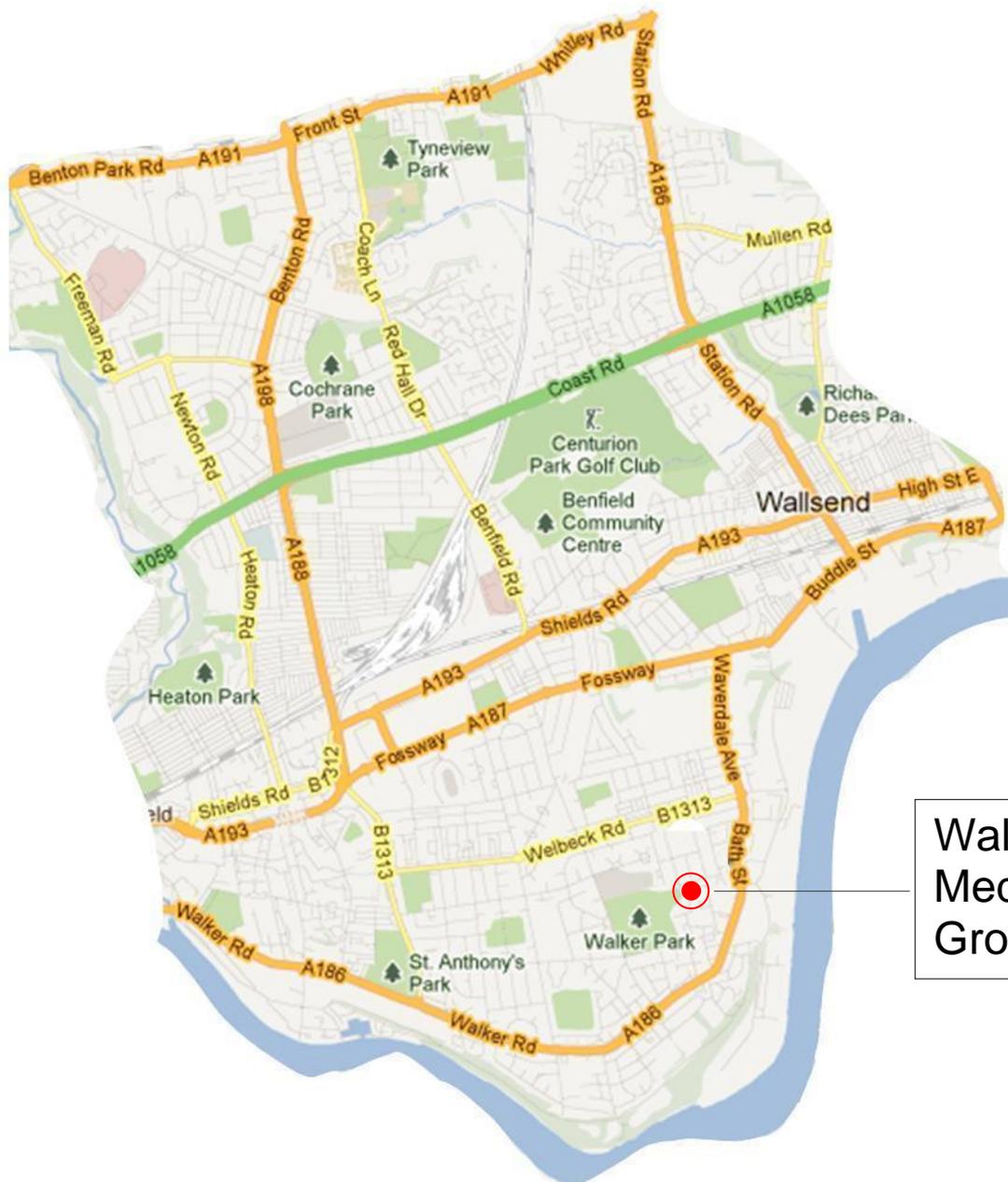


Walker Medical Group



Practice Leaflet



Walker
Medical
Group

Telephone **0191 2620444**
Fax **0191 2598620**
www.walkermedical.nhs.uk

Dr N.M.Nabi and Partners
Walker Medical Group, Church Walk, Walker, NE6 3BS

Registering at the surgery

Becoming a patient is easy. Contact us at the surgery and tell us you would like to register. We will arrange a pre-registration health check at a time that suits you.

