

**Out of hours GP service -
Northern Doctors
Urgent Care**

Telephone: 0300 123 4343

For advice or to see a GP when your own GP practice is closed

Runs 6.30pm to 8.00am weekdays, all weekend and bank holidays



Patient advice and liaison service (PALS)

The Patient Advice and Liaison Service (PALS) provides confidential advice and support, helping you to quickly sort out any concerns that you may have about any aspect of NHS care.

PALS acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations, to negotiate prompt solutions.

PALS is available Monday to Friday 9am to 5pm. Outside of these hours you can leave a message on an answer-machine and you will be contacted on the next working day.

- Freephone: 0800 0320202
- Fax: 01670 511260
- Text: 01670 511098
- Email: northoftynepals@nhct.nhs.uk

There is a national NHS complaints procedure under which you can make a complaint about services provided by the NHS. PALS can provide advice on how to access the procedure in relation to the relevant service.

If you need support in making a complaint you can also contact the Independent Complaints Advisory Service on 0845 120 3732.

Extended GP practice opening hours

The following GP practices* in North Tyneside have extended their opening hours - when you call to make an appointment you can ask what times and days they are open for longer to see if that appointment time might be more convenient for you.

*This is a list of the main GP practice surgeries and does not include branch surgeries. Please check directly with your own GP practice if you attend a branch surgery to see if they are open extended hours.

Appleby Surgery

North Shields
0191 296 1770

Beaumont Park Medical Group

Whitley Bay
0191 251 4548

Bewicke Medical Centre

Howdon
0191 262 3036

Dr Bowman and partners

Shiremoor
0191 253 7892

Collingwood Health Group

North Shields
0191 257 1779

Forest Hall Health Centre

Forest Hall
0191 259 9666

Garden Park Surgery

Howdon
0191 289 2525

Lane End Surgery

Benton
0191 266 5246

Marine Avenue Medical Centre

Whitley Bay
0191 252 5317

Monkseaton Medical Centre

Monkseaton
0191 252 1616

Park Parade Surgery

Whitley Bay
0191 252 3135

Park Road Medical Practice

Wallsend
0191 262 5680

Dr Preston and partners

Killingworth
0191 216 0061

Portugal Place Health Centre

Wallsend
0191 262 5252

Priory Medical Group

North Shields
0191 257 0223

Swarland Avenue Surgery

Benton
0191 215 0141

Village Green Surgery

Wallsend
0191 295 8500

Wellspring Medical Practice

Killingworth
0191 216 4920

Whitley Bay Health Centre

Whitley Bay
0191 253 1113

Woodlands Park Health Centre

Wideopen
0191 236 2366

North Tyneside 
Primary Care Trust



GP services

in your area
are improving

If you would like a copy of this leaflet in large print, on tape, other media or in another language, please call 0191 217 2599

This leaflet has been produced by NHS North of Tyne, which works on behalf of North Tyneside Primary Care Trust

www.northtyneside-pct.nhs.uk

www.northoftyne.nhs.uk

We are making it easier for you to see your doctor and get the services you need

Healthcare when and where you need it

Patients have told us that they would like more convenience and choice about the service they receive from their doctors – for instance they would like to be able to see a doctor before going to work in the morning, in the evening or on a Saturday morning. They would also like doctors and GP surgeries to offer a greater range of services to meet their particular health needs.

We have been working closely with GP practices to bring about some of these improvements. This leaflet sets out some of the progress so far in providing more flexibility around GP appointments and explains a little about some plans for the future. It tells you about the choices you now have when you need hospital treatment, has some information about other services that are available if you become ill or have an accident and tells you who you can contact if you would like to get advice or raise concerns about the service you have received from the NHS.

Extended opening hours

We have been working with local GP surgeries to get agreement for them to stay open for longer. This will give you the opportunity to see a doctor early in the morning, during the evening or at the weekend.

Many of the North Tyneside GP practices - 20 out of 28 - now offer appointments outside normal working hours. Your GP practice will be able to tell you when they provide extended opening.

If you need to see a doctor urgently when your own GP practice is shut, please contact the out of hours GP service provided by Northern Doctors Urgent Care on 0300 123 4343

Fast, easy access to your doctor

When you need to see a doctor for a routine appointment, you should be offered an appointment within two working days. If you need an urgent appointment you should be seen on the same day.

