



Greystoke Surgery

Morpeth NHS Centre, The Mount, Morpeth.NE61 1JX

Tel: 01670 511393

Website www.greystokesurgery.co.uk



Welcome to GREYSTOKE SURGERY

Our practice has been established in Morpeth since 1925. It was initially located in Tower Buildings, Oldgate, next to the clock tower. In 1985 we moved to Greystoke, a large freestanding Edwardian house, in Kings Avenue. In 2013 we could not turn down the opportunity to move into the New Morpeth Health Centre with all the opportunities it had to offer. However, it was a wrench to leave Greystoke as it was a home to ourselves and our patients and reflected our ethos of a traditional family practice. We have taken the name with us to signify our aim to continue to practice our patient centred care provided by a long established team in this modern, purpose built building.

Our team of doctors are dedicated to the practice. Apart from one partner (who left to become a full time mother after the birth of her third child) no partner has left the practice until they retired. We currently have 6 partners and one salaried GP who are part of a larger dedicated team to provide our patients with a personal service.

As well as the town of Morpeth, we serve the surrounding villages of Pegswood, Longhirst, Ulgham, Felton, Wingates, Netherwitton, Meldon, Whalton, Ogle, Blagdon, Stannington, Nedderton and the West parts of Guidepost and Bedlington. The practice can also consider patients for Out of Area Registration – please ask at Reception for details.

Our aim is to provide the highest standards of healthcare in the most convenient setting for our patients and being the largest practice in Morpeth allows us to offer a full range of services. We provide additional services over and above routine GP care which includes intrauterine coils, contraceptive implants, minor surgery, audiometry (hearing tests) and ultrasound all delivered in our surgery.

Situated in The Morpeth NHS Centre we have access to x-ray, physiotherapy, occupational therapy, podiatry, a selection of consultant led out patients and a pharmacy on the ground floor. Greystoke Surgery is situated on the first floor and is easily accessed via 2 lifts and stairs. The offices for the district nurses, health visitors and school nurses are also on the first floor which greatly enhances our communication with these important services.

The practice is involved in the undergraduate education of medical students in conjunction with Newcastle University, Dr Glennie and Dr Marshall lead on this work. We also train qualified doctors (registrars) who have chosen to be GPs and are in the Northumbria Vocational Training Scheme. These doctors are attached to the practice for periods of up to a year to gain further experience in family based medicine. They are supervised by the partners, Dr Thompson and Dr Kurian, who are their trainers.

We welcome new patients. Anyone considering joining our practice can choose to make an appointment with any of the partners to discuss our services before committing themselves. Registrations are with a named doctor, but we are very happy for patients to see the doctor of their choice. We encourage you to see the same doctor if possible as it helps us both to get to know each other. All new patients can request a healthcare review with one of our Healthcare Assistants soon after they register however if you have a Long Term Medical condition and or are on complex medication we recommend you should make an appointment with a doctor when you register.



Mission Statement

At Greystoke Surgery the Primary Health Care Team aims to provide the patients of the Practice with comprehensive and high quality medical services, and to make effective and economic use of both financial and clinical resources. Our Premises are purpose built. All staff are trained in their various disciplines, receive annual appraisals and have ongoing educational training to maintain and further enhance their skills.

As a practice we are committed to operating according to the ethos of equality. Our aim is to treat all patients with dignity and respect. We provide the same standard of care irrespective of race, gender, sexual orientation, religion, social class, age or medical condition. If you have reduced sight or hearing, please let us know as we can often access services to improve the information and care we give to you, in a format that is more acceptable and useful. We respect patient choice and will help patients make the right treatment decisions for themselves by sharing options clearly and comprehensively.

We have an active patient participation group and will always take into consideration their views and those of our patients when developing our services, as they are important to us. Patients are encouraged to give written or verbal feedback to our practice manager. We have a grievance policy and complaints procedure in place.

Doctors in Partnership

Dr David Curtis Ridley (Male) M.B.Ch.B. (1980 Sheffield)

I have been a partner at Greystoke Surgery since 1984 and have seen the practice through two major changes in venue. I enjoy all aspects of family medicine and consider myself as a generalist with widespread medical interests.

