

Welcome to Throckley Primary Care



We at Throckley Primary Care aim to deliver the highest standard of personal health care for each and every patient, and to develop continuous improvement of the health of the practice population.

Address: Throckley Primary Care, Tillmouth Park Road, Throckley, Newcastle upon Tyne, NE15 9PA

Telephone: 0191 264 1014

Website : www.throckleyprimarycare.nhs.uk

Email : throckleyreception.a8602@nhs.net

Opening Hours	Monday 08:00 a.m. – 18:30 p.m. Tuesday 08:00 a.m. – 18:30 p.m. Wednesday 08:00 a.m. - 19.30 p.m. Thursday 08:00 a.m. – 18:30 p.m. Friday 07:30 a.m. - 18.30 p.m. Telephone lines - Monday – Friday 8:30 a.m. – 18:30 p.m.
----------------------	---

If you require urgent medical assistance which cannot wait until the Practice re-opens call **111**. For medical emergencies call **999**.

Our team includes 7 GPs (plus GP Registrars), 2 Practice Nurses, District Nurses, a Pharmacy Technician, 2 Healthcare Assistants, Health Visitors, 2 Phlebotomists, a Midwife, 3 Counsellors, a Primary Care Mental Health Practitioner, a Primary Care Navigator, Physiotherapists, a Frailty Team, as well as our Practice Manager, Reception Office Manager, Patient Care Advisors and Administration Team.

We offer a full range of general medical services including Antenatal, Child Health and Immunisation Clinics. We offer a comprehensive Chronic Disease Management programme to monitor conditions such as Asthma, COPD, Diabetes, Epilepsy, Heart Disease, Hypertension and Thyroid Disease.

At Throckley Primary Care, we aim to treat all our patients promptly, courteously and in complete confidence. We feel that it is important you know who you are speaking to, so our practice staff identify themselves on the telephone and wear name badges.

How to Register

To register with Throckley Primary Care please visit <https://www.throckleyprimarycare.nhs.uk/contact-us/register> and fill out both the online registration form & the new patient health questionnaire. If you are having trouble, ask at Reception for a “New Patient Registration Pack”.

If you fill out the paper patient registration pack; when all of the paperwork is completed, please return the signed forms to Reception.

We encourage patients to register for Online Services at the same time. ID documents will also be required for this. This will allow you to:-

- Book a Telephone Consultation online
- Order your Repeat Medication
- View your summary medical record
- View your detailed medical record
- View test results
- View immunisation history

Our Team

Our Clinical Team

Dr David Jones (male) Partner

Dr Victoria Blaylock (female) Partner

Dr Ying Qiao Wong (female) Salaried GP

Dr Matt Corlett (male) Salaried GP

Dr Patrick Honour (male) Salaried GP

Dr Pritika Datta (female) Salaried GP

Dr Chris Such (male) Salaried GP

Dr Rebecca Wookey (female) GP registrar

Dr Jessica Bennett (female) GP registrar

OUR NURSING TEAM

Our Practice Nurses provide a wide range of care, from managing long-term conditions, health promotion, cervical screening, administering vaccinations and offering lifestyle advice. They work closely with our doctors and other healthcare professionals to help patients manage their health, prevent illness, and stay well. With their expertise and compassionate approach, they support patients at every stage of life.

Lisa Coulson (Practice Nurse)

Julie Green (Practice Nurse)

The attached District Nurses provide holistic care for housebound patients, with particular emphasis on wound care and palliative care. The District Nurses can also help with continence and mobility problems and promote independent living by providing advice and equipment for use in the home.

HEALTHCARE ASSISTANTS

Our Healthcare assistants support the clinical team by carrying out important health checks, taking samples, and help with procedures. They work closely with our nurses and doctors to ensure patients receive high quality care and guidance.

Our HCAs are not qualified nurses and cannot give medical advice.

PHARMACY TECHNICIAN

Our Pharmacy Technician helps ensure patients get the right medicines safely and efficiently. They support prescription processing, answer queries about medications, and work with our clinical team to improve medicines management. By helping patients understand their prescriptions and making sure everything runs smoothly, they play an important role in promoting safe and effective treatment.

OUR ADMINISTRATION

Practice Manager

The practice manager role is to oversee and develop the work of the practice. They ensure that the practice runs efficiently for patients, and the clinical team have the support they need. Practice Managers are responsible for the business aspect to the practice.

