

Bridges Medical Practice



Newcastle Quayside 1928

Gateshead Health Centre
Prince Consort Road
Gateshead, Tyne & Wear NE8 1NB

Telephone Numbers

All Enquiries: 0844 477 3736
Repeat Prescriptions: Between 10.30am-4.30pm
Home Visits: Before 10.30am Fax: (0191) 478 3501

www.bridgesmc.co.uk

Welcome To Bridges Medical Practice, Gateshead Health Centre

This publication has been produced in order to help you understand the doctors, nurses, their practice and the services they provide. Please read it; we hope you will find it helpful and informative. It is not for general distribution.

THE DOCTORS

Dr Dawn Turner	MMBS DRCOG DFFP	NEWCASTLE 1999
Dr Bernadette Conlan	MB BS	NEWCASTLE 1987
Dr Helen Ryan	MBBS MRCCP DFFP	NEWCASTLE 1999
Dr Radu Ursu	MAT (GP)	BONN 2003
Dr Paula Wright (GP Retainer)	BMedSci, MBBS, DRCOG, MsCPHM MRCPGP	
Beverley Knotts (Practice Pharmacist)	MRPharmS	

THE NURSES

Sister Verna Brodie	RGN
Sister Edita Vasiljeviene	RGN

THE TEAM

Practice Manager	Val Hempsey BA Prof. Cert in Management
Office Manager/Secretary/Phlebotomist	Linda Leighton RSA Dip
Practice Administrator	Rosalind Wood
Practice Secretary	Joan Barclay
Receptionist	Dianne Ainsley
Receptionist	Joanne Palmer
Receptionist/Health Care Assistant	Jacquie Tulip
Receptionist	Amie McGuigan
Receptionist	Joanne Palmer
Receptionist	Eileen Roseby
Receptionist	Debra Walker
Phlebotomist	Sylvia Bell
Health Care Assistant	Theresa Ingham

SURGERY HOURS

The surgery is usually open from 8.30am - 6.00pm (Monday to Friday)
Routine enquiries and results of tests etc are best made after 12 noon to keep the telephone free for patients making appointments.

APPOINTMENTS

Telephone 0844 477 3736 or call at the surgery. You will be offered the earliest appointment possible or at a time of your convenience.

Please book a separate appointment for each member of the family that needs to be seen. Do arrive promptly for your appointment and ALWAYS cancel appointments that are not needed or that you cannot keep as we will be able to offer this appointment to someone else. ALL DNAs (Did Not Attend) are recorded manually and electronically as recommended by The Department of Health in order to help us reduce the resources wasted as a result of DNAs. We would appreciate your help with this.

Visit our website on: www.bridgesmc.co.uk

We endeavour to offer appointments within two working days but at busy times this is not always possible.

We operate a RAPID ACCESS service Monday to Friday to enable non-routine appointments to be available within 24 hours. The number of appointments depends on the GP availability and may not always be with the GP of your choice.

EVENING SURGERY

We offer an evening surgery once per week, on a rotational basis, normally on a Monday, Wednesday or Thursday.

HOME VISITS

Home visits may be requested for terminally ill, housebound patients and patients who are genuinely too ill to attend the surgery. All requests for home visits will be triaged by a member of the practice team in order to assist the GPs and nurses in prioritising visits. ALL requests should be made before 10.30am.

OUT-OF-HOURS EMERGENCIES

An out-of-hours service is in operation via the local Primary Care Trust contract with GatDoc, a local provider.

Patients needing advice out of hours should ring 08450 568 060.

TELEPHONE ADVICE

A member of the primary health care team is usually available to give advice on the telephone between 11.30am and 12.30pm.

REPEAT PRESCRIPTIONS

Your doctor may allow you to have some medications on repeat prescription without seeing the doctor but will still wish to review your condition from time to time. Please allow up to 48 hours for us to process your request.

If you would like your prescription posted to you, we are happy to do this but please enclose a stamped self-addressed envelope.

If you would like a particular chemist to deliver your prescription items this can be arranged. Please contact your local chemist for information.

If you have to order a repeat prescription please telephone 0844 477 3736 between 10.30am and 4.30pm. Please help the receptionist by giving as much information as possible; this helps to avoid errors being made. Plan ahead to avoid running out!

COMPUTER

The practice has a fully integrated computer system which is used for various health topics and recording of data specific to health needs. The practice is registered under the Data Protection Act.

