



Practice Information leaflet

www.newtondrivehealthcentre.co.uk

01253 955717



Contact Information



Address:

Newton Drive Health Centre
Newton Drive
Blackpool
FY3 8NX

If you are travelling on foot, you can access the surgery via the pedestrian entrance on Newton Drive or via the footpath down the drive off Bathurst Avenue.

If you are travelling by car, the car park entrance is off Bathurst Avenue.

what3words: city.civic.sand

Email: blackpool.ndhcadmin@nhs.net

For admin queries only, not to book appointments or request medication or fit notes.



Telephone Number: 01253 955717

Option 1 is for Reception

Option 2 is for the Administration Department



Welcome to Newton Drive Health Centre

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about the Practice.

We are a Training Practice. This means that qualified Doctors who want to enter General Practice work in our surgery to gain the necessary experience they need to become family doctors.

This means that you may have an appointment with a GP Registrar, if you have any questions about this you can ask us at any time.



Patient Confidentiality and Information Sharing

To ensure compliance with the General Data Protection Regulation (GDPR), we must ensure that information is provided to patients about how their personal data is processed. We take the care of your data very seriously and work hard to keep your medical records up to date and accurate.

We will collect information such as:

- Personal details, including name, address, next of kin
 - Records of appointments, visits, telephone calls,
- Your health records, treatment and medications, test results, X-rays, etc.
- Any other relevant information to enable us to deliver effective medical care

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information:

- If you give consent or
- If it is required by law
- If it is justified in the public interest

GDPR



Access Requirements

Newton Drive Health Centre is disabled access friendly.

- Disabled parking spaces in the car park
- Automatic front doors into the surgery
 - Lift to all floors
- Wide corridors and doors to consulting rooms.

Interpreting services are available for patients needing translation or those who are hard of hearing or deaf.
Please ask at reception for more information.

If you feel you need a longer appointment due to needing a translator or interpreter,
please inform us of this when requesting your appointment.





How to register as a patient



If you live in our practice area and would like to register with us, please collect a registration form from reception or print a copy from our website (below). Once complete, please bring your photo ID and proof of address. You will be asked to complete a registration form for each person registering with the practice.

In addition, each person registering with the practice will be asked to complete a new patient questionnaire. This allows us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one.

If you have not been registered with a GP in the UK previously, please bring your passport, if available.

If you do not live within our Practice boundary we will ask you to register with a GP closer to where you live.

If you move out of the practice area, you will need to register with a new practice as soon as you move.

<https://www.newtondrivehealthcentre.co.uk/how-do-i-our-frequently-asked-questions-section/>

Services

Online Services: Patients 16 years of age and over can register to use the online service. This enables patients to book, cancel and amend appointments. It is also possible to order repeat medications, update personal details such as address and contact phone number, and view parts of your medical record. To sign up please speak to the admin team.

Electronic Prescribing: The Practice operates electronic prescribing. Patients nominate a chosen Pharmacy, request the prescription from the Practice (which can be done online) and the request will be processed and automatically sent to the chosen pharmacy once signed by the GP.

Carers: Do you look after someone or does someone look after you? Please let the practice know so that we can help with your care at the practice.



Services

NHS services available from the Practice: All GP practices are contracted to provide Essential Services, that is, basic treatment of ill people.

We also provide the following Additional Services:

- Cervical smears
- Child health and immunisation
- Contraceptive services, including Coils and Implant insertion and removal
 - Immunisation for adults in relation to travel
 - An annual flu immunisation programme
- Annual comprehensive reviews for patients with long term conditions.
- Regular monitoring, by blood and urine tests, for patients on a range of medications



Opening Times

We are open between 08:00am and 18:30pm Monday to Friday.
Please check our Facebook for more information on Bank Holiday closures.

We run a Triage service daily for Acute on the day problems.

- Triage is the name we give to our same day phone call service with our doctors.
- Each week day one of our GP's is assigned to be on-call. This means they are available for **URGENT** on the day requests.
 - This is for **sudden** onset illness e.g. severe abdominal pain, headache.