Reception Office Manager

Our Reception Office Manager works behind the scenes to keep the practice running smoothly, so patients receive the best possible care. They look after the day-to-day organisation, support our team, and make sure we have the right systems and resources in place to look after our patients.

Patient Care Advisors & Admin Team

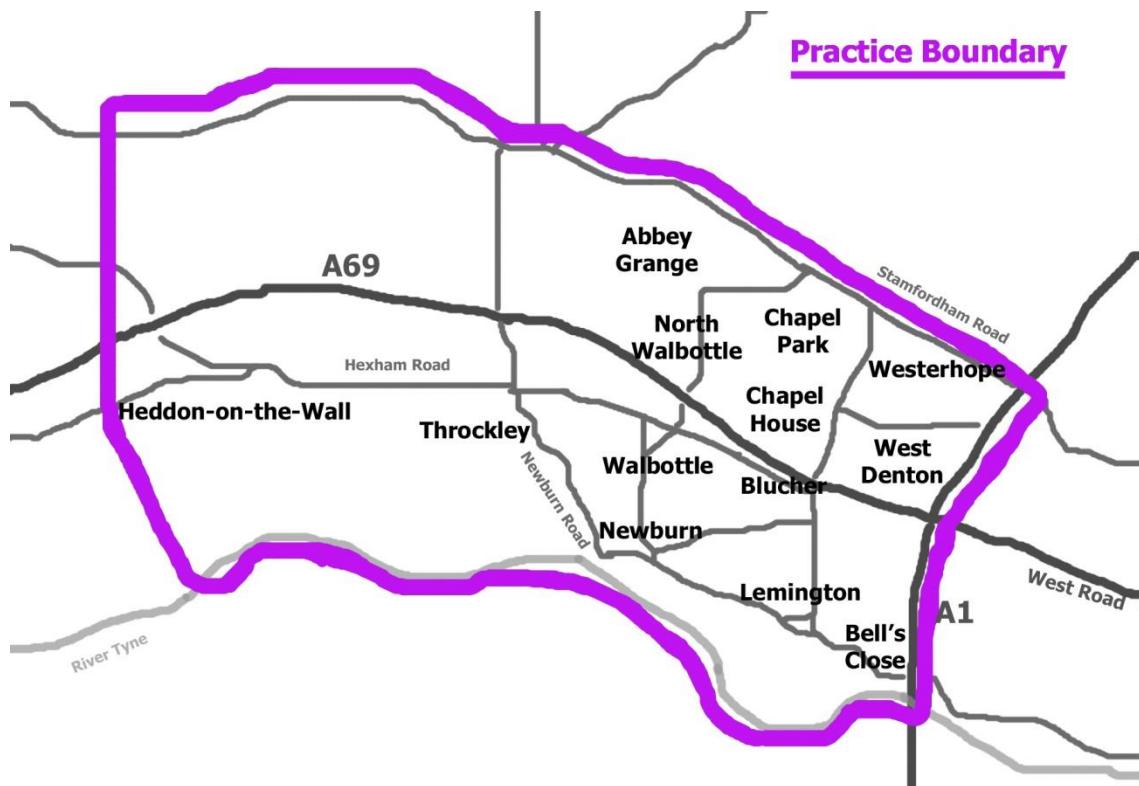
Our patient care advisors and admin team are often the first point of contact for our patients, whether in person, over the phone, or online. They provide a friendly welcome, help with appointments, and make sure queries are answered quickly and accurately. Behind the scenes, they keep patient records up to date, process prescriptions and referrals, and support the smooth running of the practice. Their dedication ensures every patient's journey with us is as easy and positive as possible.

ATTACHED STAFF & Additional Roles (ARRS)

Alongside our core practice team, we work with a range of healthcare professionals. These include Community Nursing Team, Palliative Care Nursing Team, Frailty Team, Midwife, Health Visitors, Physiotherapists, Social Prescribers, Mental Health Practitioners, Dietitian, Pharmacists, Pharmacy Technicians, and more. They bring specialist skills that help us offer patients more personalised care, closer to home. By working together as one team, we can connect patients with the right support, at the right time, to help them stay healthy and independent.

Map of Practice Area

Throckley Primary Care
Tillmouth Park Road
Throckley
Newcastle upon Tyne
NE15 9PA



Throckley Primary Care serves the areas of Throckley, Newburn, Lemington, West Denton, Blucher, Walbottle, Abbey Grange, Chapel House, Chapel Park and Heddon-on-the-Wall.

