



Central Gateshead Medical Group
The Health Centre
Prince Consort Road
Gateshead
NE8 1NB
Tel: 0191 4772243

Partners

Dr Stephen Mark Potter MB ChB 1994 (Edinburgh) MRCGP
Dr Peter William Ward MBBS 1995 (Newcastle) DCH DRCOG MRCGP
Dr Rosalind Mary Bramhall MBBS 1998 (Newcastle) BSc 1997 (UCL) DCH DRCOG MRCGP
Dr Faye Estelle Damant MBBS 2003 (Newcastle) MRCGP
Dr Tennyson-Jr Neydon Nadah MB ChB 2005 (Birmingham) MRCGP
Dr Karen Hemmings MBBS 2013 MRCGP 2018 (Newcastle)

Salaried GP's

Dr Anna Mowat MBBS 2007 (Newcastle) MRCGP 2013 DRCOG 2012
Dr Chris Thain MB ChB 2001 (Leeds) MRCGP
Dr Paula Bradley BA Hons 1997 MBBS 2005 (Newcastle) MRCS DOHNS (2009) MCLinRes 2013
MRCGP (2021)
Dr Charlotte Ratcliff BSc (Hons), MBBS 2014 (Hull-York), DipMedEd and MRCGP

Nursing Team

Janet Hardingham Nurse Practitioner
Dawn Barnsley Practice Nurse
Sarah Roberts Practice Nurse
Lisa Archer Health Care Assistant
Waynner Fryer Health Care Assistant
Melanie Lindsay Health Care Assistant

Practice Manager

Angela McClintock

Practice Opening Hours

Appointments available Monday, Tuesday & Wednesday 8:00am – 7:00pm, Thursday & Friday
8:00am – 6:00pm

Telephone lines are open from 8:30am – 6:00pm Monday - Friday

Practice Website: www.cgmg.co.uk

***The team at Central Gateshead Medical Group always aim to deliver the best for our patients.
We have bright and modern facilities and are continually improving our services to benefit our
patients.***

How to register with the Practice

We cover the following areas, all postcodes within NE8, parts of NE9, NE10 and NE11. Please contact reception if you are unsure whether we cover your address.

From 1st January 2015 we will be able to accept new patients from any address, for example, you may work near the Health Centre but live in Newcastle. There are conditions you must agree to before we accept you as an Out of Area registration.

If your address is within our boundary you will be required to complete a registration form and a GMS1 form (available from reception & on our website), we also ask to see proof of address (a recent utility bill, bank statement, etc.)

Named Accountable GP

In accordance with NHS England requirements all patients registered at our practice are allocated to a named GP.

Please be aware that this does not affect your ability to make an appointment with any GP of your choice.

Should you express a wish for this to be changed to another GP we will do our best to accommodate your wishes.

Please ask at Reception if you wish to know who your named GP is.

Disabled Access

We are based within a modern Health Centre, access to the building and consulting rooms are suitable for wheelchair users. We have accessible WC's and disabled parking bays.

How to make an appointment

We have a 24 hour automated telephone system which enables you to book, cancel, check or change an appointment. To use this system you will need to provide the Date of Birth and Telephone number we have on file. (PLEASE NOTE THIS SERVICE IS CURRENTLY DISABLED DUE TO COVID 19)

You can make an appointment with a doctor or nurse by either ringing the practice on 0191 4772243 or at the reception desk during opening hours. The standard appointment time is 10 minutes, please tell the receptionist if you require a longer appointment or if you require an Interpreter.

You are able to express a preference for a particular practitioner but please be aware this may mean you have to wait a few days for an appointment.