Your GP practice should also allow you to book an appointment more than two days in advance, if you prefer.

A new GP led health centre for North Tyneside

During the summer of 2008 we consulted local people about possible locations for a new health centre (which will include a GP practice) for the borough. After lots of comments and feedback we decided on the following location:

- Battle Hill and the surrounding area (north of the Coast Road)

The health centre will offer walk-in services seven days a week from 8am to 8pm for anyone who wants to use them. People will also have the option of registering with the GP practice at the new health centre if they feel this would be more convenient for them.

The health centre will provide other services including x-ray, ultrasound and echocardiography (heart test).

The public consultation showed that many people welcome this new development because they will give greater flexibility over when and where patients can see a GP and provide additional health services in an area of the borough that needs it the most.

An exact location for the new health centre is being decided and we anticipate that this new service will be open during 2009. Updates will be published on: www.northoftyne.nhs.uk

Registering with or changing GPs

If you are not registered with any doctor or would like to change your GP, you can find out about GP surgeries in your area, the services they offer and opening times by contacting North East Family Health Services Agency on 0191 219 6200.

You can also access NHS Choices at www.nhs.uk where you can enter your postcode to find practices close to where you live.

Good news – you choose

The NHS is giving you more choice over your healthcare. The good news is that for most hospital treatments you can now choose the hospital where you would like to be treated, in the NHS or independent sector. You can choose a hospital that you are familiar with, one that is close to your family or one that can treat you more quickly. You may be able to choose a hospital that offers faster diagnostic tests. Ask your GP about the choices available.

Getting urgent health advice or treatment in North Tyneside

If you live or work in North Tyneside and need urgent health advice or treatment, you don't have to make an appointment to see your GP - there are lots of places where you can go to for this locally. If you are unsure if they can treat your condition just call ahead and ask.

Community pharmacies

Pharmacies are often open longer hours and are located on high streets and in many supermarkets –and are an easy way to get quick advice on a range of minor ailments and illnesses.

Pharmacists are experts in the use of medicines and some also offer the morning after pill (emergency hormonal contraception) - look out for the 'Plan B' sign.

NHS Direct

Telephone: 0845 46 47
A telephone advice service, open 24 hours a day, 365 days a year, providing quick advice on healthcare and where to get local health services.



Plan B

NHS Direct

Molineux Street NHS Centre

Molineux Street, Byker
Telephone: 0191 275 5862
No appointment is needed - you can walk in to use the service, which is led by nurses who can prescribe medicines.
Open 8am to 10pm, seven days a week including bank holidays.

Newcastle Central NHS Walk-in Centre

Unit 5, The Bar, St James Gate (near Jurys Inn)
Telephone: 0191 233 3760
No appointment is needed - you can walk in to use the service which is provided by doctors and nurses who can prescribe medicines.
Open 7am to 9pm, Monday - Friday (including bank holidays except Christmas Day, Boxing Day and New Year's Day), 9am to 9pm, Saturdays and 9am to 4pm Sundays.

Westgate Walk-In Centre

Westgate Road, Fenham (next to A&E at Newcastle General Hospital)
Telephone: 0191 256 3163
No appointment is needed - you can walk in to use the service which is led by nurses who can prescribe medicines.
Open 8am to 9pm, seven days a week including bank holidays.

Newcastle Royal Victoria Infirmary Minor Injury Unit

Richardson Road, Newcastle
Telephone: 0191 282 0531
No appointment is needed - you can walk in to use the service which is led by nurses who can prescribe medicines.
Open 9am to 4pm, seven days a week including bank holidays.

Accident and emergency department, North Tyneside General Hospital

Rake Lane, North Shields
Telephone: 0844 811 8111
For major accidents, broken bones, problems with breathing, severe chest pains, unconsciousness, and severe blood loss. Open 24 hours a day, 365 days a year.

999 - for health emergencies

You must ONLY use the 999 service for serious health emergencies which include: a major accident, broken bones, problems with breathing, severe chest pains, unconsciousness, and severe blood loss. When you dial 999, the operator will ask which service you require and transfer your call to the ambulance service.