Please note the above diagram is for illustration purposes only. If you are unsure whether you live within the practice area please check with Reception.

Appointments

There are four ways to access a GP

1. Book a telephone consultation appointment **ONLINE** at <https://systmonline.tpp-uk.com> (a Registration form for this Online Service can be collected at Reception).
2. Use the e-consult available via our website
3. Ring **our main switchboard number on (0191) 264 1014**
4. At the reception desk

Please read the attached “GP Appointment System” booklet to notify patients of how our current booking system works. Our current Appointment System provides you with better access to see the GP of your choice.

Home Visits

Home visits are reserved for patients who are house-bound or have serious illness and are too poorly to attend the surgery.

Please ring **our main switchboard number on (0191) 264 1014 before 10:30 a.m.** to request a home visit and let us know if your condition is urgent. The Receptionist will take your details and one of the GPs may call you back to discuss your request and arrange appropriate care – which may be a home visit, appointment at the Practice or telephone advice.

We understand it can sometimes be difficult to get to the Practice. Friends, relatives and neighbours are often able to help you with transport. There are also excellent bus links to the Practice (services **22, 71, 684 and X82**). We have arranged a discounted rate with a local taxi firm.

IF THE PATIENT'S CONDITION WORSENS AFTER YOU HAVE SPOKEN TO US, PLEASE CALL US BACK FOR A RE-ASSESSMENT (0191) 264 1014 OR CONTACT 111 IF THE SURGERY IS CLOSED. IN AN EMERGENCY AT ANY TIME - DIAL 999.

Prescriptions

If you take medication on a long-term basis, you can order your repeat prescription on-line 24/7 at by downloading the NHS APP or visiting <https://systmonline.tpp-uk.com> or call in at Reception or by telephone ☎ on (0191) 264 1014.

Your prescription will be available in two working days from the practice. We can arrange for you to collect your prescription from a pharmacy of your choice, collect your prescription from our reception or alternatively, if you provide a supply of stamped addressed envelopes we will post your prescription out to you.

Electronic Prescribing (EPS)

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

Repeat Dispensing Scheme

What is repeat dispensing?

It's a new way of getting your medicines without asking your GP for a prescription each time. This service is suitable for patients whose condition and/or medication is stable.

Do I have to use the same Pharmacy?

Yes, you need to return to the same Pharmacy to get repeat dispensing forms dispensed. This will be your "nominated" Pharmacy.

How does repeat dispensing work?

Your GP will sign a repeat dispensing prescription. This will authorise the surgery to issue up to 12 one-month repeat dispensing forms.

The Practice will send your repeat dispensing prescriptions to your nominated Pharmacy.

Results

In view of the large number of results we deal with, it is the **patient's responsibility** to request the results of any investigations that have been performed. You will be advised at the time of the test when to ring for the result. Our receptionists **are not** qualified to comment on results. Results will only be given to the patient (unless we have prior consent to disclose them to a third party). Please download the NHS APP, where you can view your results or ring ☎ (0191) 264 1014 after 2.00 p.m.

Fit Notes (Sick Notes)

Sick leave

Less than 7 days

It is not necessary to obtain a fit note ("sick note") from a GP unless you have been absent from work for more than 7 days in a row. This includes non-working days and bank holidays.

If you are off work for 7 days or less and need to claim sick pay from your employer, complete a self-certificate form (form **SC2**). This can be done on the government website, www.gov.uk

More than 7 days

Once you have been off sick for more than 7 days in a row, you can obtain a fit note ("sick note") from your GP. This can be done by visiting our website and completing a request through an **eConsultation** or by a **telephone consultation** with your usual GP.

If you have been in Hospital, a fit note ("sick note") can be issued by the Hospital Doctor. If you have not been seen by a GP before for the current problem and it is not a continuing condition it may be necessary for you to speak to a GP. This can be arranged by a **telephone consultation**.

Clinics & Other Services

We provide a range of clinics. For an appointment or further details, please call our Reception at Throckley Primary Care on (0191) 264 1014.

ANTENATAL

**Booking-in Appointment only – Wed 1.30 p.m. – 3.30 p.m.
Routine Antenatal Appointment - Wed 9:00 a.m. - 12:00 noon**

If you become pregnant, at 8-10 weeks you will be referred to see our Midwife for a 'booking appointment' at which you will be asked a few questions and have some general health checks performed. You will be seen at regular intervals during your pregnancy either at the practice, or at the local hospital, or both.

