

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 Reception Supervisor or the 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.



Information for Patients



Contact Us

Park Road
Jarrow
Tyne and Wear
NE32 5SE

Telephone: 0191 4897183

Website:
www.mayfieldmedicalgroup.nhs.uk

Email: nencicb-styn.mmj.jarrow@nhs.net

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)

The Managers

Business Manager
Chelsea Wade (Miss)

Operations Manager
Kelsey Scott (Miss)

Rota/Claims Manager
Joanne Scott (Mrs)

Reception Supervisor
Louise Thorn (Miss)

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 5 years, contact the surgery for further details. Immunisation of children is carried out in the practice by the practice nurse on a Tuesday morning between 9am-12pm. 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. You can make these via the Badger app or you can contact our reception team who will send a referral to the community midwives.

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 life-style advice, cervical smears, influenza vaccinations, e.g. smoking cessation and alcohol reduction, HRT reviews, dressings, etc.

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

Repeat Prescriptions

Patients who are on regular medication do not always need to see a doctor to obtain a repeat prescription.

You can order your prescription via the NHS app, patient access online or via e-consultations on our website.

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 11.00am and 12.00noon.

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.



We operate an electronic prescription service, you must 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.

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 and GP Registrars who carry out consultations within the practice, under the supervision of Dr Corder and Dr Aval.

As well as the GPs we have our Nurse Practitioners, Nicola Shand, Simmene Smith and Angela Walton. Also Practice Nurse Carly Findlay and our GPA Stephen Payne. We Nursing Associates Emma Laing and Nicola Ord. Also HCA's Gillian Shields and Bethany Whalen.

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 Operations Manager Kelsey 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 8.30 am – 6.00 pm , on Thursday evenings we are open until 8.00pm

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 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 telephone then if required a face to face appointment is made for the next available appointment
- 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 please go onto our website and complete an e-consultation form. This is sent to the practice and you will receive a reply with your results. You can also ring the surgery after 2.00pm for your result. 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 is available to offer telephone advice daily between 8.45am and 11.30am then again between 2.30 pm and 5.30 pm
- The GP will try and contact you twice on your mobile and this may appear as a withheld number.