REGISTERING WITH A GP

For details on how to register with Bridges Medical Practice, please ask at reception where our staff will assist you in making the necessary appointments and completing the appropriate documentation.

Once patients are accepted onto Bridges Medical Practice list they then have the right to express a preference regarding who they see, but they then may have to delay their consultation until such a time that their preferred choice is available. Patients under the age of 16 must be seen with a parent or guardian.

For the latest information click to: www.bridgesmc.co.uk

ZERO TOLERANCE

We operate a zero tolerance attitude toward any patients who are violent or abusive to any member of staff within the practice. They would be referred to the FHSa for removal from our list with an explanation.

PREVENTATIVE MEDICINE

We firmly believe that preventing illness is better than trying to control or cure it. The practice has an extensive range of leaflets available on health-related topics.

CONTRACEPTIVE CARE

All doctors provide contraceptive care if required. However, all our nurses are qualified in family planning services. Please make an individual appointment with the nurse or doctor.

MINOR SURGERY

All doctors provide a minor surgery service within the practice. This means that you may not have to attend hospital for small surgical procedures or special injections. A cryotherapy clinic operates on a regular basis.

COMPLEMENTARY MEDICINE

The practice has an acupuncture clinic which is held weekly by Sister Verna Brodie, who can also offer massage, reflexology and other complementary therapies.

CONSULTATION TIMES FOR DOCTORS

Doctors are consulted by appointment.

Dr D Turner Monday to Wednesday - Morning and evening sessions.
Thursday - Morning sessions.

Dr B Conlan Monday, Wednesday and Thursday - Morning sessions.

Dr H Ryan Monday, Thursday and Friday - Morning and evening sessions.
Tuesday - Morning sessions.

Dr R Ursu Monday, Wednesday and Friday - Morning and evening sessions
Tuesday - Evening sessions.

Dr P Wright 3-4 sessions weekly.

Sessions are held every day by the Practice Nurses:

Monday, Tuesday and Wednesday - am and pm sessions.

Thursday - alternate sessions, either am or pm weekly.

Sessions are held by Health Care Assistants:

Tuesday, Wednesday and Friday at variable times.

Sessions are held by Phlebotomists:

Monday, Tuesday, Thursday and Friday - am sessions.

CLINICS

Phlebotomy Every day - early and late mornings

Pharmacist Variable times

Postnatal Variable times with GP - by appointment

Antenatal Tuesday 1.30 - 4.00pm with Midwife

Baby Clinic Wednesday & Thursday 1.30pm - 4.00pm with Health Visitor in community clinic

Podiatry (private) Wednesday 4.30 - 6.30pm

Smoking Cessation Variable - by appointment

Diabetic Clinic Variable - by appointment

Mental Health Monday and Friday - pm sessions with the primary care mental health worker

Family Planning Alternate Thursdays - pm sessions with Dr Turner

Sexual Health Alternate Thursdays - pm sessions with Dr Turner

Cryosurgery Alternate Thursday - pm sessions with Dr Turner

Minor Surgery Alternate Thursdays - with Dr Turner

Coronary Heart Disease Variable - with Practice Nurses

GENERAL INFORMATION

DISTRICT NURSES

Home nursing may be arranged, where appropriate, for patients confined to their homes. This can be arranged via the doctor, hospital (if a patient has been recently discharged) or practice nurse, or you may need to telephone the surgery for advice regarding home nursing.

ADMINISTRATION/SECRETARIAL/RECEPTION

The staff help to keep the practice organised and running smoothly, as well as answering the telephone and directing patients. They perform a multitude of clerical and administrative duties. You may talk to them and seek advice in confidence and they will advise on whom you should best see if your problem requires further attention. A private area can be made available for confidential discussions if required.

PRACTICE MANAGER

Val Hempsey is the practice manager and is responsible for the overall management of the practice, covering all aspects of organisation, including finances, strategy, personnel and services. She is available at most times and would be happy to discuss with patients any problems or thoughts they may have to improve the practice. She would also welcome any positive comments or ideas. Please ask at reception if Val is available. If not, an appointment can be made.



Music can help child development!

Playing a wind instrument can:

- enhance breathing
- relieve stress
- improve hand/eye co-ordination

Lessons available:

- Clarinet, Saxophone or Clarinet - for all ages!
- Repair centre for brass and woodwind instruments



Supplier of new and second hand instruments



66 Inskip Terrace
Gateshead NE8 4AJ
Tel: 0191 4206845
Mob: 07905 586492
www.phepmusic.co.uk

Private Music Teacher

Music is for life!

