Boldon GP Practice

The Medical Centre, Gibson Court,
Boldon Colliery. NE35 9AN

http://boldongp.nhs.uk

nencicb-styn.gibson.court@nhs.net

Telephone 0191 5193000

Opening Hours 8am to 6.30pm

Doctors

Dr Ravi Grewal (Male) MBChB

Dr Katharine Bramley (Female)
MBChB, DRCOG MRCGP

Dr. Nousha Ali (Female)
MBChB, DTM&H, MRCGP, DFSRH

Dr. Ima Williams (Female)
MBChB, DTM&H, MRCGP, DFSRH

Dr. Hugh Wyrley-Birch (Male)
MBChB, DTM&H, MRCGP, DFSRH

Dr. Md Arif Ashab(Male)
MB BS, MRCGP

Dr. Annam Sajid (Female)
MB BS, MRCGP

Practice Staff

Advanced Nurse Practitioner – Louise Grant
Practice Nurses – Vicky Wadge, RGN & Rachael Hughes, RGN
Healthcare Assistant – Amie Capeling
Practice Manager Aidan W. Berry (MA)
Assistant Practice Manager Kerry Wealands
GPa / Secretary Tracey Scott & Caitlin Maley
Reception / Office Staff Jackie Peterson, Wendy Hilliard, Danielle Gray, Eve Masters, Molly Raine & Tia Finnigan

How to consult your Doctor

Registration
Please ask at reception to make an appointment to register. Your first appointment will be with the Healthcare Assistant and then with a GP if you need medication at the time of registering.

Appointments (0191) 5193000
Surgeries are by appointment only and made by telephone, in person at reception or online. We will confirm all appointments via a txt message to your mobile so please keep your details up to date.
Be prepared to give some details to the receptionist so they can signpost you to the most appropriate appointment.
If your problem is an emergency tell the receptionist and you will be seen the same day.
You may see any doctor you choose, but we do suggest you see the same doctor whenever possible.
If you would like your child to be examined, please loosen outer garments whilst waiting to see the doctor.
If you have a minor ailment please book an appointment with our Nurse Practitioner.
You May ask for a chaperone to be present, see our notices.

Please cancel all appointments that you cannot keep.

Extended Hours
The practice provides some additional appointments between the hours of 6.30pm till 8pm on Tuesdays.

Repeat Prescriptions
We take requests for medication online, by email, by telephone and by attending surgery. Please ask reception for online access to ordering prescriptions and making appointments.

Disabled Patients
The building is compliant with the Disability discrimination Act and can be accessed by a ramp. There is a toilet for disabled patients.

House Calls (0191) 5193000
Please request these before 10.30am as this helps us to plan our visits effectively. Be prepared to give some details to the receptionist so the doctors can assess your request, they may call you to assess the urgency of the visit. House Call requests after 11am are for emergencies only. These are for patients unable to come to surgery due to illness only.

Out of Hours 0191 5193000
Telephone 111 for advice from the NHS 111 Service. If you have a medical problem out of surgery hours that cannot wait telephone **0191 5193000**. Northern Doctors Urgent Care Ltd (contracted by NHS England) provides emergency cover outside of our normal hours. You will be given telephone advice or asked to attend a face to face appointment in an urgent care centre.

Teaching
We are a training practice for GP's. There may be a Registrar who is a fully qualified doctor undergoing specialist training, who is treated by the practice as a temporary partner and they have their own surgery workload. Medical Students may be present with your doctor, if you wish to see your doctor alone please let reception know.

In - House Complaints Procedure
Please contact our practice manager Aidan Berry who will give you further information. We attempt to resolve problems swiftly and take appropriate action when we have failed to reach the high standards that we aim for.

Patient Responsibility
You will be treated professionally and courteously in a caring manner and we expect to be treated courteously in return and will not accept any abusive or violent behavior which may result in removal from the practice.

The Primary Health Care Team

Practice Nurse
Nurse Wadge and Nurse Hughes can be seen by appointment. Vicky and Rachael offer nursing services, reviews on **asthma** and **hypertension** and general nursing services.

Health Care Assistant
The practice employs a health care assistant to perform health checks and practice based tests.

District Nurses **Tel – 283 1381**
The team provide nursing services in the home.

Health Visitor **Tel – 283 1508**
Health Visitor is available for advice on matters relating to children under 5 (e.g. feeding, minor illness, sleeping, behavioural problems and immunisations) and the elderly.

Community Midwife **Tel – 283 1288**
A Community Midwife is available for advice and can be contacted via South Tyneside District Hospital.

Physiotherapy Service **Tel – 481 3902**
We run a Self Referral Physiotherapy Service with South Shields Hospital Physiotherapy Department.

Community Pharmacist
Our Pharmacy team can provide advice on your medication and provides a medication review service.

Ear Care including the treatment of wax.
Please make an appointment with the Practice Nurse.

Clinics & Services

Ante Natal Clinic
This is run by the Midwives who can be contacted via South Tyneside District Hospital.

Child Health Surveillance **Wednesday**
The clinic for baby immunisations is held with the Nurse on a Wednesday, and the developmental baby checks are with the Doctor on Thursday or Friday morning.
Parents will be sent reminders when due.

The Health Visitors carry out weighing and further developmental checks:-
On Thursdays at The Children's Centre, Reginald Street, Boldon Colliery, between 1.30pm & 3.30pm

Minor Surgery
Our doctors can perform simple minor surgical procedures. Please discuss this with your doctor.

Family Planning
The service we provide includes referral for fitting contraceptive caps, coils, implant and the administering of injections and prescribing of pills. Our nurses are Family Planning trained.

Musculoskeletal Conditions
Dr Bramley has a special interest in musculoskeletal conditions.

NHS Health Checks
Appointments can be made with our Practice Nursing team between 9am and 4pm for general health advice. For women this includes cervical smears and breast awareness.

Travel Advice Appointments
This is provided by our Practice Nurse. Please make an appointment at reception.

Private Medicals
We have decided to focus our very busy work time on NHS work which we are contracted to do and ask you seek alternative methods of getting this private work processed.

Flu and Pneumococcal Vaccinations
Vaccination clinics are held in October and November each year. We strongly recommend all those over 65 and all those with chest, heart, kidney problems, diabetes and those in residential care should be vaccinated. We do not usually provide vaccination for those who are not in the at risk groups above.

Data Protection
We are registered with the information commissioner who records the access to your records we have, this information can be found on the information commissioner website. Only our employed staff have access to your data and you should contact Aidan Berry on 0191 5193000 if you have a query regarding this.

South Tyneside Talking Therapies. **Tel 283 2937**
Are you feeling down and / or worry a lot? Does it feel like you have nowhere to turn?
These are common feelings and help is available. You can pick up a leaflet at reception for further information

Named GP
Every patient has a named GP, however, you can see any GP of your choice in the practice. If you are not aware of who your named GP is and would like to know, please ask at reception

Practice Boundary

This GP Partnership practice works as part of South Tyneside ICB, Monkton Hall, Monkton Lane, Monkton Village, Jarrow, Tyne and Wear NE32 5NN
0191 283 1903. The Practice is contracted by NHS England

