

LANE END SURGERY

2 Manor Walk

Newcastle

NE7 7XX

Tel: (0191) 2665246

Prescriptions: (0191) 2665055

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 Jack Neeson (M) – MBBS MRCP MRCGP

Dr Jon Sutton (M) – MBBS MRCP MRCGP

Dr Intisaar Fazal (M) – MBBS MRCGP PGCERT

Dr Paul Lindsey (M) – MBBS (Hons) MRES MRCGP

Zoe Mitchell (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

Urgent Treatment Centre Services are available 8.00am to midnight at: North Tyneside General Hospital. Tel: 0191 2932515

Walk In Centre Services are available 8.00am to 8.00pm at: Molineux Centre, Molineux Street, Byker, NE6 1SG.
Tel: 0191 275 5862

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

Practice Premises

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.

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
8:30am – 12:30pm 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

In line with government guidance, we use a telephone-based triage system with appointments bookable on the day.

Appointments are released throughout the day in time order. All requests will be passed through the triage clinician and appointments will be offered at the time of the call, if deemed appropriate.

All nurse appointments can be pre-booked.

Telephone Consultations

All telephone calls made to and from the Practice are recorded and may be used for training and monitoring purposes.

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 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.

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.

How to register

You can register online and also at our reception desk, please note that ID will be requested when registering in person.

You can register temporarily with the practice if you are registered in another area but are ill or need medical advice while you are away from home, for example, if you are on holiday. A temporary registration form is available from the reception desk.

You will still remain registered with your permanent GP, but you can see a temporary GP for up to 3 months.

Please note that ID will be requested and the practice may contact your home practice before any treatment or medication is provided.

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.

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 ect without your permission.