

**LANE END SURGERY**

2 Manor Walk

Newcastle

NE7 7XX

Tel: (0191) 2665246

Prescriptions: (0191) 2665055

[www.laneendsurgery.co.uk](http://www.laneendsurgery.co.uk)

**GENERAL PRACTITIONERS**

**Dr Caroline Sprake (F) (Partner)**

MRCGP MBBS MRCP

**Dr Meenu Amonkar (F) (Partner)**

MRCGP MBBS DRCOG

**Dr Laura McManus (F) (Partner)**

MRCGP MBBS

Dr Emma Lock (F) - MRCGP MBBS

Dr Alice Gowing (F) - MRCGP MBBS

Dr Humaira Amir (F) - MRCGP MBChB

Dr Jack Neeson (M) – MBBS MRCP MRCGP

Dr Jon Sutton (M) - MBBS MRCP MRCGP

Zoe Mitchell (F) – Physician Associate

Rebecca Fraser (F) - Physician Associate

Non-limited partnership between Dr Sprake & Partners and North  
Tyneside Primary Care Trust.

**PRACTICE MANAGER**

**Lisa Smith**

## **Welcome to our Practice**

Lane End Surgery offers a full range of general medical services.

### **GP Team**

The team consists of GPs and Physician Associates, working together to offer medical care to all patients. We appreciate seeing the same clinician for ongoing problems can be important to patients. We will try to make an appointment with the clinician of choice, but as all of our team are part-time so it can be difficult to ensure you see the same person each time.

### **Practice Nurses**

We have 3 part-time nurses, providing a range of general and specialist services, including cervical smears, diabetic and asthma care, immunisations, health promotion and family planning advice. We also have 2 Health Care Assistants providing routine services such as blood taking, blood pressure recording, smoking cessation.

### **Community Nurses**

The community nursing team is based at the Oxford Centre, Longbenton. They mainly provide nursing care for patients in their own homes. The telephone contact number is 0191 2932580. The health visiting team for North Tyneside is based at Shiremoor Children's Centre, telephone number 6432110. The health visitor for Newcastle patients is based at Regent Point, Gosforth, telephone 2826433.

### **Other Attached Staff**

We also have a wide range of other staff who work at the practice or offer appointments locally:

- Physiotherapist
- Psychologist
- Relate Counsellor
- Midwives
- Podiatrists
- Dietician

### **Walk In Centre Services are available 8.00am to 8.00pm at:**

Molineux Centre, Molineux Street, Byker, NE6 1SG.

Tel: 0191 275 5862

### **Urgent Treatment Centre Services are available 8.00am to**

**midnight at:** North Tyneside General Hospital. Tel: 0191 2932515

## **Practice Area**

We accept patients from a large area, including Benton, Forest Hall, Killingworth, Jesmond Vale, High Heaton. Please ask at Reception for details.

Patients who move out of the area may request to stay at the practice. Home visits will not be provided. Patients would need to access a local practice for these services.

### **How to register**

Patients who wish to register as a permanent patient at the surgery need to follow the link to our website - <https://www.laneendsurgery.co.uk/about-our-practice/how-to-register/>

### **Records and confidentiality**

Most patient information is held on computer. Personal information is confidential and on most occasions the consent of individual patients is needed before it can be given to anyone else. Sometimes, we may need to share information with other professionals involved in your care, but they also have a legal duty to keep it confidential. You are entitled to see your health records. If you want to do this, please ask at reception for details.

Please note we are unable to discuss your care with family members, carers etc without your permission.

If you think it would be helpful for someone else (family member, friend, carer) to be able to contact the practice on your behalf this can be arranged. Please ask for a consent form which will need to be completed and signed. A message will then be added to your records giving permission for information to be shared in line with your instructions.

### **Telephone Advice & Consultations**

Pre-bookable telephone consultations are available each day.

Same day telephone advice is also available. A message will be taken and a GP will return your call. Please note for advice calls we cannot give a specific time when we will ring you back. All telephone calls made to and from the Practice are recorded and may be used for training and monitoring purposes.

### **Practice Premise**

Our practice is in an old house. This helps create a family feel but the downside is that access is not always ideal. We have adapted access, corridors and patient toilet to improve wheelchair access. Assistance is always available to patients who may need it. Patients who need help to enter the building can use a buzzer by the main entrance and a member of staff will offer assistance.

### **Teaching & Training**

Doctors and nurses at this surgery help to teach medical and nursing students. You may occasionally be asked if a student can sit in at your consultation. If you are not happy with this, for whatever reason, please say so - it is your choice if you wish to be seen alone.

The practice is also involved in the training of GP Registrars. These qualified doctors are with the practice usually for a 6 month period.