One of the best gifts you can give your child is the gift of music. In a world of negatives, learning music helps create positives. Music is creative and relaxing, it increases self-confidence and will improve intellectual and emotional skills. Research has shown that music helps children with their reading and maths.

Music improves quality of life and it's never too late to start!

Learning to play an instrument is not just reserved for the younger person. It is something that anyone of any age can participate in and gain a considerable amount of pleasure and satisfaction from.

Learning to play an instrument is generally taught on a one-to-one basis, usually either in the teacher's or pupil's home. Their work ranges from teaching beginners to giving refresher lessons to top performers, and involves planning lessons to suite the individual needs of each pupil. They can help pupils prepare for music examinations, competitions and performances, or just for the sheer pleasure and enjoyment of 'just doing it'!

So contact your local music teacher and find out how music can enrich your life.

ADVERTISING FEATURE

Lily Starbrights

Stunning, individual floral designs for any occasion

Weddings
Bereavement Tributes
Birthdays
Anniversaries
Corporate Events

18 BRINKBURN AVE, GATESHEAD NE8 4JT
TEL: 0191 478 2525/07941 517238

Did You Know?

Situated on the main bus route to Southwell Park is one of Gateshead's best kept secrets.

Lily Starbright's Florists is a flower shop with a difference.

With over 10 years experience, their aim is to bring you the finest quality flowers direct from the growers: exquisite exotics, beautiful long-stemmed roses and seasonal varieties all at affordable prices.

Recommended by Vogue and GQ magazines, this small flower shop in the heart of Gateshead has clients all over the world. They rely on the personal touch to ensure beautifully arranged fresh flowers are delivered to their loved ones across the North East.

Customer service is all important whether it's one stem for your favourite vase or a stunning arrangement for a special family celebration. This very personal service ensures every creation is something special.

When those important events in life come around it's nice to know there is a service you can rely on to deal with everything from the happiest to the saddest of events.

Lily Starbright's has been built on a commitment to quality, value for money, customer service and personal recommendation.

We hope to see you soon!

ADVERTISING FEATURE

A Regular Service

Just as you have your own health checked regularly by your GP, it is important to have your car serviced on a regular basis.

A regular service will highlight areas of concern so that you can take the necessary action before a problem arises. Your local garage will also be able to assist you with your annual MOT test, should that be required.

Your local garage can in most cases assist with a whole range of services. They will fit child safety seats, making sure they are correctly fitted, thereby providing the maximum protection for any child

At Springfield we offer a free winter check on vehicles – just making sure your car is safe for the winter months – checking such things as tyres (not forgetting the spare) as well as brakes, battery and the electrical system.

The majority of garages offer free estimates and have fully trained, experienced motor mechanics available to give help and advice on every aspect of your vehicle's condition and performance. Check out the facilities at your local garage and become a regular customer, for your safety's sake.

SPRINGFIELD GATESHEAD

EXPRESS SERVICE

Est 20 years

FIAT SUZUKI CITROËN

SERVICE & MOT £99	MOT £29.95	MOT COVER ONLY £34.95
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ANY MAKE OR MODEL

FURTHER DISCOUNTS AVAILABLE FOR OAPs

Tel: 0191 477 9999
or 0191 477 2323
Durham Road, Gateshead (opposite Swallow Hotel)

Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408** or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

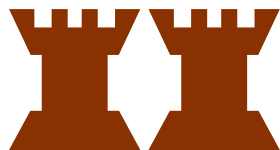
Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

Two Castles Housing Association



enhancing the quality of life of residents and communities

WELCOME TO TWO CASTLES HOUSING ASSOCIATION

Two Castles Housing Association has been providing good quality affordable homes in communities across the North for 40 years.

The Association own and manage more than 3,300 properties for rent and low cost sale to single people, couples, families and retired people.

The Association has several schemes specifically to meet the needs of those aged 55 and over in both Sunderland and Gateshead.

These schemes are:

SUNDERLAND

Balmoral Court, Town End Farm SR5 4HF.

Burn Promenade, Park Road DH4 5EJ.

Carisbrooke Court, Chester Terrace SR1 3SN.

Caroline Street, Hetton-le-Hole DH5 9DB.

