicals

**Diabetic Checks**

**Dietary Advice**

**Hypertension Clinic**

**Mental Health Care**

**Cardiovascular Clinic**

**Social Prescribing**

**COVID Vaccinations**

**eConsult Online-Triage, Self-Help and Advice**

**Flu Clinics**

**Ante Natal Care**

**Incontinence Clinic**

**Health Promotion**

You can access an appointment for any of our clinics or services by phone or asking at one of our reception desks. Booking online is available for GP appointments.

Appointment types can be either telephone, face to face, home visits or online. For more information, please see our website or ask one of our Reception Team.

**As a training Practice, we develop and train Registrars, F2s, Doctors and Medical Students at the Practice.**

## Repeat Prescriptions

**You can order using our online system, NHS app, at one of our reception desks, by leaving a voicemail message or speaking to a member of our Prescription Team.**



The Carers Northumberland Information Service provides carers with a regular newsletter to inform them of events, activities, training and other useful information.

## Veterans

Railway Medical Group is proud to say that we are officially a veteran friendly Practice! Please read the Patient Charter which states our commitment to you as a veteran of the UK Armed Forces on our Practice website.



**Armed Forces veteran friendly accredited GP practice**

## Community Psychiatric Nurses (CPNs)

We work in the community as members of Community Mental Health Teams. They carry out assessments, monitor medication, recommend reviews, offer advice and treatment techniques (such as anxiety management or relaxation therapy), and give support and information to carers.

## Orthopaedic Practitioners

Deliver care to patients experiencing musculoskeletal problems. Some examples of common musculoskeletal problems include osteoarthritis, osteoporosis, fractures and tendon or ligament injuries.

## Social Prescribers

Our **Social Prescribing Team** offer a **free service to all patients**. The team focus on **supporting individuals who have complex needs** which are negatively impacting their overall health and wellbeing. If you are **struggling to manage a long-term health condition, struggling financially, need assistance with housing or completing benefit forms, suffering from social isolation or your mental health, we can help you**.

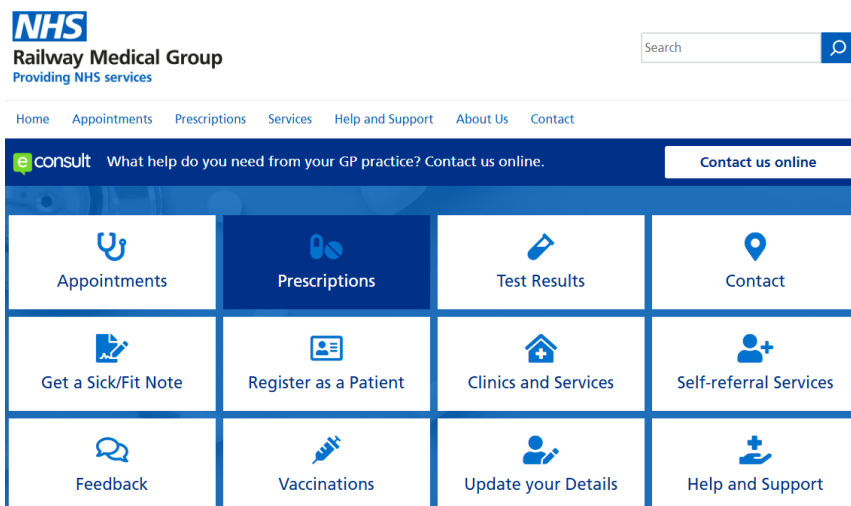
Social Prescribing prioritises **what matters to you**. The team aim to provide **practical and emotional support** to patients so that they can improve quality of life and emotional wellbeing. **Contact reception for more information and to make an appointment**.



