

BETTS AVENUE MEDICAL CENTRE



Practice Leaflet Information for Patients

2 Betts Avenue, Benwell, Newcastle-upon-Tyne. NE15 6TQ

Tel: (0191) 274 2767

Kenton Clinic, Sherringham Avenue, Newcastle-upon-Tyne. NE3 3QJ

Tel: (0191) 246 1546

E-mail:

bettsavenue@nhs.net

Website:

www.bettsavenue.co.uk

Welcome to Betts Avenue Medical Centre

We aim to be a successful modern family practice, working as a team with well trained and motivated staff, to achieve a high standard of care for all our patients. We offer a personal and friendly service and encourage our patients to take an active interest in their own health care.

This leaflet aims to tell you more about our practice, the care we provide and how to make best use of our services.

Betts Avenue Medical site is situated at two sites, Betts Avenue, Benwell and Kenton Medical Centre, Kenton.

Opening Hours

Both surgeries are open from 8.30am to 6.00pm.

The surgeries are closed at weekends.

Betts Avenue & Kenton Medical Centres

Monday	08:30am – 12:30pm	1:30pm – 6:00pm
Tuesday	08:30am – 12:30pm	1:30pm – 6:00pm
Wednesday	08:30am – 12:30pm	1:30pm – 6:00pm
Thursday	08:30am – 12:30pm	1:30pm – 6:00pm
Friday	08:30am – 12:30pm	1:30pm – 6:00pm
Saturday	CLOSED	
Sunday	CLOSED	

The Primary Health Care Team

Dr David Black

MBBS 1981, MRCGP 1985, DRCOG 1984, FP Cert 1984

Dr Margaret Bone

MBChB 1983, MRCGP 1987, DRCOG 1983

Dr Neil Kerry

MBBS 1985, FRCS 1989, MRCGP 1991, DRCOG 1990
Diploma Occupational Medicine 2000

Dr Adam Podogrocki

MBBS 1987

Dr Michaela Symon

MBChB 1994

Nurses The practice employs three practice nurses, Angela Wall, Maggie Bell and Michelle Cairns. They are specialists in chronic disease management and run several nurse lead clinics. They can also attend to a range of patient problems including minor injuries, minor ailments, dressings vaccinations, removal of stitches, ear syringing, blood tests, cervical smears, family planning, smoking cessation and health promotion.

Health Care Assistant Christine Askwith is employed by the practice to provide additional assistance and support to Doctors and Nursing staff. Our Health Care Assistant is also responsible for Registration Clinics for new patients, to ensure the practice has all the relevant background information we require in order to provide your care.

Community Nurses provide treatment and advice to the housebound patients, chronic disease management, wound care and treatment. They also provide advice to patients recently discharged from hospital, the terminally ill and visit patients over 75 years to carry out health checks.

Midwife The practice has attached community midwives who provide ante-natal and post – natal care for patients. The midwife is normally the first contact for patients who become pregnant and they will co-ordinate care up to and following birth. The doctors provide support when special care is required or a need to refer to hospital. The delivery of ante-natal and post-natal care is called shared care between your surgery and the hospital. The health visitor will offer support and advice following birth.

Health Visitors Their role is to promote child health. They are qualified nurses or midwives with special training in child health and health promotion.

Community Psychiatric Nurse Clinics are available with the Community Psychiatric Nurse to help people with a wide range of emotional and relational problems.

Counsellor A trained counsellor is available to discuss mental health issues and personal problems. See your doctor to make an appointment.

General Manager Julie Wade is responsible for all general management functions and advising on practice policies within national and local guidelines.

System and Links Administrator Margaret O'Neill is responsible for deputising in the absence of the Practice Manager and is the lead for Complaints.

Practice Receptionists As your first point of contact the Reception staff are responsible for arranging the work for the day, making appointments, taking calls and maintaining notes and records.

How to See the Doctor or Nurse

At the Surgery

All surgery times are by [appointment](#). Please telephone or visit the surgery during opening hours for an appointment.

When attending for your appointment please ensure you arrive promptly.

We try our best to see patients at their appointment times. Sometimes however, this is not possible and we are grateful for your patience if delays occur.

As a registered patient you do have the right to express a preference regarding which doctor you wish to normally see.

Generally appointments are managed in 10 minute windows. As such, appointment durations are limited and designed to deal specifically with new or existing problems. If a list of problems is presented to the clinical staff during an appointment you may be asked to book a subsequent appointment to deal with additional problems due to time constraints.

If you think you will need to see a member of medical staff for longer than 10 minutes please mention this when you request an appointment.

