SERVICES WE PROVIDE

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services.
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. NHS health checks are offered every 5 years from a patient's 40th birthday, depending on whether they have any chronic disease.

Details of all clinics are available from reception and are also listed on the practice website. From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

REASONABLE ADJUSTMENTS:

We understand some people may have difficulty accessing healthcare. Reasonable adjustments are small changes to better support your needs. You can request a form at reception or discuss this with a doctor or nurse at your next appointment. Staff are happy to help complete the form if needed.

TEACHING PRACTICE:

The practice is an established teaching practice training both undergraduate and postgraduate doctors. You can decline to see a student, but please inform the receptionist when the student appointment is offered.

HOW TO REGISTER AT THE PRACTICE:

The fastest way to register is through the practice website. You must live within the practice area listed there. If you cannot use the website, contact the practice for registration guidance.

CONTACT US ONLINE:

For non-urgent requests such as sick notes, admin, or other routine care requests, visit our website and select Contact us online (Submit a new request).

OPENING HOURS:

Monday to Friday 8:00am 6:30pm
Saturday CLOSED
Sunday CLOSED

Improved access/Extended hours:

We have extended access appointments available, please ask at reception.

WE ARE PART OF THE NEWCASTLE NORTH PCN, COMPRISING OF FIVE SEPARATE GP PRACTICES:

- Audley Health Centre
- Heathcote Street Surgery
- Kidsgrove Medical Centre
- Mount Road Practice
- Talke Clinic

Are you using the right service?

SELF-CARE	PHARMACY	NHS 111 (24/7)
What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day

GP ADVICE	WALK IN CENTRE	A&E or 999
Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	Minor injury or illness Symptoms not getting better and you cannot see your GP	Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

NHS
Providing NHS services

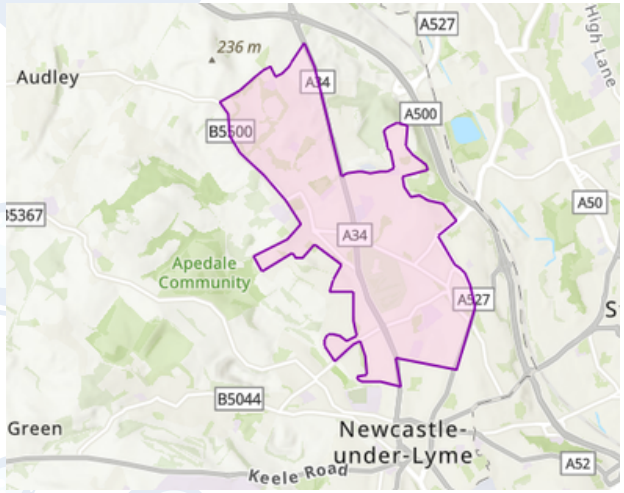
PRACTICE INFORMATION LEAFLET

HEATHCOTE STREET SURGERY

HEATHCOTE STREET SURGERY PROVIDES NHS SERVICES UNDER AN NHS ENGLAND MEDICAL SERVICES CONTRACT. 2

Heathcote Street, Chesterton, Newcastle, ST5 7EB.
Telephone: 01782 561057
Email address:
heathcotestreet.surgery@nhs.net
Website:
www.heathcotestreetsurgery.nhs.uk

GP SERVICES PROVIDED TO THE FOLLOWING AREAS:



Further information is available at www.nhs.uk

THE PRACTICE TEAM:

This practice operates under an NHS England partnership agreement and provides services on behalf of the NHS.

GP PARTNER:

Dr Ashik Salim MBBS. FRCGP (Qualified Mangalore 1996)

PRACTICE MANAGEMENT:

Sharon Beetson (Practice Manager)
Michelle Vernall (Assistant Practice Manager)

TRAINING DOCTORS:

All training doctors are supervised. Our undergraduate medical students are from Keele University. We have 3rd year and final year students.