The **Social Prescribing Team** were able to link with **Wag and Co** this year to introduce a new service for **socially isolated or elderly people** both in their own homes and in residential care in Blyth. Thanks to the generosity of **Railway Medical Group** Partners who donated £800 and a further 230 raised by the Social Prescribing Team tombola, we are now able to offer visits with Wag and Co and their brilliant service visit: <https://wagandcompany.co.uk/>

To read Railway's journey to **Wag and Co** visit <https://businessmondays.co.uk/north-east-medical-group-turns-to-k9-wag-friendship-therapy/>

## Online Services



**NHS**  
Railway Medical Group  
Providing NHS services

Search

Home Appointments Prescriptions Services Help and Support About Us Contact

e consult What help do you need from your GP practice? Contact us online. Contact us online

Appointments	Prescriptions	Test Results	Contact
Get a Sick/Fit Note	Register as a Patient	Clinics and Services	Self-referral Services
Feedback	Vaccinations	Update your Details	Help and Support

**Our Practice website** has lots of information, advice and self-help, please visit us @ [www.railwaymedicalgroup.nhs.uk](http://www.railwaymedicalgroup.nhs.uk)

Among the services we offer, there is a self-help section which includes downloadable leaflets and contacts which may help with minor ailments.

## Help and Support Organisations


Help and support is available from many national and local organisations:

Abuse	Addiction	Apps and Online Tools
Asthma	Asylum/Refugee	Audiology
Autism and ADHD	Bereavement	Blood Group (type)
Cancer	Carers	Child Health
Chronic Pain	Community Groups	COPD (chronic obstructive pulmonary disease)
Dementia	Diabetes	Digestive Disorders

### Sign in to your account

Don't have an account? [Register with Patient Access](#)

If you have an NHS login, you can use it as a secure way to sign in to Patient Access.

 Continue to NHS login

(For patients in England only)

Or sign in with Patient Access.

Sign in to Patient Access

**Registering for online patient access** can help you avoid phoning up the Practice for booking or cancelling appointments, ordering repeat prescriptions, self-referral options and up to date guidance and information.

<https://www.patientaccess.com/>

You can also view your records, including test results, and update your information if you have moved house or changed telephone number, which saves a trip down to the Practice to complete a form.

**From the 1<sup>st</sup> of November 2022 patients will have access to their full medical records from the date you sign up for online services.**

If you are **over 16** and would like to **register** for this service, please ask at reception. You must show **photographic ID or a professional document** when registering for this service.

Log in to your **NHS** account to access services **online** on your computer, tablet or mobile phone. You do not need to download anything.

### Log in to your account to:

- get your NHS COVID Pass
- order repeat prescriptions
- book and manage appointment
- get health information and advice
- view your health record securely
- view your NHS number

### You can have an account if you are:

- registered with a GP surgery in England and age 13 or over



Get the NHS app on your smartphone or tablet.



You can either download the **NHS app** or visit our **website** to learn more, get self-help or submit and **eConsult**.

**eConsult** is a clever bit of software that allows you to **quickly and safely get help and advice from your own doctors and GP Practice online**, for free from **anywhere**. eConsult is a form-based **online consultation & triage platform** that collects your medical or administrative request and sends it through to your GP Practice to **triage** and decide on the right care for you and everyone else. By submitting an eConsult your doctors can make sure **every patient gets the right care**, saving appointments for those that need them. If you can use eConsult it means you have freed up the phone line for those who are not able to use the internet. We do not always know what is wrong with us, which is why we go to the doctors. By **submitting an eConsult you give your doctors all the information they need to decide on the right care for you and your family**. eConsult is available to use any time, day or night, from any device connected to the internet. **There is no need to wait in a phone queue or visit the Practice**. It takes just 3-4 minutes to complete an eConsult and your Practice will get back to you within 1 working day, not sooner.



## Our Team

**Railway Medical Group is a Partnership**; the Partners are responsible for all aspects of the practice governance – recruitment and development of staff, delivering contracted services by the NHS and overall, the care of their patient. We are also a teaching and training practice.