It is important that you attempt wherever possible to see the same doctor about continuing problems as this will assist with continuity of care.

Telephone Advice

If you feel that advice from a doctor or nurse given over the telephone would be sufficient for your problem then please ask the receptionist. We have telephone triage appointments available.

For urgent problems the Doctor On-Call will ring you back the same day.

If you need to speak to a particular doctor about an ongoing problem they will ring you back within 38 hours.

Home Visits

If you are housebound, elderly or are not well enough to visit the surgery but do need to see a doctor, the doctor or nurse may visit you at home. When necessary, the doctor may contact you by telephone to discuss your problem as an alternative to a home visit.

[Where possible, please request home visits before 10.00am.](#)

Except in an emergency, we do not make same day visits for calls received after that time.

Urgent Appointments

We will always deal with genuine urgent cases as quickly as possible, particularly if it will save a home visit. Please advise reception if you are requesting an emergency appointment. Reception staff will make an emergency appointment on your behalf and advise you when to attend the clinic.

[Please note while an emergency appointment is considered as such, patients attending the practice for an emergency appointment may be required to wait until the doctor is available to see them.](#)

Appointment Times

Doctors Surgeries

Surgery times for Doctors at Betts Avenue and Kenton Medical Centre are listed below. Please note that surgery times may vary during periods of staff holiday and absence.

Betts Avenue Medical Centre

Dr David Black

	Morning Surgery	Afternoon Surgery
Monday	-----	2:30pm – 6:00pm †
Tuesday	7:50am – 10:40am	-----
Wednesday	7:50am – 10:40am	-----
Thursday	-----	2:30pm – 6:00pm
Friday	7:50am – 10:40am	-----

† [Well Baby Clinic](#)

Dr Margaret Bone

	Morning Surgery	Afternoon Surgery
Monday	8:00am – 10:50am	-----
Tuesday	8:00am – 10:50am	-----
Wednesday	-----	2:00pm – 5:00pm
Thursday	8:00am – 10:50am	-----
Friday	-----	-----

Dr Neil Kerry

	Morning Surgery	Afternoon Surgery
Monday	7:50am – 10:40am	2:30pm – 5:50pm
Tuesday	-----	2:30pm – 5:50pm
Wednesday	7:50am – 10:40am	-----
Thursday	-----	-----
Friday	7:50am – 10:40am	2:30pm – 5:50pm

Dr Adam Podogrocki

	Morning Surgery	Afternoon Surgery
Monday	-----	-----
Tuesday	-----	2:50pm – 6:00pm
Wednesday	-----	-----
Thursday	8:00am – 10:50am	2:50pm – 6:00pm
Friday	-----	2:50pm – 6:00pm

Dr Michaela Symon

	Morning Surgery	Afternoon Surgery
Monday		
Tuesday		
Wednesday		
Thursday		
Friday	08:40am – 11:30am	

Kenton Medical Centre

Dr David Black

	Morning Surgery	Afternoon Surgery
Monday	-----	-----
Tuesday	-----	2:30pm – 5:50pm
Wednesday	-----	2:30pm – 5:50pm †
Thursday	7:50am – 11:00am	-----
Friday	-----	2:30pm – 5:50pm

† *Well Baby Clinic*

Dr Margaret Bone

	Morning Surgery	Afternoon Surgery
Monday	-----	2:00pm – 5:00pm
Tuesday	-----	-----
Wednesday	8:00 – 10:50am	-----
Thursday	-----	-----
Friday	8:00 – 10:50am	-----

Dr Neil Kerry

	Morning Surgery	Afternoon Surgery
Monday	-----	-----
Tuesday	7:50am – 10:40am	-----
Wednesday	-----	-----
Thursday	7:50am – 10:40am	2:30pm – 5:40pm
Friday	-----	-----

Dr Adam Podogrocki

	Morning Surgery	Afternoon Surgery
Monday	8:00am – 10:50am	2:50pm – 6:00pm
Tuesday	8:00am – 10:50am	-----
Wednesday	8:00am – 10:50am	-----
Thursday	-----	-----
Friday	8:00am – 10:50am	-----

Dr Michaela Symon

	Morning Surgery	Afternoon Surgery
Monday	9:30am – 12:20am	-----
Tuesday	-----	-----
Wednesday	-----	-----
Thursday	9:10am – 12:00pm	1:30pm – 4:30pm
Friday	-----	-----

Specialised Clinics

Our clinical staff provide a range of specialised clinics on a weekly basis, including:

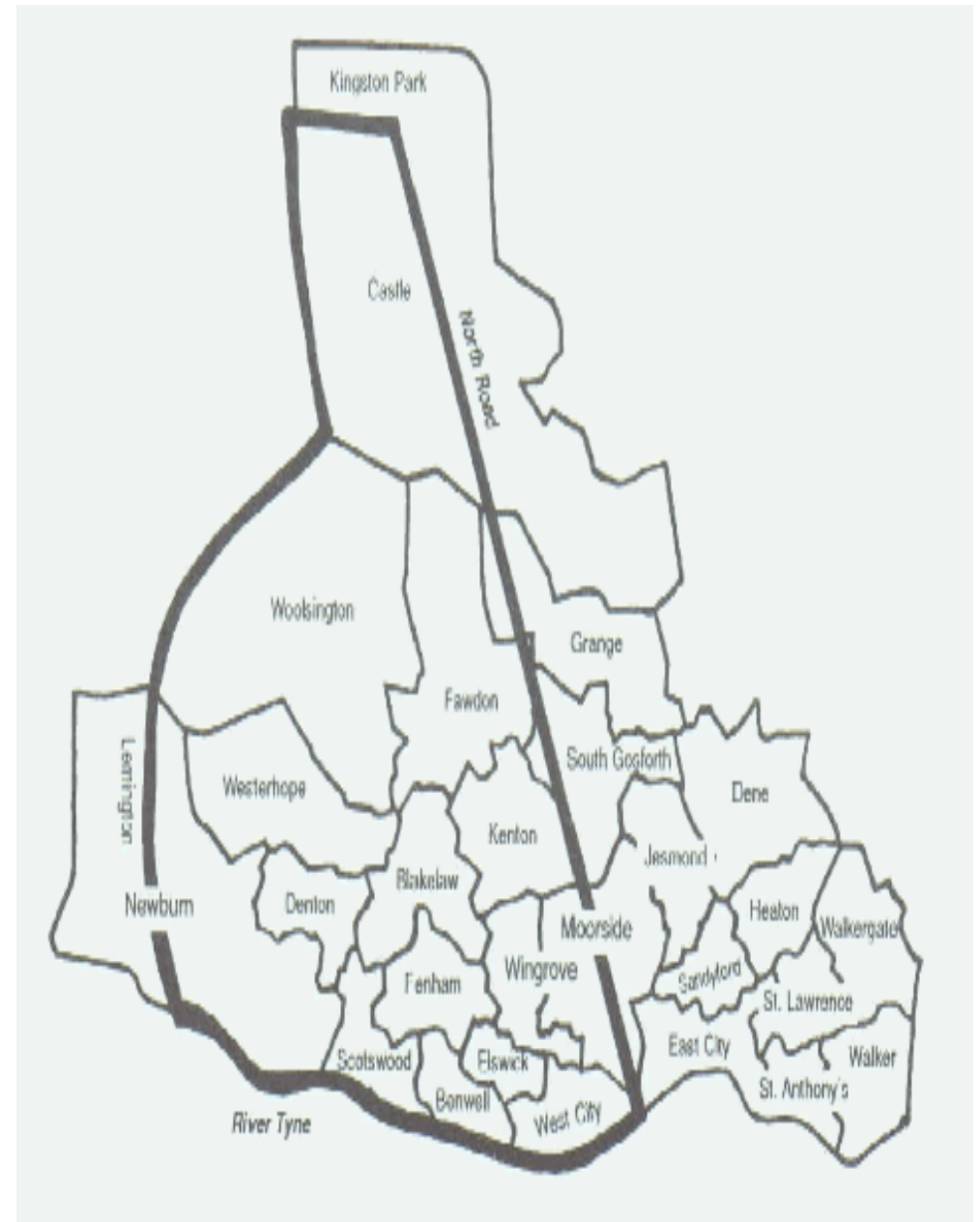
Specialised Clinics

	Betts Avenue	Kenton
Ante-Natal Clinic	Wednesday 9:00am – 11:00am	Tuesday 1:30pm – 4:30pm
Chronic Disease Clinic	Monday 8:00am – 11:00am 10:20am – 11:40am Thursday (Alternative Weeks) 10:20am – 12:00noon	Thursday (Alternative Weeks) 10:20am – 12:00noon
Counsellor Clinic	Wednesday 9:30am – 12:00noon 1:30pm – 4:00pm	Wednesday 8:30am – 12:30pm 1:15pm – 4:15pm
New Patient Registrations	Friday 8:30am – 12:30am	Wednesday 8:30am – 12:30am
Phlebotomy Clinic (Blood Samples)	Thursday 9:00am - 10:00am	Thursday 11:00am - 11:45am
Psychiatric Clinic	Tuesday 1:30pm – 5:30am	Wednesday 9:30am – 12:30pm
Well Baby Clinic	Monday 1:30pm – 2:30pm	Wednesday 1:30pm – 2:45pm