Dr (Sally) Jane Elphick (Female) M.B.B.S. (1982 Newcastle), M.R.C.P., D.R.C.O.G., M.R.C.G.P. DFRH

I joined Greystoke as a partner in 1988. I enjoy all aspects of general practice but have a special interest in women's health, family planning and respiratory medicine.

Dr Karen Jill Thompson (Female) M.B.B.S. (1990 London), D.R.C.O.G., M.R.C.G.P. DFRH

I have lived and worked in Morpeth for over 20 years now and my particular interests lie in female medicine, contraception and training though I enjoy all aspects of general practice.

Dr Richard Glennie (Male) M.B.Ch.B. (1998 Dundee), D.R.C.O.G., M.R.C.G.P. Dip ClinEd

I joined Greystoke as a partner in 2003. I am clinical lead for Diabetes, Atrial fibrillation and Hypertension (High Blood Pressure). I also work for the Northumberland Clinical Commissioning Group as Clinical information Officer and am also the Chair of the LMC (Local Medical Committee), which representative NHS GPs and their interests to the NHS health authorities.

Dr Matthew Kurian (Male) M.B.B.S. (2001 Newcastle), D.F.S.R.H., D.C.R.O.G., D.C.H., M.R.C.G.P.

I joined the practice in 2005 as a GP Trainee. Following the completion of my training I took up the Salaried GP post at Greystoke and then Partnership in 2008. My work interests include Cardiovascular Disease, Child Health, Minor Surgery and training future doctors and GP registrars.

Dr Hannah Marshall (Female) M.B.B.S. (2008 Newcastle), MRCGP

Having worked at Greystoke during my training and after qualifying I re-joined the practice in 2016 as a partner. I also work at Newcastle University Medical School. I am interested in all areas of medicine but particularly enjoy looking after pregnant women and children.

Salaried Doctor

Dr Lucy Carrie (Female) M.B.B.S. (1989 Newcastle), M.R.C.P., M.R.C.G.P.

I joined the practice in 2010 and work part-time. I am interested in all aspects of medicine and particularly enjoy working as part of the Greystoke team to deliver a high level of care to our patients.

Other members of our Primary Health Care Team

Practice Manager

Mrs Jenni Dollman

Responsible for the running of the Practice.

Office Manager

Miss Marie Finlay

Responsible for the reception and administration team.

Administration and Secretarial Staff

Lead receptionist: Gillian Ferguson

Receptionists / Administrators: Kirsty Barras, Delia Cooper, Clare Cormack, Helen Ramsden, Anne Scott, Judith Smith, Suzanne Teasdale, Natalie Thomas, Lynn Richardson, Nicola Prime, Chris Herron, Toni Johns and Ebony Gooch-McMurdo

Medicines Manager: Lyndsay Harris

Computer Lead: Clare McHugh

We are actively involved in supporting the modern Apprenticeship Scheme.

Practice Nurses Team

Senior Nurse: Trish Ridley RGN

Practice Nurses: Helen Loughran RGN, Nurse Ann Taylor RGN, Nurse Jilly Bell RGN

Health Care Assistants

Our health care assistants are: Kate Stephenson and Sarah Tweddle

Phlebotomist: Ebony Gooch-McMurdo

They provide Long Term Condition reviews, Cervical Cytology (Smears), Childhood Immunisations, Travel Health Advice and Vaccinations, Weight Management Support, Smoking Cessation and other General Nursing Duties.

Community Nurses

The community nurses work as a team covering Greystoke and Gas House Lane Surgery and are led by Community Matron Jane Bendelow. They provide a full range of nursing services in patients' homes and some treatment room sessions in The Morpeth NHS Centre where they are based. They can be contacted directly on 01670 500920.

Health Visitors

Our health visitors are: Lesley Duggan and Donna Hodgson

They are also based at The Morpeth NHS Centre and provide information, advice and support to families with pre-school children. They contacted directly on 01670 500940.

Community Midwife

Sister Hilary Bradley RN., RM., RMN. is the midwife attached to Greystoke. She will provide care during a pregnancy and for the first 2 weeks after delivery in conjunction with your doctor. She can be contacted through Wansbeck Hospital Tel: 0191 2934092 and ask for the midwifery manager.

Counselling Services

Talking Matters Northumberland are the current providers of counselling services and patients can either self refer or if you prefer, you could discuss with your doctor first. They can be reached on 0300 3030700.