NURSES:

Kayla Bye (Practice Nurse)

OTHER HEALTHCARE STAFF:

Victoria Bruce (Health Care Support Worker & Admission Avoidance Facilitator)

CARE NAVIGATORS (RECEPTION STAFF)

They are here to help you and are trained to do a difficult job. We ask therefore that you treat them with respect and courtesy. They may need to ask you for information when you contact the surgery. This helps ensure we direct you to the right clinician or service. The reception staff are bound by the same rules of confidentiality as the doctors and nurses.

For contact details, see front page or visit our website.

NHS ENGLAND CONTRACT:

The practice provides NHS services on behalf of NHS England. PO Box 16738, Redditch, B97 9PT. Telephone: 0300 311 2233
Email: england.contactus@nhs.net
Staffordshire and Stoke-on-Trent ICB NHS organisations responsible for planning health services for their local population.
Telephone: 0300 123 1461
Website: https://staffsstoke.icb.nhs.uk
Email: enquiries@staffsstoke.icb.nhs.uk

PRESCRIPTIONS/REPEAT PRESCRIPTIONS:

Your GP will issue prescriptions when clinically appropriate. Repeat prescriptions can be ordered in the following ways:

1. *NHS App or your NHS account.*
2. *Online via our website – select 'contact us online' > submit a new request.*
3. *Prescription box – outside near the reception.*

Please allow up to 48 hours (excluding weekends and bank holidays) for processing.

SAFE SURGERIES:

Heathcote Street Surgery is part of the Safe Surgeries community, committed to health inclusion. Everyone can access the care, support, and treatment they need, this means that lack of ID, proof of address, immigration status, or language should not affect your right to register here.

PREFERENCE FOR A NAMED PRACTITIONER

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option. Patients over the age of 75 will be provided with a named GP.

COMMENTS, SUGGESTIONS AND COMPLAINTS:

We aim to provide the highest standard of service and welcome your feedback. Comments, suggestions, or complaints can be raised with any team member. More information is available on our website or in the complaints leaflet.

HOME VISITS:

Home visits are at the GP's discretion, usually for housebound patients or those with significant health issues. To request a visit, use the practice website or contact reception before 10:00 am to log a call and request a call-back. A clinician will phone to discuss your request. Visits are usually carried out by PCN Paramedics.

PATIENT PARTICIPATION GROUP (PPG):

We have an active Patient Participation Group (PPG) to involve patients in decisions about our services. More information is available on our website or via email:
heathcote.street.doctors.ppg@gmail.com

ACCESS AND SUPPORT FOR DISABILITIES:

The practice has step-free access, a hearing loop at reception, large-print leaflets, disabled parking, and dementia-friendly signs. Pets are not allowed in clinical areas, but assistance dogs are welcome.

PATIENTS' RIGHTS AND RESPONSIBILITIES:

When registering, you have the right to express a preference of GP. This will be recorded, and appointments will be allocated where possible. All patients are assigned an accountable GP.
Further information about your rights and what we expect of our patients is detailed within the NHS Constitution.

SAFEGUARDING:

Heathcote Street Surgery is committed to safeguarding children, young people, and adults at risk. All staff are trained and follow NHS safeguarding policies. If you have concerns about a patient's safety or wellbeing, please speak to a member of staff.

WHEN WE ARE CLOSED:

When the practice is closed, if you urgently need medical help or advice and it is life-threatening, dial 999.
For other urgent medical advice: Call 111 or visit www.nhs.uk

APPOINTMENTS AND ACCESSING PRACTICE SERVICES:

To make an appointment with your GP or any healthcare staff, or to access other practice services, please visit the practice website and select 'Contact us online'.
https://www.heathcotestreetsurgery.nhs.uk/services/appointments/
fThe website contains all relevant practice information and is the fastest way to access our services.

THREATS OF VIOLENCE OR ABUSE OF OUR STAFF:

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We have a zero-tolerance policy to protect our staff and patients from abuse, threats, or violence.

PATIENT DATA

All clinical and administrative staff have an ethical as well as a legal duty, to protect patient information from unauthorised disclosure. We comply with the Data Protection Act 2018 and UK GDPR. Our full privacy notice is available on our website or from reception.