



MAYFIELD MEDICAL GROUP

Information for Patients



Contact Us

Park Road
Jarrow
Tyne and Wear
NE32 5SE

Telephone: 0191 489 7183
Website: www.mayfieldmedical.co.uk
Email: mmg.jarrow@nhs.net

**YOU CAN NOW BOOK APPOINTMENTS AND ORDER PRESCRIPTIONS
ONLINE VIA OUR WEBSITE:**

www.mayfieldmedical.co.uk

Out of hours emergencies please call 0191 4897183

Welcome to the Practice

This booklet has been produced in order to help you understand the services that are provided at Mayfield Medical Group. Please read it, we hope you will find it helpful and informative.

If you require any further information on any of the services we offer, please ask the reception staff who will be happy to help you.

The Partners

Dr D E S Cordner (male)
MB, Bch, MRCGP

Dr S Aval (male)
MBChB MRCS(Ed) MRCGP DOHNS

Salaried Doctors

Dr E Stone (female)
MBChB BSc (Hons) MRCGP DCH

The Managers

Business Manager
Chelsea Wade (Miss)

Operations Manager
Joanne Scott (Mrs)

Admin Supervisor
Kelsey Scott (Miss)

Reception Supervisor
Kourtney Bell (Miss)

Training of Students

Both the doctors and the nurses may at times have a student doctor or nurse with them. You will be advised of this before your appointment and may, of course, ask to see the doctor or nurse alone. Please bear in mind that sitting in with their tutor is an important part of the students training.

About Us

We are a 2 partner training practice, based in purpose built premises in Jarrow, South Tyneside. The practice has suitable access for disabled visitors.

We are committed to the provision of high quality, patient led services.

Being a training practice we have F2 doctors who carry out consultations within the practice, under the supervision of Dr Cordner, Dr Aval and Dr Stone.

As well as the GPs we have our Nurse Practitioners Kelly Elliott (Lead), Nicola Shand, Emma Lowe and Louisa Mills. Also Practice Nurses Kimberly Cockburn, and Carly Findlay and our Health Care Assistants Stephen Payne and Gillian Trowell.

We have a full compliment of attached staff who although not directly employed by the practice, work closely with us as part of the community team. Other important team members include the receptionists and clerical staff who can answer many of your queries but more complex administrative matters may be dealt with by the Reception Supervisor or Operations Manager, Joanne Scott.

The doctors and staff seek to provide the services which meet your needs. If you have any suggestions or criticisms about any part of the practice please speak to either the Business Manager or Operations Manager.

Surgery Opening Times

The practice will be open during the following hours:-

Monday – Friday 8:30am – 6:00pm and on Thursday evenings we are open till 7:45pm.

To Arrange an Appointment

- To book your appointment you can telephone the surgery on 0191 4897183 and your appointment will be triaged by a clinician or you can register and go online and book appointments via our website; ask reception for details.
- Appointments are booked for the day that you wish to be seen where possible. We will try to put you with the clinician of your choice if this is not possible you will be offered an appointment with a clinician who is available.
- When booking your appointment you will be asked by the receptionist to explain briefly what the problem is, this is so that they can book you with the relevant person (not always the doctor).
- Chronic Disease appointments will be pre booked.

Out of Hours Emergencies

- If you require a doctor for a genuine medical emergency between the hours of 6.00 pm and 8.30 am you can telephone the surgery on 0191 4897183. You will hear a recorded message giving you the contact number for the emergency service, please have a pen and paper ready to take these details. Please be aware that these details change daily.
- You can also contact NHS Direct on: 111

Home Visits

We prefer patients to come to surgery if they can. Therefore home visits are reserved only for those patients who are too ill to attend the surgery or are housebound.

If you need a home visit please telephone 0191 4897183 as early as possible and be prepared to answer some questions to enable the doctor to assess the urgency.

Consultation Times

- With a slight variation between doctors, morning consultations at the surgery take place between 8.45 am and 11.30 am and afternoon consultations between 2.30 pm and 5.30 pm.
- All surgery consultations are by appointment which is normally made on the day you wish to be seen.
- If you are going to be late or are unable to attend your appointment please let us know. This is important as the practice operates a strict policy for DNA's.
- Please remember that each appointment slot is for one problem and one person. If you require longer or want a member of your family to be seen at the same time as you please ask the receptionist and they will arrange extra time for you.