Our appointment system explained

There are 4 types of appointments:

- **Pre Bookable/Advance** – these can usually be booked upto 6 weeks in advance and tend to be early morning and late evening. These appointments are usually offered when your health problem is ongoing or non-urgent. They are ideal if you wish to see a particular doctor.
- **Same Day/Night before** – a selection of appointments are released each evening at 8:00pm for the following day, these are available to book using the automated telephone system. The remainder of these appointments are released at 8:30am each morning for

appointments the same day, we do try our best to fit as many patients in as we can. These appointments tend to be used for new illnesses/conditions that are more urgent.

- **Telephone** – doctors and nurses are often able to provide advice to patients on the telephone. Please ask the receptionist who will give you an approximate time that the doctor or nurse will call you.
- **Long Term condition management** – we monitor patients who have long term conditions on a regular basis at specialist clinics. Patients with these conditions will be sent a letter inviting them to make an appointment.

Demand for same day appointments varies from day to day, often we are unable to offer all patients an appointment who ask for one. There are options available to you in the instance, please see “What to do when the Practice is closed” section.

We also offer online appointment booking – **please note this service currently disabled for appointment booking due to Covid 19**. If you are interested in this service please download an App such as the NHS app or Patient Access or ask the reception team.

Home Visits

Home visits are for housebound patients living within our Practice boundary, who are not able to travel to the surgery. If you think your problem needs a doctor to visit please telephone the reception before 10:30am if possible. The receptionist will check your contact details and ask you the nature of your problem, usually a doctor will telephone you before visiting.

How to order a repeat prescription

From the 1st March 2021 we will no longer be accepting prescription requests over the telephone, however there are various other ways to order your medicines:

- Download an App (such as the NHS App, Patient Access) on your mobile phone or tablet
- Tick the items you need on the white section of your prescription and return it to the practice – either by post or in the boxes in reception
- Some pharmacies may offer an ordering service

In some circumstances your request may be refused as you may be due a medication review, a member of the reception team will contact you to arrange this. It is recommended that you order your medication 3-4 working days before it is required. To avoid wastage please only order the drugs you need.

Test Results

If your doctor thinks your blood, urine etc needs testing, you will be asked to make an appointment with the Health Care Assistant and your sample will be sent to the laboratory. To obtain the results please telephone reception on 0191 4772243 between 9:30am – 6:00 pm Monday – Friday.

Sometimes after reviewing your results the doctor may ask the one of the reception team to telephone you with the result or to make an appointment. The receptionist will not be able to give you more information as they are not trained to give clinical advice.

Online Services

Patients who register for online services can:

- Book an appointment
- Request a repeat prescription
- View a summary of your medical record including test results
- Update contact details

If you would like to view your medical record we will require 2 forms of I.D. (1 of which should be photographic).

E-Consult

The practice now offers this service, it allows patients to complete a simple form online to get advice and treatment by the end of the next working day. Patients can also check their symptoms and receive on the spot medical advice and treatment guidance. This service can also be used for administration requests.

To access this service please visit our website www.cgmg.co.uk

What to do when the Practice is closed

Should you feel that your illness cannot wait until the surgery re-opens, you should call 111 for advice. Calls to the NHS 111 service are free from landlines and mobiles. The out of hours GP service is provided by GatDoc.

If your problem is an emergency or life threatening please dial 999 for an ambulance.

Gateshead Walk in Centre

This is situated at the Queen Elizabeth Hospital and can treat and advise on minor illnesses or injuries. It is open 7 days per week 7:00am – 10:00pm.

Contact Number: 0191 445 5454

Blaydon Walk in Centre - Blaydon Minor Injury and Illness Unit

This is situated at Blaydon Primary Care Centre, Shibdon Road, Blaydon, Tyne and Wear, NE21 5NW. Opening Times: Open 8am - 10pm, 7 days a week.

Contact Number: 0191 283 4600

Local Pharmacy

Your local pharmacist is an expert in the use of medicines and most pharmacies run a “Think Pharmacy First” service. They can offer a range of over the counter medicine, advice and support for a number of conditions such as:

- Coughs, colds, sore throats
- Headaches, Fever
- Stomach upsets, Diarrhoea, Constipation
- Heartburn or indigestion
- Head Lice
- Skin Conditions

For patients who are exempt from NHS prescription charges, some medicines are supplied free of charge.

