

# EAST WING SURGERY

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East Wing, Palmer Community Hospital

Wear Street, Jarrow, NE32 3UX

Tel: 0191 4028075 E-Mail: ewsa88613@nhs.net

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

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**Dr Syed Mohammad Zafar Zaidi MB BS 1983 Karachi, FRCS 1990**

**Dr Omodele Sulaiman Salaudeen MB BS 1988 Ahmadu Bello Uni, MRCOG 1999, MRCP 2005**

**Dr Yougantheran Marisusay Pillay MB ChB 1993 University of Natal**

## PATIENT INFORMATION

### OFFICE HOURS

Our reception telephone line and surgery door are open between 8.30am and 6.00pm Monday – Friday.

Please note that the surgery doors are closed between 1pm and 1.30pm.

If you require a doctor outside of these hours, please contact the surgery on the usual number for guidance. Our 'Out of Hours' service is commissioned by the Primary Care Trust and provided by Northern Doctors Urgent Care Limited. They are available between 6.30pm and 8.00am

### STAFF IN THE SURGERY

#### **Clinical Team**

Dr Zaidi

Dr Salaudeen

Dr Pillay

Nicola McMillan – Practice Nurse

Sarah Thornton – Healthcare Assistant

#### **Administration Team**

Mrs Mary Davidson – Practice Manager

Karen Nicholson – Deputy Practice Manager / Secretary

Lyndsey McIntyre – Administrator

Karen Puntton – Recall Administrator

#### **Reception Team**

Lynn Coyne-Reece / Kim Barrass / Leah Carr / Kim McElwee

We also have a wider clinical team to assist us in providing the best healthcare possible, consisting of District Nurses, Midwife, Health Visitor, Pharmacy. We are also assisted by our Primary Care Network - Physiotherapy / Podiatry / Dietician/ Mental Health Practitioners / Dementia Nurses / Social Prescribers

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These staff help us to provide the following clinics for your continued care:

Ante natal

Asthma / Respiratory Disease

Chronic Heart Disease

Diabetes

Minor Ailments

Minor Surgery

Vaccination

Health Promotion

Please see our website for a list of ailments that they are able to treat. It may be more appropriate to book an appointment with a different Health Care Professional rather than a GP. Reception staff will sign-post you to the most appropriate appointment when booking.

## **APPOINTMENTS**

Face to Face appointments with a GP are available to book daily. A small number are available to book in advance. (All GP appointment requests will be sign-posted by the reception team prior to booking. Be sure to let us know if you require a chaperone / interpreter so that one can be booked at the same time as your appointment.

Please contact our reception to make an appointment with any of our team.

**GP** - For moderate / complex problems

**Advanced Nurse Practitioner** – moderate / minor illness

**Practice Nurse** – Long Term Conditions reviews / Sexual Health / Initial wound care / Vaccinations

**HealthCare Assistant** - Health Checks / Blood Pressure monitoring / Smoke Cessation / Follow up Wound Care

**Pharmacy** – minor medical issues

**Physiotherapist** – Joint and muscular pain

**Mental Health Practitioner** – Mental Health Support

**Podiatry** – Foot problems

**Social Prescriber** – non-medical support

Appointments with our Practice Nurse and Healthcare Assistant are also available to book online. Please ask at reception if you are not already registered or sign up to the NHS App for access.

Patients have the right to express a preference of doctor; however, may therefore have to wait longer for an appointment.

You can also consult with the GP online – see our practice website.

Please help us by discussing with our reception staff your needs. They are trained to advise you as to which healthcare professional can best assist you.

Please help us to help you and try to give as much notice as possible for a routine appointment and should you no longer need or are unable to attend your appointment, for whatever reason, please telephone to cancel so that your appointment can be given to someone else. Failure to attend appointments could ultimately result in the GPs asking you to register with another doctor.

It is important to keep your contact details up to date, please inform us as soon as possible of any changes. We can send out text reminder messages to ensure you don't miss an appointment.

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## CONFIDENTIALITY

### TELEPHONE ADVICE/APPOINTMENTS

Patients can generally request telephone appointments on the same day only, a limited number of advance booking is available. These appointments are for medication review, test results, to discuss hospital letters, requests from GP to make telephone appointments etc.