Requesting Your Test Results

- To request your results telephone 0191 4897183 Monday – Friday between 10.00am and 6.00pm. Remember it is your responsibility to contact the surgery for your results.
- Results will only be given to a representative with your written consent.

Telephone Advice

- A Triage Doctor or Nurse Practitioner is available to offer telephone advice daily between 8.45am and 11.30am then again between 2.30 pm and 5.30 pm
- If you telephone outside of these times you may be asked to phone back or leave a message so that someone can come back to you. The Nurse Practitioner may be able to advise you over the phone but if necessary will offer you an appointment to be seen in the practice.
- The Nurse Practitioner can diagnose and prescribe and also run their own surgeries for minor ailments. Appointments can be booked with them in the usual way.

Repeat Prescriptions

Patients who are on regular medication do not always need to see a doctor to obtain a repeat prescription. Your prescription has a counterfoil attached to it listing your prescribed medication. This tear off slip should be presented at the reception desk when you need further medication, after ticking the items you require. If your prescription is to be posted please supply a stamped addressed envelope. If you are housebound you can order your prescriptions by telephoning 0191 4897183 Monday – Friday between 11.00 am and 12.00 noon.

All repeat prescriptions will take 48 hours to process (longer if posted) please allow yourself time so as not to run out of your medication.

You can also order prescription via email. The email address for this is:

Mayfield.repeatprescriptions@nhs.net

Or you can order prescriptions online via our website, ask reception for details.



We operate an electronic prescription service, you can nominate a pharmacy, order your prescription and it will be sent electronically to your chosen pharmacy. Ask at reception for details.

Your Responsibilities

- We ask that you are on time for your appointment, if you are more than 10 minutes late we may not be able to see you and may need to rearrange.
- We also ask that if you cannot attend your appointment you let us know so that we can offer it to someone else. If you do not attend or cancel this will be recorded as a DNA. We have a policy of removing patient's who DNA 3 times.
- We are a zero tolerance practice.

Practice Services

- ⇒ **Minor Surgery** - Various minor surgical procedures are carried out in the practice (for example, removal of cysts and lumps). Your doctor will discuss this with you if you require this service.
- ⇒ **Child Health Clinic** - The Health Visitors are available in the community for routine health and developmental advice for children under the age of 5years, contact the surgery for further details.
- ⇒ **Immunisation** of children is carried out in the practice by the practice nurse on a Friday morning 9.00am – 12noon. These sessions are for well children only. Unwell children should be seen during routine surgeries to minimise the spread of infections.
- ⇒ **Antenatal Care** - Routine antenatal care is undertaken by the community midwife on a Tuesday at the practice. Appointments are made by contacting reception.
- ⇒ **Practice Nurse Clinics** - Our practice nurses carry out a variety of specialist services and chronic disease monitoring according to clinical protocols. Please make an appointment at reception to see the practice nurse who will be able to help you with:
 - ⇒ Immunisation and advice for travel | cervical smears | influenza vaccinations | lifestyle advice e.g. smoking cessation and alcohol reduction | HRT reviews | dressings etc.
 - ⇒ The practice nurses also run the following clinics:
 - ⇒ Diabetes | Asthma | COPD | Heart and Stroke clinics.

Practice Area

The practice boundaries cover all parts of Jarrow and beyond as far as:

Lukes Lane,Hebburn

The roundabout between Henley Way and the New Road Boldon Colliery.

Newcastle Road upto the Junction with the John Reid Road.

As far as Whitemare Pool

Up to Bill Quay

Complaints

Whilst we constantly strive to provide a good, friendly and efficient service, we realise that occasionally things do not go as smoothly as we would like. If you think this has happened to you, please come and talk to the Business Manager or Operations Manager, so that we can deal with the problem. If you would prefer you can put your complaint in writing. You will receive an acknowledgement within 24 hours and a response within 10 working days.

Registration

- If you wish to register with the practice, and our lists are open, you will be asked to complete registration and questionnaire health forms. You will need to provide proof of address.
- If we are unable to accept your registration we will give you a reason in writing and let you know what you do next.

Information Sharing

- Your information may be shared with all NHS staff who provide you with healthcare. All staff are bound by strict confidentiality codes.
- If your information is required for other purposes we will not forward any details without your written consent.



Mayfield Medical Group

This Practice Leaflet has been produced for download from our website:

www.mayfieldmedical.co.uk