Feedback about our service

We always aim to offer a friendly, caring and professional service and a high standard of health care for all our patients. We welcome feedback and value your comments and suggestions. Please get in touch and let us know your thoughts. We will endeavour to listen to your comments and act appropriately to help us deliver the best for you and your family.

A copy of our Complaints & Compliments procedure/form is available from Reception, or on our website.

If you are interested in joining our patient forum please ask a member of staff for further details.

What we expect from you

We expect all patients to be polite & courteous to our staff and other patients. We operate a Zero Tolerance Policy for verbal and physical abuse, patients who are not compliant with this may be removed from the practice register.

We also expect patients to be punctual for their appointments, if you are unable to attend please notify the reception as soon as possible so we can offer the appointment to someone else.

We expect you to inform us of any changes to your contact details.

What you can expect from us

You will be dealt with in a courteous and respectful manner. All staff have a duty of confidentiality to our patients. We will ensure patient confidentiality is maintained at all times. We will not share patient information with other agencies without the consent of the patient or when legally obliged to do so. Sometimes there may be exceptions to this for example, sharing information subject to the Child Protection Act.

For more information on how we use the information we have about you, please see our website.

Practice Services & Clinics

Ante-Natal Clinic

The community midwife usually holds 2 clinics per week (Tuesday & Wednesday PM). If you have a positive home pregnancy test you can self-refer to the midwife by completing a form at Reception.

Anti-Coagulant (Warfarin) Clinic

This is held on Friday afternoons for patients who are prescribed Warfarin and need regular monitoring. This is hosted within the Health Centre but is organised by the Pharmacist from the Queen Elizabeth hospital.

Childhood Immunisations

If your child is due an immunisation you will be sent a reminder to book an appointment from the Child Health Department, the clinic is run by the Practice Nurses.

Drugs & Alcohol

The practice works closely with the Gateshead Drug & Alcohol Team. If you would like to access this service, please discuss this with one of our doctors.

Family Planning

We offer all types of contraception. Please speak to Reception to make an appointment, the receptionist may ask which method of contraception you are interested in as our Practice Nurses/Doctors specialise in different areas.

Long Term Conditions Clinics

We hold clinics for patients with Diabetes, Coronary Heart & Vascular disease, Hypertension, COPD & Asthma.

If you have been diagnosed with any of these conditions your care will be reviewed at least once per year.

Minor Surgery

We can offer certain minor surgery procedures on the practice. Please make an appointment with a GP/Nurse if you wish to be referred for minor surgery.

Physiotherapy

Patients are able to self-refer to Physiotherapy. Contact Tyneside Integrated Musculoskeletal Services (TIMS). Please see www.tims.nhs.uk for further information.

Travel Immunisations

In line with current NHS England regulations, only the following vaccinations are available free of charge on the NHS:

Diphtheria, Polio and Tetanus

Typhoid

Hepatitis A

Cholera

If you require any other vaccinations for travel you can obtain these from a private clinic (such as Superdrug or Boots)

Private Services

Not all of the Practice work is paid for by the NHS, some services must be funded privately. The fees for these services are available from Reception and on our website, they may be subject to change. Examples of private work are some holiday vaccinations, insurance applications, benefit claims and forms requiring completion and signature by a Doctor. Private medical examinations for insurance or occupational purposes must be booked and paid for in advance.

Research

Our practice is research active and is involved in a number of research projects. For further information contact the Practice

Training

We are a training practice, this means we have GP Registrars working with us. GP Registrars are fully qualified doctors undertaking further training to become GPs. The Registrars have their own surgeries but can seek advice and guidance from one of the other GPs if required.

Practice website

Our website address is www.cgmg.co.uk

Visit the website for further information about the practice and general health information.

Updated December 2021