	Building opening times	Phone opening times
Monday	8:00am - 7:25pm	8:00am - 6:30pm
Tuesday	7:30am - 6:25pm	8:00am - 6:30pm
Wednesday	7:30am - 6:25pm	8:00am - 6:30pm
Thursday	7:30am - 6:25pm	8:00am - 6:30pm
Friday	7:30am - 6:25pm	8:00am - 6:30pm

You can book an appointment:

- On the practice website at www.walkermedical.nhs.uk
- At the reception desk
- Over the phone

If you wish to make an advanced booking or an appointment with a specific doctor or nurse tell the receptionist when making the appointment.

We always try to be as flexible as possible, offering appointments on some days from 7:30 in the morning and on Monday up until 7:30 in the evening.

Home visits

These are provided for patients who are terminally ill, housebound or unable to attend the surgery due to illness. When requesting a home visit try and contact us before 11am.

Disabled access

The surgery is purpose built with all consulting rooms wheelchair accessible. There is also a disabled toilet and parking bays. An induction loop is available at the reception desk and some of the consulting rooms.

When the surgery is closed

Unfortunately we can't be open 24 hours a day. If you need medical advice when we are closed and cannot wait until normal surgery hours, you can get medical advice from the NHS 111 service. You can contact the NHS 111 service by dialing 111 on your phone 24 hours a day 7 days a week.

Remember you have other options:

- Visit your local pharmacy for advice.
 - The Pharmacy First scheme allows you to visit a pharmacy and receive certain treatments without needing a prescription.
 - Walk-in centre \ minor injuries unit. Contact NHS 111 for details.
-

Repeat medication

Medication can be requested in the following ways;

- Returning the right hand side of your prescription to the surgery, making sure you clearly indicate which items you require.
- Calling the surgery repeat ordering line on 0191 2598622.
- The practice website: www.walkermedical.nhs.uk

Prescriptions will usually be ready for collection 48 hours from the start of the next working day.

Electronic Prescription Service (EPS)

EPS enables you to choose to have your prescription securely sent electronically to the chemist of your choice, saving you a trip to the surgery to collect it. Visit your preferred chemist and ask for more details.

Patient Participation Group (PPG)

This is a way for patients to be involved in discussions about services currently provided by the surgery and in the development of new services. For more information about the PPG contact reception or visit the practice website.

Doctors at Walker Medical Group

Dr Nasir Nabi (male) - Partner

MB BS 1987 University of Newcastle upon Tyne

Special interest: Registrar Training and Mental Health

Dr Gordon Pearston (male) - Partner

MB ChB 1979 University of Edinburgh

Special interest: Child Health and Terminal Care

Dr Chris Tasker (male) - Partner

MB BS 1988 University of Newcastle upon Tyne

Special interest: Heart Disease and Minor Surgery

Dr Tim Binmore (male) - Partner

MB ChB 1989 University of Aberdeen

Special interest: Registrar Training and Diabetes

Dr Abi Truefitt (female) - Partner

MB ChB 1999 University of Sheffield

Special interest: Women's Health and Young people's health

Dr Hema Rawat (female) - Partner

MB BS 1998 Lucknow University

Dr Patricia Hollinrake (female)

MB BS 1998 University of Newcastle upon Tyne

Dr Atul Bhandari (male)

MB BS 2011 University of Brighton and the University of Sussex

Locum - Dr Rebecca Howe (female)

MB BS 1998 University of Newcastle upon Tyne

This practice trains junior doctors. They are fully qualified and have already completed training in hospitals.

Named GP

All registered patients are allocated a named GP. The named GP is responsible for coordinating your care. Patients can consult with any GP in the practice. To find out who your named GP is contact reception. Dr Nabi is the named GP for patients aged 75 and over.

Nursing team

We have a mix of highly skilled Health Care Assistants (HCA), Practice Nurses and Nurse Practitioners. If you suffer from a chronic disease your review will usually take place with one of the specialist nursing team. The Nurse Practitioners can diagnose, treat and provide prescriptions and usually have appointments available daily.