Services available to patients

- ✓ Antenatal Care / Parentcraft classes - *Midwife*
- ✓ Asthma management – *Practice Nurse*
- ✓ Cardiovascular Care – *Practice Nurse*
- ✓ Cervical cancer screening – *Practice Nurse*
- ✓ Counselling – *Counsellor*
- ✓ Diabetes Management – *Practice Nurse*
- ✓ Emphysema/COPD Management – *Practice Nurse*
- ✓ Family planning – *Practice Nurse/GP inc IUCD fitting & condom issue*
- ✓ Heart Disease/Stroke - *GP*
- ✓ Minor surgery - *GP*
- ✓ Psychotherapy – *Psychotherapist*
- ✓ Sexual Health Screening – *Practice Nurse*
- ✓ Smoking cessation – *Practice Nurse*
- ✓ Travel immunisation – *Practice Nurse*
- ✓ Vaccination & Immunisations – *Practice Nurse*
- ✓ Well Baby Clinic / Child development – *Practice Nurse/ GP/Health Visitor*
- ✓ Well Woman/Man Health Promotion – *Practice Nurse*

Our practice area



Out of Hours Services

The practice provides additional cover to patients outside normal working hours between 8.30am and 6.00pm Monday to Friday. There are no emergency surgeries held on a Saturday morning.

Emergency cover outside of normal working hours is maintained by Northern Doctors Urgent Care. To contact the service please telephone the normal surgery number and you will be given instructions. Please have a pen handy.

Alternatively, you can receive helpful advice on health matters from [NHS Direct](#) by calling [0845 46 47](#). This 24 hour helpline is staffed by experienced nurses who are able to provide detailed advice on a wide variety of illnesses. They are also available on-line at www.nhsdirect.nhs.uk.

Advice and treatment is also available from your local NHS Walk-in Centre which is located at the General Hospital.

Potentially life-threatening emergencies, e.g. severe chest pain, severe breathlessness, collapse, fits etc should be dealt with by telephoning 999 immediately.

Repeat Prescriptions

Repeat prescriptions are normally issued on a monthly basis and can be ordered between 1.30pm and 5:00pm on weekdays.

Please telephone the normal surgery number on 274 2767 at Betts and 246 1546 at Kenton. Alternatively you can make your request in person or by post.

Please note that we do need 24 hours notice or 48 hours if the request is by post.

Test Results

You may contact the surgery between 5pm and 6pm to request test results.

Test Results will only be given to the person who had the test, unless you are a parent collecting the result on before of your child.

Please note that all test results are checked by the doctors or nursing staff. The practice will only contact you if your results are of concern. Under these circumstances you will be contacted regarding the results and to make arrangements for a further appointment.

Disabled Access

There is disabled access to both surgeries building together with ease of access to consulting rooms. Hearing aid induction loops are available at both sites.

As a practice, we are continuing to meet our responsibilities under the Disability Discrimination Act, however, should you have any difficulties or any suggestions about how we could improve the provision of our services please let us know.

New Patients

We welcome new patients within our practice area. New patients will be supplied with a registration pack so that we may obtain your demographic details and a short questionnaire to help us obtain an immediate background to your medical history when you join the practice. It is in your best interests to provide this information and we require that the information requested is completed in full to the best of your ability when you return the Registration Pack. We usually ask you to make an appointment with the nurse when joining our practice. This will give us an opportunity to check your health until your medical records are sent to us and provide you with information about our services.

Acceptable Behaviour

As an employer, the practice has a duty to care for the health and safety of its staff. As with other employers, we also have a legal responsibility to provide a safe and secure working environment for staff. All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings. The practice follows the NHS guidance concerning Zero Tolerance.

Registrations Removals Policy

We aim to provide care to you as long as you remain in our practice area.

In exceptional circumstances the practice may decide to remove you from our practice list and revoke patient care services.

Examples of such circumstances which would justify removal include:

- **Unacceptable behaviour**
Examples include Physical violence, physical or verbal abuse, intentional damage to practice premises.
- **Crime and deception**
Examples include fraudulently obtaining drugs, theft from the practice
- **Living outside the practice 'catchment' area**
For example moving outside of the practice area but failing to register with another practice.

Help us to help you !