Our triage runs from 08:30 – 11:30 and 14:00 – 16:30.

If you feel that you need to speak to a doctor urgently about a medical condition, please contact reception, a member of the reception team will then ask you to describe your symptoms. If you are eligible for triage the doctors will call you back within 2 hours.



Appointments

We have a variety of appointments available each day with different clinicians. As well as the daily GP triage we offer Nurse Practitioner appointments that are bookable on the day for certain acute issues.

When you contact the surgery you will be asked questions by our Reception team to determine whether you require an urgent or routine appointment.

If your condition is non urgent you will be offered the next available GP appointment, which are available as face to face or telephone appointments.

If booking by telephone, call our main Reception number, appointments open on our system at 8am each morning for the following working day.

You are also able to book a limited number of GP appointments online, via the NHS app or Patient Access. These appointments open at 6pm two days before the appointment time.

To register for online services speak to our admin team.



Appointments



Our nurses treat patients for a wide range of common conditions and our Nurse Practitioners are able to prescribe medications to you in your appointment if it is necessary.

Our team of Practice Nurses help to manage long term conditions such as Hypertension and Diabetes and we operate a recall system to ensure all patients with a long term condition are reviewed regularly.

To adhere to confidentiality we can only discuss medical information with the patient unless prior consent has been given

To ensure all appointments run smoothly, you can help us by

- Being on time for your appointment
- Letting us know if you need to cancel your appointment
- Ringing for test results after 2pm



Appointments

Home visits

If possible, try to request a home visit before 10.30am, you will be added to our Triage list and a GP will call you back first as it may be that your problem can be dealt with over the phone or it may be more appropriate that you attend hospital. Home visits are only available for patients who are too ill to attend the surgery and this will be assessed by the GP.

In the time it takes to do a single home visit, a GP could see approximately 6 patients in the Practice. For this reason, we ask all of our patients to come to the surgery if it is possible.

Extended Hours

For patients who find it difficult to make an appointment with the GP or nurse during normal surgery hours our extended hours provision is managed by the Extended Access service located at the Walk In Centre on Whitegate Drive. A wide range of appointments are offered here and you can book an appointment by contacting our reception team on the normal number.





Repeat Prescriptions

If you take medication on a long term basis you will need to request this from us when it is due, usually every 28 days.

You can do this:

- Online – via the NHS app or Patient Access
- By completing the prescription request form on our website
 - Sending an email to blackpool.ndhcpx@nhs.net
 - Sending a list in the post
 - Completing a request slip in Reception



For your own safety – we do not take prescription orders over the telephone
Please allow at least 2 working days for your prescription to be processed and signed, any requests after 1pm will be counted as the next working day.

We will not issue more than a 3 month supply of medication at once, so please do not ask for more than this.

Patients who take certain controlled medication will be expected to commit to a reduction plan on registering with the surgery.

What to do in an Emergency

Whatever the time or day, if you or someone else experiences severe chest pain, blood loss or broken bones, go to your nearest Accident and Emergency department or call 999

A+E departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment

A+E is for life threatening illnesses and injuries and should only be used in a real emergency. Unnecessarily using A+E puts a tremendous strain on the department, doctors, nurses and paramedics.

For minor illnesses and injuries that need urgent care you can contact the GP surgery or visit a Walk In Centre or Urgent Care Centre.

If you are unsure about which service you need you can contact NHS 111 who can also offer advice.



when it's less
urgent than 999

Which NHS service? When?

Self-care

Conditions that will get better themselves over time:
Headaches, coughs, colds, grazes, sore throats.

You can look after yourself at home. Ensure you have a well stocked medicine cabinet.



Pharmacy

Conditions that are helped by medicines:
Diarrhoea, painful coughs, medicine advice.

Pharmacy teams are experts in medicines who can help you. They all have consultation rooms if you'd prefer to talk in private.

GP practice

Longer lasting illnesses:
Vomiting, aches and pains, fever in children, ear infections.