Nurse Practitioner: Stephanie McLeary

Practice Nurses: Karen Hammond, Sharon Lewis, Gemma Hudspeth and Zoe Vaughan

HCA: Janice Spence and Adrienne Simpson

Attached staff based at Walker Medical Group

- **District nurses**

District nurses play a crucial role in the primary health care team. They provide high quality nursing care for housebound patients and support for carers and families.

- **Health visitors**

Health visitors have a strong emphasis on working with families before and after their babies are born and they continue to work with children in their early years.

- **Midwife**

The midwife team cares for women during and after their pregnancy. They work closely with the Health Visitors.

- **Counsellors**

You may be referred for counselling because of difficult experiences you've been going through, depression, bereavement, addictions and feelings of sadness or anxiety.

- **Pharmacist**

The pharmacist deals with anything to do with medication in the surgery, such as medication effectiveness and reviews.

A selection of services and clinics available



Same day appointments
Telephone consultations
Home visits
Extended opening hours
Interpreting services



Sexual health clinics
Contraception advice
Coil fitting and removal
Implant fitting and removal
Cervical screening



Ante natal clinics
Post natal clinics
8 week checks
Childhood immunisations



Ear irrigation
Minor surgery
ECG tests
24hour blood pressure monitoring
Blood tests
Elderly health checks
NHS health checks
Learning Disability annual review
Insurance reports



Alcohol screening and advice
Weight management clinics
Stop smoking services



Chronic disease management clinics for:
Asthma
COPD
Diabetes
Epilepsy
Heart disease
High Blood pressure
Stroke



Counselling services for:
Drug and Alcohol
Low mood and Depression



Vaccinations for:
Flu
Travel vaccinations
Vitamin B12
Hepatitis B
MMR catch up

Contact numbers & change of address

If you change your mobile, home telephone number or address, please let reception know so we can update your records. This is important in case we need to contact you in an emergency.

Compliments and Complaints

If we have done something really well and impressed you please let us know.

Alternatively, if you are unhappy with any part of our service you have received from us, you have the right to share your concern or make a complaint. A leaflet describing your options is available from the practice website or reception desk.

Patient and practice relationship

The relationship between the patient and practice is a mutually beneficial one. However, violence, abusive or aggressive behaviour towards any practice staff will not be tolerated and patients will immediately be removed from the practice, together with other family members living at the same address.

It is also important that you attend your appointments or cancel as soon as possible so another patient can use it.

Data protection

We are committed to maintain the confidentiality of your consultations and your medical records held here.

Patient information is held under legal and ethical obligations of confidentiality. Information provided in confidence will not be used or disclosed in a form that might identify a patient without their consent. Access to patient records will be strictly limited to those having a 'need to know' to provide effective treatment to the patient.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as when the health or safety of others is at risk or where the law requires information to be passed on. All staff at Walker Medical Group are bound by these strict confidentiality rules.

Calls to the surgery may be recorded for training and quality purposes. All calls will be treated with complete confidentiality.

Walker Medical Group	0191 262 0444
Website	walkermedical.nhs.uk
Email	ngccg.wmg@nhs.net
Prescription ordering	0191 259 8622
Health Visitors based at Walker Medical Group	0191 213 8992
District Nurses based at Walker Medical Group	0191 282 3664
Walker Dental Clinic located in Walker Centre	0191 213 8997
<u>Self help</u> NHS 111 service	111
<u>Local Pharmacies</u> Boots Pharmacy, Church Walk	0191 262 3822
Nicholsons Pharmacy, Welbeck Road	0191 265 9344
Lloyds Pharmacy, Welbeck Road	0191 265 9048
St Antonys Pharmacy	0191 219 6109
<u>Local hospital and services</u> Freeman, RVI, Newcastle General Walkergate & Dental Hospital	0191 233 6161
North Tyneside Hospital	0344 811 8111

Contract Board Contact Details:

NHS England
Cumbria and the North East
Waterfront 4
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY. Tel: 0191 2106400

NHS England
Cumbria and the North East
The Old Exchange
Barnard Street
Darlington
DL3 7DR
Tel: 0113 8251600

Updated July 2017