### **Private charges**

The NHS does not pay for some services provided by GPs. A fee will be charged for items such as: private sick notes, medical reports and examinations, insurance forms, holiday cancellation certificates and passport verification. Information on charges is displayed in the reception area.

### **Information to Patients**

Sometimes there may be services we provide which may be of interest or help to you, for example flu vaccinations. If you do not wish to receive this type of information please let us know.

### **Feedback or complaints**

We are always happy to receive suggestions for improvements and like to know if we are doing something well. If you are unhappy about any of our services, please speak to the Practice Manager, who will be happy to discuss your problem privately. If you are still dissatisfied, we have a formal complaints procedure which you can access via the Practice Manager.

### **The Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or via their website

<http://www.cqc.org>

### **Zero Tolerance**

This practice has a zero tolerance approach and any patient who is violent, aggressive or abusive to GPs, practice staff or other patients may be removed from the practice list.

### **Practice Opening Times**

The surgery is open –

**8:00am – 6:00pm, Monday - Friday\* (exc Bank Holidays)**

**&**

**6.30pm – 8.00pm, Tuesday**

**\*We are closed 1.00pm – 2.00pm every Tuesday for training**

### **Telephone Access During Practice Opening Times**

The main practice telephone number (0191) 2665246 is available

**8:00am – 1:00pm and 2:00pm – 6:00pm**

**Monday to Friday (Except for Bank Holidays)**

Please note that between 1:00pm – 2:00pm calls are answered with a telephone answer machine message. A mobile telephone number will be given for patients to use for calls which cannot wait until the practice re-opens at 2:00pm.

On Tuesday evening patients with an appointment should ring 2665246. A telephone message will give a mobile contact number.

### **Making an appointment**

All consultations are by appointment. They can only be booked 2 weeks in advance. Appointments are usually added on a Tuesday afternoon. Most GP appointments are for 15 minutes. For an urgent appointment on the same day, please ring as early as possible. Appointments for a specific GP can take longer to organise.

A visual call system is used to call patients to see the doctor/nurse. If you do not want the panel to be used, please inform our reception staff.

## The cost to NHS of wasted appointments

Missed appointments cost the NHS thousands of pounds every year. Please phone the surgery as soon as possible if you cannot attend. This will help us to make appointments available to as many patients as possible.

## Out of hours

If you require general healthcare advice at any time, 24 hours a day, contact **111**. **111** is the NHS Advice Service.

If you feel you need to see a doctor urgently outside normal surgery opening hours, please ring **111**.

Out of hours GP services are arranged by North Tyneside Clinical Commissioning Group and are provided by qualified doctors and nurses. You may receive telephone advice from a doctor or be asked to attend a local primary care centre for an examination. If, for medical reasons, travel is impossible, a home visit from a doctor can be arranged.

You should only dial 999 for an ambulance if you believe the problem is life threatening or very urgent, e.g. collapse, chest pain, breathing difficulties.

## Home visits

Home visits are available for patients who genuinely cannot attend the surgery due to a medical reason. Please try to telephone before 10.00am. Our reception staff will ask for details of your problem, as this helps the doctors to plan their rounds.

Do please try to come to the surgery if at all possible. (A doctor can see 3-5 patients at the surgery in the time it takes him/her to visit one patient at home).

## Repeat prescriptions

If you are on regular medications, prescriptions can be ordered by: - telephone answer machine (2665055), giving your full name, date of birth, and the names of the medication you need

- in writing (enclosing a SAE)
- in person or by telephone (2665246)

- NHS App available [HERE](#) or visit

<https://www.nhsapp.service.nhs.uk/login>

Prescription requested Monday – Friday will be available for collection in 2 working days after your request. Some pharmacies provide a collection and delivery service for people who cannot get to the practice. We can also send most prescriptions electronically to your pharmacy. Your local pharmacist will be able to provide more details on these services.

## Test results (e.g. blood tests, X-Ray reports)

If you have tests taken you will be contacted either by phone or text message if further action is needed.

You can also use the NHS app to view recent test results. Please allow up to one week for your test results to be returned from the labs.

## Healthcare services and clinics

The following clinics and healthcare services are available at this practice, by appointment.

Service	Day	Time
GP Appointments	Mon – Fri	8.30am – 11.30am 2.30pm – 5.30pm
Practice Nurse/ Health Care Assistant	Mon Tues Wed Thurs Fri	8.00am – 5.00pm 8.00am – 8.00pm 8.00am – 5.00pm 8.00am – 5.00pm 8.00am – 5.00pm

## Primary Care Services

Information on other primary care services is available from NHS England (Cumbria, Northumberland, Tyne and Wear Area Team), Waterfront 4, Goldcrest Way, Newburn Riverside, Newcastle-upon-Tyne, NE15 8NY, Telephone: 0191 2106400