Your GP practice offers a range of healthcare professionals including doctors and nurses who are available for all health concerns and can refer to other medical services when required.



NHS 111

Unwell and unsure where to go?
Advice on more urgent medical conditions.

111.nhs.uk online or over the phone can help if you have an urgent medical problem and you're not sure what to do. They can even book an appointment to some health services if needed.



Mental health support

Wellbeing helpline: **0800 915 4640**
or text 'hello' to **07860 022 846**.

In crisis and need support straight away, call **0800 953 0110**.

Urgent Treatment Centres

For conditions that are more urgent but not life threatening:
Cuts, sprains, minor burns and fractures.

You can go to these centres if you need more urgent medical attention that's not life threatening. Most can even x-ray.



A&E or 999

Severe bleeding, severe chest pains, strokes, breathing difficulties, loss of consciousness

Emergency departments or A&E are only for life threatening emergencies. You may have to wait as more serious conditions are dealt with first.

If you require your dentist in an emergency or out of normal opening hours, call them as they will have answer machine messages detailing where to access out of hours service. If you have a dental emergency, but aren't registered with a dentist, call the **dental helpline 0300 1243 010** or use **NHS 111**.

Find your nearest pharmacy here:
nhs.uk/service-search/pharmacy/find-a-pharmacy



Find your nearest Urgent Treatment Centre or Minor Injury Unit here: nhs.uk/service-search

Practice Staff



GP Partners:

Dr Jill S Murray (f) MBChB DFFP MRCGP
(Qualified 2003) University of Manchester

Dr Susan J Green (f) MBChB MRCGP (Distinction) DRCOG
(Qualified 1996) University of Glasgow

Dr Daniel Fernandes (m) MBChB
(Qualified 2010) University of Manchester

Employed GP's:

Dr Alex J T Gawthrop (m) MBChB (Hons), BSc (Hons)
(Qualified 2013) University of St Andrews/ University of
Manchester

Dr Fida Ul-Haq (m) MBChB MA BSC MRCGP
(Qualified 2014) St George's University of London

Nurses:

Sister Helen Cullen (f)
Nurse Practitioner

Sister Claire Frith (f)
Trainee Nurse Practitioner

Sister Debbie Fish (f)
Practice Nurse

Mrs Mary Walker (f)
Primary Care Assistant

Sister Gilly Harrop (f)
Practice Nurse

Sister Perri Hartfield (f)
Practice Nurse

Mrs Clare Hayes (f)
Health Care Assistant

Mrs Rachel White (f)
Phlebotomist

Practice Staff

Pharmacy Team

Mr Matthew Robinson (m) Pharmacist Practitioner
(Qualified 1997) University of Manchester

Mr Edward Thompson (m) Pharmacist Practitioner
(Qualified 2003) University of Liverpool John Moores

Laura Forbes
Pharmacy Technician

Amirah
Prescription Clerk



Administration Team

Hannah – Admin Manager
Debbie, Janice, Karen & Donna – Admin Team
Dawn & Gemma – Secretaries
Sara – Care Coordinator

Reception Team

Anita – Reception Manager
Hollie – Reception Supervisor
Jackie, Lorraine, Emily, Mollie, Jennifer & Mia – Reception Team

Chris – Practice Manager

Caroline – Assistant Practice Manager

Practice Management

Useful Contacts

Organ Donation:

Every year the lives of thousands of people are saved or transformed through organ transplantation. For more information about donating an organ, visit www.organdonation.nhs.uk or phone 0300 123 23 23.