Social Services

Social Workers will help with all aspects of social problems and can arrange home helps, occupational therapy, meals on wheels, etc. Social services are provided by Northumberland County Council and can be contacted on 0845 600 6400.

Surgery Opening Times

Monday to Friday 8.00am -6.30pm. Extended hours on Tuesday evening 6.30-8.00pm provides routine appointments with doctors and nurses for people who find it hard to access daytime appointments.

Out of hours care is accessible through the 111 advice line and is provided by Northern Doctors Urgent Care.

Appointments

Consultations are by appointment only. Contact the surgery by telephone or in person between 8.00am and 6.00pm. All patients requesting an urgent appointment will be seen or provided with appropriate advice or care on the day. It may not be possible for urgent appointments to be booked with a named doctor. Routine appointments can be booked up to 6 weeks in advance. We do have some appointments that are released 24 hours in advance, to try and accommodate the varying medical problems that occur for patients; as we understand that some problems are not urgent, but also cannot wait for a routine appointment.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. All our staff are trained to carry out this role. Wherever possible we would ask you to make this request at the time of booking an appointment so that arrangements can be made and your appointment is not delayed in any way. Occasionally a chaperone may not be available and it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If English is not your first language and you feel you would benefit from having a translator available for your appointment, then please let us know at the time of booking your appointment. We can access a translator service, but we do need to book the service in advance and you will need a longer appointment to manage this.

Home Visits

For people physically unable to attend the surgery home visits can be requested. The receptionist will ask for brief details to allow the doctors to allocate an appropriate GP to the visit and will ask you for your current contact telephone number if the GP feels they need to speak to you about the visit. Home visits are at the discretion of the GP and are usually done at lunchtime.

Please request home visits before 10am, if possible. After this time urgent home visits will be assessed by the on call doctor. Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if it is at all possible.

Telephone Advice

The doctors and nurses are happy to give telephone advice. Please provide the receptionist with your telephone number and your call will be returned. The receptionist cannot specify a time the doctor or nurse will ring but we will respond on the specified day. If your need for advice is urgent please inform the receptionist at the time of your first call.

Emergencies

A doctor can be contacted throughout the day by ringing the surgery number - 01670 511393; please provide a brief description of the problem to the receptionist, which she can pass on to the GP. This allows the doctor to decide if they need to interrupt their current consultation to speak to you immediately.

When the surgery is closed urgent medical advice is provided by the 111 service. Telephone 111 your call will be triaged and you will be given advice or passed on to Northern Doctors Urgent Care.

On-line service

We offer an online service for booking appointments and also ordering repeat prescriptions. To register for Systm Online please bring along two pieces of ID, one showing your home address and another, a recent photograph of yourself and ask at reception. Please note this service is currently only available for those patients aged 18 or over.

Repeat Prescribing

We have a computerised system for our prescriptions. If your doctor has authorised a repeat prescription you will be able to order further supplies for a nominated length of time. If you have a long term condition the review will coincide with your next check, if not the GP will choose a clinically appropriate interval. You can order repeat prescriptions using the counterfoil on your previous prescription, in person at the surgery, on-line or by telephoning the repeat prescription line on 01670 511393 and press 2 on your handset when presented with the menu. If you would like to order your prescription over the telephone it is best to do so between 9am and 5.30pm as it allows the receptionist to give more time to your request because our telephone lines are less busy.

We ask for at least 48 hours' notice, excluding the weekend and Bank Holidays. You may nominate a chemist in Morpeth and the prescription will be collected by them, this saves you a trip to the surgery and a wait at the chemist while the prescription is made up.

Electronic Prescription Service

The EPS service is now live and we believe this will be a very positive development for ourselves and our patients as it should reduce the risk of prescriptions not being available when you go to your pharmacy to collect them. Patients need to nominate the pharmacy they want to collect their prescriptions from (many of you will have already been signed up to this by your pharmacy in preparation for the change); please check with your pharmacy if you are not sure. You can choose a pharmacy that is convenient for you, near work, home or where you shop. Continue to order your prescription in the usual way. Your GP will check it is safe to issue it and then send it electronically to the NHS spine. Only your nominated pharmacy can take it from there and dispense the medication for you so it is very secure and reduces the risk of the paper prescription being lost or stolen.

Repeat Dispensing

As a Practice we have decided to introduce a new system for repeat prescriptions and Long Term Condition appointments which, we believe, will be more efficient and reduce the number of telephone calls you have to make.