Hadleigh Court, Shiney Row DH4 4LF.

Pembroke Court, Downhill SR5 4DF.

Sheltered accommodation with Resident Manager.

Properties are one and two bedroom self contained unfurnished flats.

Amenities vary at each scheme but can include: communal lounge, laundry, cleaning, landscaping and hairdressing.

No children or pets allowed at these schemes.

GATESHEAD

Browsea Place, Sheriff Hill NE9 5PZ.

Cragside Court, Lobley Hill NE11 0AW.

Castle Close and Tindale Drive, Fellside Park NE16 4HU.

***Thornbury, Front Street NE21 4RE**

Sheltered accommodation with Resident Manager.

Properties consist of a mix of unfurnished bedsits and one and two bedroom unfurnished flats.

Amenities vary at each scheme but can include: communal lounge, laundry, cleaning, landscaping and hairdressing.

No children or pets allowed at these schemes.

*** This scheme is covered by a Warden Call System only (no Resident Manager)**

For more information regarding these schemes please contact Florence Wright on the number below

154 New Bridge Street, Newcastle upon Tyne NE1 2TE

Tel: 0191 261 4774

www.twocastles.org.uk

FBS

DIETICIAN

We have an in-house dietician who is available to offer service and treatment for all sorts of dietary and nutritional conditions. She is usually available at least once a month in the practice and this is assessed via the practice team. Please ask for details.

COUNSELLING SERVICE

We have an in-house Community Psychiatric Health Worker who is available to offer a counselling service should you wish to speak to someone in confidence about any problems you are experiencing. Our Mental Health Worker is usually available once a week in the practice and this is assessed via an appointment with your doctor. Please ask for details.

PRACTICE NURSE CLINICS

The practice employs its own practice nurses who undertake a variety of health promotion activities and assist with the management of several chronic disease areas. They hold regular sessions throughout the week and appointments can be made via reception.

Well Person Checks

Checking blood pressure (this should be done every two years).

Advice regarding alcohol, smoking, diet and exercise.

Adult immunisation

Well Woman Checks

General advice as in well person checks.

Advice on any issues related to women's health.

Breast self-examination tuition.

Pill/Contraceptive checks.

HRT/Menopausal advice.

Heart Disease Prevention

Assessment of risk factors for heart disease.

Advice on prevention.

Monitoring of blood pressure.

Diabetes Care

Monitoring and advice to diabetics.

Asthma Care

Monitoring and advice to asthmatics.

COPD Care

Monitoring and advice to COPD patients.

Cervical Smears

Routine smears every three years or five years when over 50.

Annual smears when necessary.

For the latest information click to: www.bridgesmc.co.uk

Contraceptive Care

Advice and information regarding contraceptive care.
Screening checks regarding contraceptive care.

Travel Clinic

Advice and information regarding appropriate vaccinations for travellers.
Vaccinations and immunisations for travellers.
We also give general travel advice.

Treatment Room

Dressings	Sutures and staple removal	Blood tests
Swabs	Tetanus	Ear irrigation

SPECIAL EXAMINATIONS/MEDICALS

Special examinations or medicals can be arranged for insurance, driving, employment, sport or public service requirements. Please make a special appointment via reception. A fee may be required for certain examination/medical services. A list of fees is available on request.

TELEPHONE CALLS

To avoid distractions during consultations, reception staff are instructed to take messages or suggest a time when it is more convenient to speak to a member of the clinical staff.

CAR PARKING

The practice is situated within the Gateshead Health Centre. Please use the car parking areas allocated to the centre. Please note that there is a small fee for parking, which is payable to, and managed by, the Local Authority (Gateshead Council). There are several disabled bays available. There is a charge for parking, this is controlled by Gateshead Council and not by the NHS.

DISABLED ACCESS

The surgery and toilets are designed to allow easy access for wheelchair users and the disabled.

CHANGE OF ADDRESS/TELEPHONE NUMBER

Please inform us immediately if you move home or change your telephone number. This is important, as we may need to contact you for a variety of reasons.

PRACTICE BOUNDARY

We normally only accept patients who reside within our practice boundary. Please see the map on the back cover of this booklet. A patient may apply to register with the practice if they live permanently within the practice boundary. If for any reason it is decided not to permit registration (the reasons may not relate to an applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition), the patient will be notified in writing as to the reason why, along with the Primary Care Trust's details and contact number for any queries.