### GP Partners

Dr Nicola Shiell MBChB 2000 MRCGP 2006 DCH 2003 DRCOG 2004 University of Sheffield

Dr Grace Watts MB BS 2002 University of Newcastle upon Tyne

Dr Alex van der Bos MB ChB 2010 University of Manchester

Dr Rebecca Cross MB BS 2010 University of Newcastle upon Tyne

Dr Pepper Atkinson MB BS 2007 University of Newcastle upon Tyne

Dr Emma Stewart MB BS 2007 University of Newcastle upon Tyne

**Managing Partner:** Chris Watson BSC (hons)

### Salaried GP

Dr Georgina Smith MB BS 1997 University of Newcastle upon Tyne

Dr Ruth Parr MB ChB 2000 University of Dundee

Dr Laura Corrigan MB ChB 2003 University of Edinburgh

Dr Chris Mckelvey MB ChB 2015 University of Edinburgh

Dr Rebecca White MB BS 2014 University of Newcastle upon Tyne

Dr Rachel Lever MB BS 2009 University of Newcastle upon Tyne

Dr Rachel Wilkinson MB chB201 University of Leicester

Dr Laura Kamali BM BS 2009 University of Nottingham

Dr Georgia Huggon MB MS 2016 University of Newcastle

Dr Hwei Hwei Seah

Dr Elizabeth Dowling

Dr Shomaila Ahmed

Dr Anna Garms

Dr Zwe Wint Naing

Dr Mohamed Bilal Zakaria

### **Long-term Locum GPs**

Dr Qurat-ul-Ain Khawaja

Khaled Abdelfattah

### **Paramedic**

John Ramm

Annie Noble

Laura Meaden

### **Advance Nurse Practitioners**

Gabriel Okodoa (Adult ANP)

Susan Beaves (Paediatric ANP)

### **Community Psychiatric Nurse**

Sue Trebillcock

Sue Scott

### **Orthopaedic Practitioners**

Sarah Gourley

Marcus Boyle

### **Pharmacists**

Michelle Douglas

Jennifer Clarke

Hayley Hogg

Tracey Grey

### **Pharmacy Technicians**

Laura Ross

Russell Tong

### **Medicines Manager**

Jamie Thomson

### **Practice Nurses**

Julie Williamson (Lead PN)

Elaine Sansom

Alex Reed

Rachael Green

Jaqueline Perry

## Healthcare Assistants

Beverley Williams

Deborah Batey

Keren Patterson

Debbie Nget

Amy Shepherd

Amy Chisholm

Chloe Harrison

## Nurse Associates (Trainee)

Kelsie Thompson

Faye Hanlon

## Assistant Practice Manager

Kelly Langlands

## Digital Infrastructure and Facilities Manager

Paul Culling

## Reception/Secretarial Staff

When you contact us, either by phone or in person, our staff are here to help. They handle everything from scheduling appointments to organising your documentation, all to ensure our practice operates efficiently and you receive excellent care. Their role is incredibly busy, and we appreciate your understanding and patience, especially during peak times when they're managing a high volume of calls and inquiries. You might be asked for a little personal information about your medical condition. This isn't just for us; it helps us direct you to the most suitable clinician and allows all the healthcare professionals within our practice to work together seamlessly to support your health and well-being.

All staff adhere to the Practice's Confidentiality Policy and Data Protection Act 2018.