Repeat Dispensing is a new way of getting your medicines without having to ask the doctor for a prescription each time. Your doctor will supply several prescription forms that will be kept at your usual pharmacy. With these prescriptions, you can collect your medicines from the pharmacy at regular Intervals for up to 12 months. Your doctor will decide how often you should collect your prescription and how long it will last for.

Your doctor will make sure it is safe for you to get your medicines in this new way.

Not all medicines can be supplied on a repeatable prescription. It is only suitable for patients whose medical condition is described as "stable" by their doctor. Any medication which is not taken on a daily basis and used as required e.g. painkillers will still need to be ordered by telephoning the prescription line.

If you have any questions or concerns or would like more information regarding this, please speak to your pharmacist or telephone the surgery and ask to speak to a member of the medicines management team.

Test Results

We will contact you if your test result is abnormal and needs action. It is always worth checking we have the correct telephone numbers when you have a test done to ensure we can contact you without delay. If you would like to telephone for results it is best to do so between 1-4.30pm as it allows for the GPs to have viewed the results that are sent overnight and the receptionist can give more time to your request because our telephone lines are less busy.

Universal Access

The surgery provides disabled car parking, easy access through wide, automatic entrance doors, 2 lifts to our floor and a disabled toilet. There are designated parent and child parking places, covered bicycle racks and an electric car charging point (fee payable). Local bus services stop on the main road in front of the building.

Website

We run our own website where we like to post the latest news about our services; it also contains useful links to online information services. Our monthly Gazette containing Surgery news, health advice and information can be viewed on the website. Please log onto www.greystokesurgery.co.uk to use this service. Our general e-mail address is GA84031@nhs.net and we are happy to hear any comments or suggestions that you have on the service we offer. Please do not send sensitive or clinical information via e-mail.

Patient Participation Group

A group of volunteer patients meets 6 times per year, providing an opportunity for general comments on the day to day running of the practice from the patient's point of view. In particular, it seeks to:

- Ensure that services provided are responsive to patient's needs.
- Carry out surveys and provide information on topics relevant to the effective management of the practice.
- Raise public awareness of the services and facilities available.
- Support the practice in its dealings with other organisations.

If you are interested in taking part, please contact Jenni Dollman at the surgery. We do try and encourage a broad spectrum across all age groups within our surgery population.

NHS Number

We try to use a patient's NHS number in all correspondence as it is a unique identifier specific to each patient and reduces the chance of incorrect identification when a patient visits other parts of the health service. Everybody has a personal NHS number which is a useful way of us identifying you to other parts of the health service, you may find it useful to keep a record of this number, it can be found on the registration card you were sent in the post when you joined the practice. Don't worry if you can't find it because we can find this quickly if you contact us.

Minor Injuries

In line with current regional policy, we are now instructed to signpost patients who sustain any minor injury to the Minor Injuries Unit at Wansbeck General Hospital. The facility at Wansbeck General Hospital is specifically designed and equipped with the appropriately trained staff to deal with minor injuries which include sprains, strains, superficial burns, minor lacerations, foreign bodies, bites and minor head injuries. When asked by reception staff the nature of your problem, you may be signposted under the instruction of the medical staff to attend Wansbeck General Hospital so that you may receive the appropriate care your condition requires.

SERVICES AVAILABLE

We offer a comprehensive range of medical services including:

Child Care Clinics

These clinics are held at various locations within Morpeth. The Health visitor can help to assess your child's growth and development and offer help and advice for any problems you are having with feeding or behaviour. The Health visitors can be contacted on 01670 500920. Your baby will be invited for a 6 week check by your GP and, thereafter, the Health Visitor will perform regular developmental check until they start school. You should make an appointment with your GP if you have concerns about your child's health.

Chiropody

For those patients who are entitled to Chiropody services these are available from the chiropody staff that are based at The Morpeth NHS Centre. Telephone 01670 500922.

Contraception and Sexual Health

We provide a full range of services, including emergency contraception. We also fit coils and implants in the surgery. Please make an appointment with Dr Elphick or Dr Thompson if you would like to talk about a coil and Dr Kurian for an implant. All the doctors will supply oral contraception and injections. Once established on a method of contraception our practice nurses can perform the checks, give a depo injection and renew supplies of contraception tablets. Our doctors are experienced in sexual health medicine for the heterosexual, homosexual and cross gender population.