CHILD HEALTH & IMMUNISATION

Health Visitor drop-in clinic - Fridays 9:15 a.m. - 11:00 a.m.

Immunisations are pre-booked appointments with the Practice Nurse. Parents are asked to book their baby in with the Receptionist on arrival for all the sessions.

Babies or pre-school children can attend the weekly clinics. This is where infants and young children can have their feeding, growth, behaviour and development monitored and reviewed.

The Health Visitor can also sometimes provide support for parents of pre-school children who may be experiencing difficulties.

DIABETES

Patients with diabetes can see one of our practice nurses for care and advice. They will also see them for their annual health check. We also have appointments available with a specialist diabetic nurse who visits the practice once a month.

Where necessary and appropriate you may also be asked if you would like a referral to our attached Dietitian.

ASTHMA

Patients with Asthma can make an appointment for advice and support (including checks on how effectively you are using your inhaler) with Ashleigh Henderson, our pharmacy technician or Lisa Coulson, one of our practice nurses who specialises in Asthma care.

CONTRACEPTION/SEXUAL HEALTH

We offer a range of contraception services, including fitting of Implanon/Nexplanon implants. Please see your Practice Nurse or GP to discuss further. We also offer free condoms – without needing an appointment.

Other sexual Health services are available from 'Solutions 4 Health' You can read more or book online at <https://sexualhealthservices4newcastle.co.uk> or  0800 500 3019.

LIFESTYLE - DIET AND EXERCISE

We offer lifestyle advice, tips and tools to help you make the best choices about your health and wellbeing. Advice regarding healthy eating and exercise will be given.

If you meet certain criteria, you may also be offered an appointment with our attached Dietitian.

You can also find advice from NHS Live Well at
<https://www.nhs.uk/live-well/>

This is where you will find NHS advice about healthy living, including eating a balanced diet, health weight, exercise, quitting smoking, drinking less alcohol, mental wellbeing.

There are a range of additional support services depending on your medical requirements, advice will be offered at your annual review, or you can book an appointment with our Practice Nurse.

NON-NHS SERVICES

The NHS does not provide some of the services we offer.

These include private blood tests, private fit notes (sick notes), insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, fitness to fly, fitness to use a gym, fitness to race cars, fitness to scuba dive and private prescriptions.

If you wish us to undertake any of these services for you there is a charge. A list of charges is available upon request.

PATIENT PARTICIPATION GROUP

We operate a Patient Participation Group. This helps provide feedback to the practice from our patients' perspective. If you would like to contact the group (or attend a group meeting) please speak to a member of our reception team.

We are always keen to recruit new members to our Patient Group. If you are interested in joining the group, please call reception to email a form or ask for a form at Reception.

PRACTICE CAR PARK AND GATES

The practice car park is available for during surgery opening hours.

At all other times the car park and practice grounds will be locked.

Please note that Throckley Primary Care and NHS Property Services do not accept any responsibility for damage caused to vehicles whilst on the premises.

All ball games and use of scooters and skateboards are prohibited in the practice car park. The Police will be informed immediately if this request is ignored.



Please note that the practice is a 'No Smoking' building, this includes the use of E-cigarettes. There is a cigarette bin provided outside the practice for your convenience.



No dogs are permitted within the practice, except for guide dogs. Please tie up your dog outside the practice.

TRAINING

GP Registrars/Medical Students

Throckley Primary Care is a 'Training Practice'. This means Doctors wanting to enter General Practice spend six to twelve months with us in order to gain the experience they need to become GPs. As a Training Practice, your medical records may be used for educational purposes. If you object to this, we ask patients registering with us to sign an 'opt out' form refusing permission for their records to be used in this way.

You may meet GP Registrars/Medical Students (and other health professionals in training) who are often attached to the practice. You will be informed (at the time of booking) that a student may be present during the consultation. If you would prefer the student not to be present, please inform the Receptionist.

We are always keen to recruit patients who are happy to meet the Students to talk about their illness experience - please let us know if you are interested.

ZERO TOLERANCE

A Zero Tolerance Policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. You have a right to know what information we hold about you. If you would like to see your records, please ask to speak to our Practice Manager.

The staff at this Practice records information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, so that it is available each time we see you. We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are involved in research studies which require access to anonymous information from patients' notes. You cannot be identified from these notes as all personal details (name, address, post code, full date of birth) are removed. Individual patients' records are added into a much larger anonymous database from many patients across the UK which is used by researchers outside this practice. This data may be anonymously linked to other data, such as hospital data.