## NHS Summary Care Record

**Summary Care Record (SCR)** are an electronic **record** of patient information, created from GP medical **records**. They can be seen and used by authorised staff in other areas of the health and **care** system involved in the patient's direct **care**. Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays in urgent care. Your Summary Care Record contains **basic information about allergies and medications and any reactions that you have had to medication in the past**. **If you choose to have a Summary Care Record** you do not need to do anything. This will happen automatically. **You can choose not to have a Summary Care Record**; you need to let your GP Practice know and fill in and return an opt-out form. For more information, please go to <http://digital.nhs.uk/services/summary-care-records-scr>

## Have Your Say Patient Participation Group

The aim of the group is to provide an opportunity for two-way feedback between the practice and the patients, to work together to improve services and facilities for the patients of the Practice. We want to ensure that our patients are able to have their voices heard because your opinions matter to us. We want the group to be representative of the community we serve. Therefore, a PPG is open to every patient on the GP Practice list. All communities, groups, genders, ages, ethnicities and disabilities representing our patient list are encouraged to join. If you wish to put your name forward, please complete the Patient Participation Group sign up form on our website or ask more about it at one of the reception desks.

### Compliment or Complaints

We make every effort to give the best service possible to everyone who attends our Practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would like the matter to be settled as quickly, and as amicably, as possible.

To have your complaint investigated, you need to complain within 12 months of the event happening, or as soon as you first become aware of the issue you want to complain about. The time limit can be extended in special circumstances.

Whether you are happy or unhappy with the care and treatment that you have received, please get in touch and let us know your views.

Receiving compliments and complaints is important to ensuring good quality local healthcare in our Practice, helping us to find out more about what we are getting right and what we can improve. We hope this will help you make your feelings and experiences known to the appropriate people. Should you have a complaint, you can speak to any member of staff initially with your complaint. This gives you the opportunity to resolve any concern you may have without it going through a formal process.

If you wish to make a formal complaint, we will contact you about your complaint within three working days and offer to discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within the time frame or a meeting with the people involved.

A copy of our complaint's procedure can be found on our website, or you can ask a receptionist for a copy.

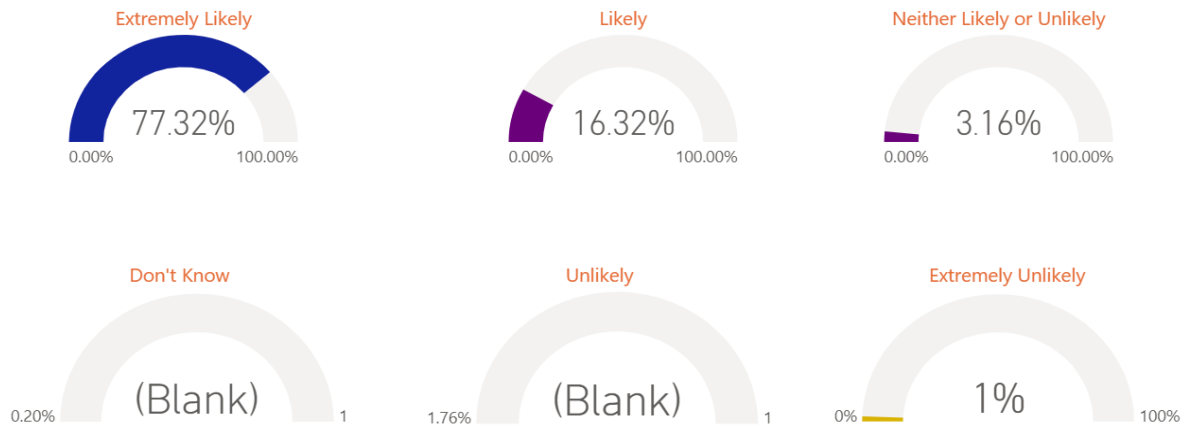
### Feedback and Suggestions

We welcome your comments on things we are doing well within the Practice and also welcome your suggestions on things we can improve. If you would like to make a suggestion or provide us with any feedback, please contact us by completing the form on our website or if you prefer, write to the Practice. Your feedback is extremely important to us as it helps us to see what we are doing well at and areas for improvement. You do not need to give your name or contact details if you do not wish to.

## Friends and Family

The NHS want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review and improve our service to you.

"How likely are you to recommend your **Railway Medical Group** to friends and family if they need similar care or treatment?"



Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you are helping us to make changes that will ensure we can offer the best possible care.