Health Promotion

We follow the national guidelines for health promotion and target particular at risk groups. We also run a regular cervical smear screening service for which you will receive a letter of invitation if you are eligible.

Immunisations

Children You will be notified to attend the surgery when your child's vaccinations are due; these are given on a Wednesday afternoon by our practice nurses and at other times by special arrangement.

Flu Vaccinations are given to all patients over 65 and people at risk due to long term conditions. Flu Vaccination campaigns run each year and you will be invited by letter in September to come along to one of our clinics.

Pneumococcal Vaccinations are given to all patients over 65 and people at risk due to long term conditions. They offer lifelong protection against some types of pneumonia and are available all year round.

Maternity Care

Antenatal Clinics are held in the surgery by our midwife at various times during the week. The midwife is your key health professional during your pregnancy, but they will liaise closely with us where it is needed. Patients can choose to book directly with the midwife or make an appointment with the doctor of their choice.

Minor Surgery/Cryotherapy

Drs Ridley, Glennie and Kurian perform some small surgical procedures under local anaesthetic and offer cryotherapy and joint injections at the surgery. To access these services please make an appointment with a GP to discuss whether this is appropriate.

Travel/Holiday Advice

Please make an appointment well in advance of your holiday to discuss your requirements with the practice nurse. There will be a charge for those vaccines which are not available on the NHS.

Access to Medical Records

Patients have the right to access their Medical Records in accordance with existing legislation. Should you wish to view your records you need to make an appointment to book a room, normally 7 days in advance. Should you wish copies of either your whole or part of your records then providing this information will be subject to a charge, due to the staff time involved in preparing them.

Confidentiality

All members of staff are trained in and bound by the longstanding, strict rules of confidentiality and the practice gives this our highest priority at all times. We adhere to the rules governing confidentiality for patients under 16 years of age, this means we will not tell anyone else about your visit unless we feel you or someone else are at risk from serious harm e.g. sexual abuse.

Named GP for all Patients

From 1 April 2015, practices are required to allocate a named, accountable GP to all patients. All patients at Greystoke Surgery have now been allocated a named GP. This will have no impact on appointments at the surgery as patients can still see the GP of their choice. If you would like details of who your allocated GP is, then please ask a member of our reception team.

Video Consultations

The practice is actively involved in undergraduate and postgraduate education of students wishing to pursue a career in family medicine. In order to maintain high standards, regular assessments of these Doctors take place and this includes a video recording of some of their consulting time. This is performed on an infrequent basis and you would always be notified and given the opportunity to decline involvement should you be attending the surgery during one of these sessions and will be asked to sign a consent form before and after the consultation. These consultations are used as teaching material within the surgery, strict guidelines are enforced via the Postgraduate Institute of Medicine and Dentistry to protect patients' confidentiality and ensure that recordings are erased once they have been reviewed.

SELF HELP FOR MINOR AILMENTS

Please refer to our website for advice on www.greystokesurgery.nhs.uk and click on the Patient.co.uk icon where you can access medical information. Alternatively put www.patient.co.uk straight into your web browser.

Out of Hours Service

NHS 111 Service offers a 24 Hour 365 days a year advice service and is the first point of call for out of surgery hour's advice. Just dial 111 on your phone which also offers an enquiry service. For deaf people and those hard of hearing a telephone service is available on 0845 6064647. If English is not your preferred language, you can choose to use a confidential translation service ask when you initially call the 111 service.

Pharmacy First

Your local pharmacist will be able to give you free health advice for the treatment of minor ailments e.g. hay fever and painkillers for those exempt of prescription charges. You do not need an appointment.

Accident & Emergency

Whatever the time of day, if you or someone else experiences severe chest pain, symptoms of a stroke, loss of blood or suspected broken bones, go to your nearest emergency department or call 999. Accident and emergency departments are open 24 hours a day 365 days per year and can assess serious injuries and provide emergency treatment. Please only use this service if absolutely necessary the first point of contact should always be the NHS 111 service. If you do have to attend the A & E Service please remember this is an expensive service and charges are initiated by just attending so please stay for your treatment once you have attended the service.