If you would like to opt out of this data collection scheme, please let your GP know and your records will not be collected for use in the

anonymous research database. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published results.

You have a right of access to your health records. If at any time you would like to know more or have any concerns about how we use your information, you can speak to the Practice Manager.

YOUR LOCAL PHARMACIST

Your local pharmacist will be able to give you free health advice – you don't need an appointment.

As well as free medical advice, the local community pharmacy can now also provide free medication for some illnesses and minor ailments under the ***Pharmacy first scheme or Think Pharmacy First***. *Think Pharmacy First* allows people who receive free prescriptions to go straight to their pharmacist to receive treatment without needing to visit their GP to get a prescription first.

The scheme is available to adults who are entitled to free prescriptions on the grounds of low income and their children along with all people aged 60 or over.

To get this free treatment patients will need to sign the prescription the pharmacist prescribes and show proof that they do not have to pay. Proof could be their HC2 certificate, or income support.

To receive free medicines for a child on the *Think Pharmacy First* scheme the parent or guardian must also be eligible for free prescriptions.

Many pharmacies operate extended hours on a rota basis.
Phone  111 for details of local pharmacies

NHS 111

NHS 111 can help if you have an urgent medical problem and you are not sure what to do.

To get help from NHS 111, you can:

- go to 111.nhs.uk (for people aged 5 and over only)
- call 111

NHS 111 is available 24 hours a day, 7 days a week.

If you have difficulties communicating or hearing, you can:

- call 18001 111 on a textphone
- download the Relay UK App
- use the signvideo.co.uk/nhs111 if you're deaf and want to use
- the phone service

COMPLAINTS/COMMENTS/SUGGESTION

Throckley Primary Care aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable – your Doctor, our Practice Manager or our Reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. Please ask at Reception for a Complaints Form.

The Patient Advice and Liaison Service (PALS) provides help in many ways:-

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS

PALS also helps to improve the NHS by listening to your concerns and suggestions.

You can find your nearest PALS office on the NHS website www.nhs.uk or telephone 0800 032 020.

If you feel we have not dealt with the issues you have raised as you would wish, you can put your complaint to the Health Service Ombudsman, for more information telephone 0345 015 4033.

PATIENTS WITH PARTICULAR NEEDS



Our practice is accessible to patients using a wheelchair. We have two parking spaces outside our practice which are reserved for patients displaying a disabled sticker.



We have a wheelchair accessible toilet.



A portable induction loop is available. Please ask at reception.

Useful Telephone Numbers

PRACTICE

Reception  (0191) 264 1014
Out of Hours/NHS 111  111
E-mail: throckleyreception.a8602@nhs.net

COMMUNITY SERVICES

Health Visitor  (0191) 282 3319
District Nursing Service  (0191) 282 3664
Midwife  (0191) 282 1122

HOSPITALS

Campus for Ageing and Vitality  (0191) 233 6161
(formerly Newcastle General)

RVI  (0191) 233 6161
Freeman  (0191) 233 6161
Hexham General  (0344) 811 8111
Marie Curie  (0191) 219 1000
North Tyneside General  (0344) 811 8111
Nuffield  0800 - 1636646
QEH, Gateshead  (0191) 482 0000

LOCAL PHARMACIES

Throckley Pharmacy  (0191) 210 6750
Newburn Pharmacy  (0191) 267 4393
Tesco (Kingston Park)  (0191) 204 9847
Asda (Metro Centre)  (0191) 461 9510
Lloyds (Chapel House)  (0191) 267 6705
Lemington Pharmacy  (0191) 267 4319
Boots (Denton Park)  (0191) 267 9508
Alliance (Westerhope)  (0191) 214 0700
Aschem (Denton Turret)  (0191) 274 5653
Wylam Pharmacy  (01661) 852 253

PRACTICE WEBSITE

www.throckleyprimarycare.co.uk

Visit our website where you can:-

- ⌚ Order Repeat Prescriptions
- ⌚ Book an Appointment
- ⌚ Fill out an e-Consult simply to get advice and treatment
- ⌚ Request Fit Notes – via an e-Consult
- ⌚ See latest practice news
- ⌚ Meet our team
- ⌚ Find out which services and clinics we offer
- ⌚ Self-refer to a social prescriber
- ⌚ Register at the practice
- ⌚ Request to change your Name, Address or Contact details