CHANGE OF DOCTOR

If you move out of the practice boundary or wish to change your doctor for any reason, your medical card explains how to do this. However, if you have problems, please telephone the Family Health Services Agency on (0191) 275 4200 who will be able to give you advice.

TEMPORARY RESIDENTS

You are able to consult a doctor anywhere in the UK if you are away from home and in need of medical attention. You can do this by asking to see a doctor as a temporary resident. We will also be happy to see friends or relatives who may need a doctor while staying in the area.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask for your personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

COMPLAINTS

Our practice has an in-house complaints procedure. If you have any complaints or problems with our service, please write to the practice manager (all such matters are dealt with in the strictest confidence). Your complaint will be thoroughly investigated and usually, within 14 days, you will receive a written reply and an invitation to discuss your complaint. If you are still dissatisfied, we will advise you how to take the matter further with the local Primary Care Trust.

Our contract is held with the Gateshead PCT and details may be obtained from the Primary Care Department, Gateshead PCT, c/o NHS SOTW, Pemberton House, Colima Avenue, Sunderland Enterprise Park, Sunderland, SR5 3XB. Tel: 0191 529 7316.

VIOLENT PATIENTS

If a patient commits an act of violence, which could be physical or verbal, against any doctor, member of staff, patient or any other person present either in the surgery or on the premises where they are being treated, or behaves in such a way that any of these feared for their safety, it will result in them being removed from the practice list and the incident will be reported to the police.

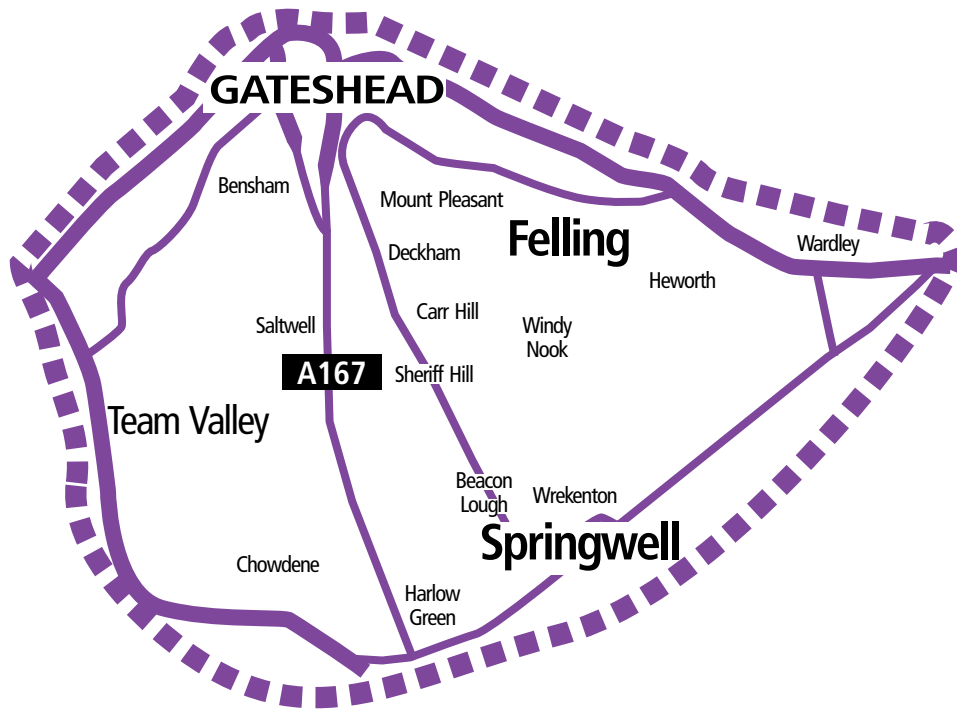
CITIZENS ADVICE

We have access to a Primary Care Citizens Advice scheme. Referrals can be made via the practice team to a dedicated line. Please ask for details.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Practice Area



Useful Telephone Numbers

Queen Elizabeth Hospital.....	482 0000
Royal Victoria Infirmary.....	233 6161
Newcastle General Hospital.....	233 6161
Freeman Hospital.....	233 6161
Social Services.....	477 1011
Citizens Advice Centre.....	478 5100
Gateshead Police.....	454 2555
The Samaritans.....	232 7272
Relate.....	232 9109
Alcoholics Anonymous.....	261 8777
DSS.....	477 0222