Access Centre

The practice is able to refer patients to the Primary Care Access Centre at Wansbeck General Hospital for certain medical conditions when we have no further routine appointments available on the day. Patients will be given the telephone number and asked to make an appointment where they will be seen by a qualified practitioner.



WAYS YOU CAN HELP INCREASE OUR EFFICIENCY

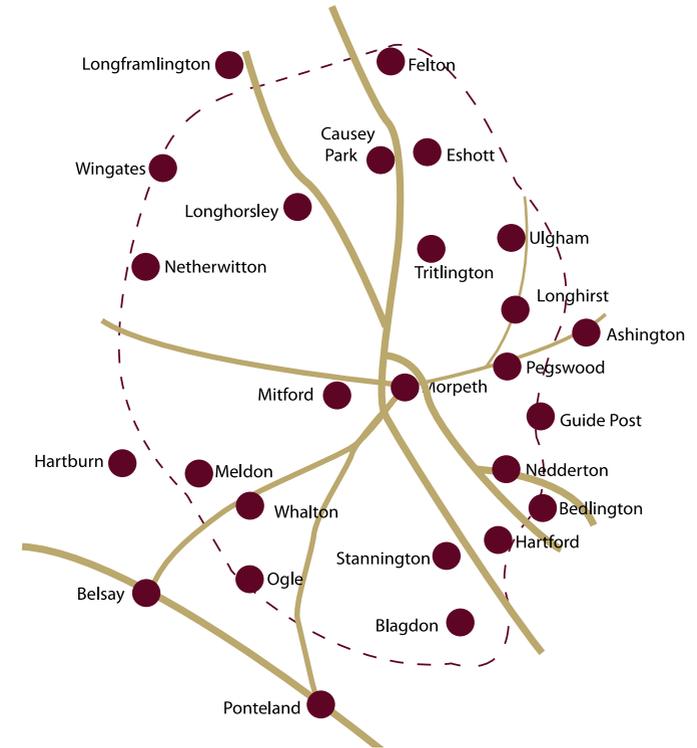
Let us know as soon as possible if your contact details change e.g. mobile telephone number.

1. Please ask for a longer appointment with the doctor if you think you need longer than 10 minutes. Hurried consultations are unsatisfactory for both yourself and the doctor and it is unfair on the patients following you if surgeries run late.
2. If you require a special examination or test please let the receptionist know in case particular arrangements are required.
3. Please let us know if you are unable to keep an appointment as soon as possible so that another patient can use it. If you do not cancel an appointment with at least 1 hours' notice, this will be counted as a 'Did Not Attend' and shall be recorded on your clinical record. A DNA Policy is available from reception.
4. For routine telephone enquiries it would be helpful if you could call between 10.30am-12 noon or 1pm-4.30pm when the staff will have more time to assist you.
5. Please tell us if you have any suggestions on how we can improve your care.
6. Our staff will always treat you with courtesy and will expect the same in return. We operate a Zero Tolerance Policy which will be implemented against anyone who is behaving in a threatening manner or who is being physically or verbally abusive to anyone within the practice.
7. If you have any problems with the service we provide or wish to make a complaint please discuss this with either your doctor or the practice manager. If a complaint is still unresolved despite discussions within the practice you can then approach NHS England through their local representatives.

We are part of the Northumberland Clinical Commissioning Group based at County Hall, Morpeth, Northumberland NE61 2EF. Telephone 01670 335157.



PRACTICE BOUNDARY



USEFUL TELEPHONE NUMBERS

Age Concern	01670 528220 or 08451 400088
Citizens Advice	01670 522008
Community Nurses Staff	01670 500920 or 01670 500944
CRUSE (Bereavement Counselling)	0191 2765533
Morpeth X Ray Clinic Appointments	0191 293 4122
Newcastle Hospitals: R.V.I., Freeman & General Site	0191 233 6161
NHS 111 Service	111
North Tyneside Hospital	03448 118111
Northumberland Clinical Commissioning Group	01670 335157
R.E.A.C.H (Rape Crisis Centre)	0191 2219222
Registrar of Births & Deaths	0345 6006400
Relate (Marriage Counselling)	0191 2329109
Samaritans	01670 814222
Social Services - Adults	01670 536400
Social Services - Children	01670 629200
St George's Hospital	0191 213 0151
Talking Matters	0300 3030700
Wansbeck General Hospital	03448 118111



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