Patient Transport:

For assistance getting to and from hospital appointments. For general enquiries call 0800 032 3240 or visit www.nwas.nhs.uk/services/patient-transport-service-pts/

Giving blood:

For information on how to give blood visit www.blood.co.uk

NHS Choices:

www.nhs.uk

Blackpool NHS Walk-in Health Centre:

Whitegate Drive, Blackpool. FY3 9ES – 01253 953 953



Useful Contacts

Blackpool Sexual Health Services:
Whitegate Drive, Blackpool. FY3 9ES – 0300 123 4154

Health Visiting Services:
For patients with a Blackpool Address – 01253 957 434
For patients with a Wyre + Fylde Address – 0300 247 0040

Fylde Coast Women's Aid:
01253 596 699

District Nurses:
01253 953 377

Blackpool Victoria Hospital Switchboard:
01253 300 000





What to do in the event of a death

If someone dies whilst in hospital, a care home or nursing home, the staff will have a procedure to follow to let the relevant people know what has happened.

If someone dies at home the first thing you need to do is ring 999 and a paramedic will attend the home.

To register a death, a Medical Cause of Death Certificate is required.

If you die in hospital this will be done by the Doctors at the Hospital.

If you die at home or in a care/nursing home, this is done by the GP – for the GP to complete this you need to inform us of the death.

We will also need to know which undertakers the deceased is with and if they are to be cremated or not.

The only exception to this is if the coroner is required to carry out an inquest into the death, if this happens, they will provide the Medical Cause of Death Certificate.

The Medical Cause of Death Certificate is then sent to the Registrar on your behalf, once they have received this they should contact you to make an appointment to officially register the Death.

This is when you will get a Death Certificate which you can then use to set the deceased affairs in order.

The GP can advise you on where to go for support if you are struggling with your Bereavement. Speak to Reception for more information.



The rights and Responsibilities of Patients

You will be treated with respect and will be consulted throughout your care. Being a patient at Newton Drive Health Centre means you have responsibilities too

We will:

- Work in partnership with you to achieve the best medical care possible
- Involve you and listen to your opinions and views in all aspects of your medical care
- Advise and inform you of the steps you can take for good health and a healthy lifestyle.



We respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late. If you are running late we may not be able to see you and may ask you to re book your appointment.
- Treat staff with courtesy and respect. Reception staff may have to ask you some personal questions to assist us in providing you with the best service.
- Inform the Practice of any changes in your circumstances, such as change of name, address or phone number.
 - Please ensure that we have your correct telephone number and email address.

All Surgery staff are bound by the same confidentiality policies as clinicians

The rights and Responsibilities of Patients

As a patient, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in endeavouring to keep you healthy

The Practice considers aggressive behaviour to be any personal abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or gestures. Our staff are entitled to work without fear of aggression or abuse and any patient who displays any of the above behaviour may be removed from the Practice list and requested to seek an alternative GP.

All instances of actual physical abuse to **any** member of staff by a patient, their relative or representative will be reported to the police as an assault.

The patient will be immediately removed from the practice list



Comments and Complaints.



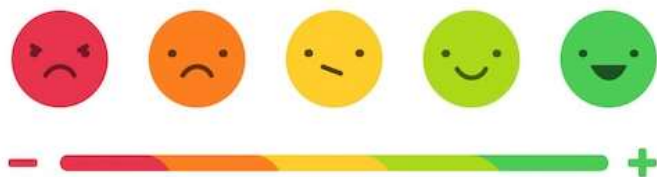
We make every effort to give the best service possible to everyone who attends the Surgery. However, we are aware that things can go wrong, resulting in a patient feeling they have genuine cause for complaint. If this is so, we would wish for the matter to be settled quickly and as amicably as possible.

In the first instance we ask that you call the surgery and ask to speak to one of our management team. We have a Reception Manager – Anita and an Administration Manager – Hannah.

If your issue cannot be solved in this way you will be asked to put your complaint in writing to us which will then be investigated by the Practice Manager. You can send us an email to blackpool.ndhcadmin@nhs.net or in the post to the usual surgery address.

A copy of our complaints procedure is available on our website or from reception.

We are happy to help in any way we can and would encourage patients to raise any issues they may have.





We hope this information has been useful for you, if you have any questions please get in touch



www.newtondrivehealthcentre@nhs.net



01253 955 717



@NewtonDriveHealthCentre



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SCAN ME