### HOME VISITS

Please telephone before 10am if possible. A doctor's visit will only be offered to those physically incapable of attending the surgery. All requests will be assessed by a healthcare professional before a visit is arranged.

N.B. Lack of transport is not a valid reason for a home visit.

### PRESCRIPTIONS

You can request repeat prescriptions via online service (NHS App) , E-mail, E-consult. Paper repeat prescription requests can be left with the reception staff, or in the box at the entrance to the surgery.

### TEST RESULTS

To enquire about the availability of test results please call after 2.30pm.

Please do not call outside of this time.

### NEW PATIENTS

Our practice covers Jarrow and Hebburn. If you wish to register with the practice, please contact our reception for registration forms or visit our website. Once completed please return them to the surgery, at which time you can request a registration appointment with our Healthcare Assistant if you wish to. This is not mandatory.

All patient paper and computer records are confidential, as is any conversation with any member of staff in the practice. Our staff are aware of the guidelines regarding disclosure of information under the Data Protection Act. No information will be disclosed to a third party without a patient's written consent. With the exception of other staff or organisations that may provide you with healthcare. This is so that the different parts of the NHS can work together to offer patients the best care possible.

You can request that we do not share your medical data with other staff or parts of the NHS (although this may affect the treatment you are given).

### DISABLED ACCESS

Disabled patients can gain access to the premises via the lift in the main hospital building. Within the surgery there is a patient toilet which is able to accommodate a wheelchair with rail assistance.

### COMPLAINTS/COMMENTS

We aim to provide you with the best services with the resources available to us. If you are unhappy with the service provided to you, please let us know in writing. If you prefer Reception can provide you with a form for completion.

Your complaint will be dealt with through our practice complaints system.

# EAST WING SURGERY

## ABUSIVE / RUDE BEHAVIOUR

### Zero Tolerance

**No abuse of any of our staff, whether verbal or physical will be tolerated.**

If a patient is verbally abusive, or repeatedly rude, a formal warning letter may be issued and following a discussion with the Partnership, further action resulting in removal from the practice list may take place. Any physical abuse will be reported to the police and the patient immediately removed from the practice list.

Our staff have a difficult and demanding job and will try whenever possible to assist you. Please remember if you are kept waiting, or if the questions seem intrusive, the receptionist is carrying out our policies for smooth and efficient running of the surgery.

## HEALTHIER LIFESTYLE

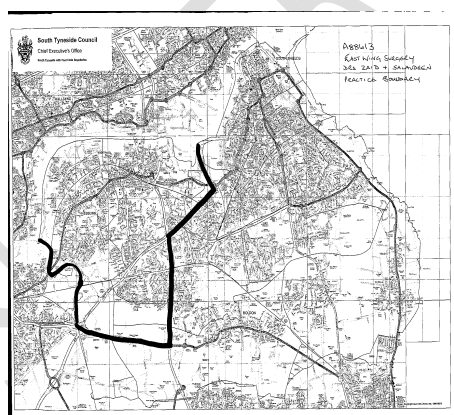
8 ways you can really help yourself:

- Be a non smoker
- Keep a reasonable weight
- Take regular exercise
- Eat a high fibre, low fat diet
- Take alcohol in moderation
- Avoid excessive exposure to the sun
- Avoid stress
- Immunise all the family

The practice falls within the boundary of South Tyneside Integrated Care Board, who are based at Monkton Hall, Monkton Village, Tel : 0191 283 1903

e-mail [nencicb-styn.enquiries@nhs.net](mailto:nencicb-styn.enquiries@nhs.net)

Information regarding Primary Medical Services in the area may be obtained from NHS England.



For further information about the practice please visit our website:

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

## ADDITIONAL INFORMATION

**NHS 1 1 1** can be contacted for advice on

Tel: 1 1 1

The nearest **Accident and Emergency** Department is:

South Tyneside District Hospital

Harton Lane, South Shields, NE34 0PL  
(2.56 miles)

Tel: 0191 4041000

**If you require a copy  
of this document in  
another format,  
please ask at  
reception.**

EAST WING SURGERY

# How we use your medical records

## Important information for patients

- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.

For more information ask at reception for a leaflet OR visit our website <http://eastwingsurgery.nhs.uk/>

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.