- Please value your health and seek to maintain a healthy lifestyle and reduce health risks
- Please extend the same courtesy and politeness to the practice team as you would expect to receive
- Please make a separate appointment to see the doctor for each patient to be seen
- Please only request a home visit where absolutely necessary
- Please ensure that you keep your appointment and arrive in good time or you may miss your turn
- Whilst you are always free to see the doctor of your choice, please ensure that any follow up appointments are made with the same doctor.
- Please tell the practice of any change of address or telephone number

Other Information

Health Checks

Any patient between the ages of 16 and 75 who has not seen a doctor in the last 3 years has the right to request an appointment.

If you are over 75, you can request a consultation if it is more than 12 months since you last saw a doctor. These appointments can be used to discuss any health matters which may be of concern to you.

Interpreter Service

The practice can arrange for an interpreter or a signer for the deaf to attend the consultation providing you make the request several days prior to the appointment time.

Minor Surgery

Dr Black and Dr Kerry undertake minor surgical procedures under local anaesthetic. The following procedures are performed in the surgery:

- Excision of skin tags
- Excision of cysts or lumps
- Cryotherapy to warts
- Curette of warts
- In-growing toenail surgery
- Joint injections
- Removal of skin moles causing irritation

Appointments should ideally be made with Drs Black or Kerry for initial assessment but can also be done through your regular doctor.

Most of these procedures are done under local anaesthesia. If you have any allergies please indicate this to the doctor at the time.

Where appropriate tissue or a biopsy will be sent to the hospital for histology. Results can be obtained by telephoning the surgery two weeks after the procedure.

If sutures need to be removed, an appointment will be arranged with the practice nurse or district nurse.

Medical Students

We are a training practice and currently provide support to medical undergraduates.

You will be asked for your permission if you are asked to see one of the medical students. One of the doctors will be present during the consultation.

Sexual Health Issues

The following services are provided by the practice:

Counselling	Referrals for termination
Contraception	Emergency contraception
Advice	IUD fitting
Sexual health checks	Preconception counselling.
Chlamydia	

Comments or Complaints

Please let us know if you have any comments or complaints about our services.

Should you have cause for dissatisfaction with any of the services we offer, please speak to the Systems and Links Administrator, the Practice Manager or a Doctor.

You may also request our supplementary information leaflet - '[How to Make a Complaint](#)' which explains in detail the complaints procedure. This leaflet is available at reception.

Data Protection Act

All information we hold about you is covered under the above act.

In order to maintain confidentiality of laboratory and x-ray results, reports will be given only to patients themselves or to parents of minors if appropriate.

Every consultation with your doctor, nurse or other health professional is private and will not be discussed with anyone outside the practice except with your permission. This also applies if you are under 16.

You will be treated with dignity, courtesy and respect at all times, irrespective of your ethnic origin, religious belief, sex or sexuality. We also expect to be treated in the same manner.

Under the Access to Records Act all patients have a right to see information which is written about them. If you do wish to examine your notes please advise your doctor or reception. Please note a charge may be made for this. Further details of services for which a charge is made are available at: www.opsi.gov.uk/acts/acts1990

Further information is also available in our supplementary information leaflet- 'Patient Information & How We Use It', which is available at reception.

Private services

These include Life Insurance claims, pre-employment medicals, HGV, PSV and Taxi driver licences, completion of insurance verification forms (e.g. BUPA, PPP) and holiday cancellation forms.

These services are not covered by the NHS and you may be asked to pay a fee. The private fees we charge will be in line with the recommended fee rate set by the British Medical Association.

Clinical Research

The surgery at times is actively involved in Patient Research. These programmes enable data to be compiled to assist in the better treatment for patients.

You will be told if there are any ongoing trials and may be asked to participate with your consent.

PLEASE NOTE – Patients will only be approached by a Clinician to take part in a particular study and your consent is required.

Research in the practice is very valuable and your help is very much appreciated. Whatever your decision, whether or not to help with Research, will not affect the care and attention you receive in any way.

Useful Contacts

Further information about local health services can be accessed at either the PCT or CSA

Newcastle Primary Care Trust

NHS North of Tyne
Bevan House, 1 Esh Plaza
Sir Bobby Robson Way
Great Park, Newcastle Upon Tyne
NE13 9BA Tel: (0191) 217 500

Tyne & Wear CSA

All Saints Business Centre
2nd Floor, Bede House
Newcastle, NE1 2ES
Tel (0191) 219 6200

Newcastle PALS - Patient Advice & Liaison Service
Tel 0800 0320202

Parliamentary & Health Service Ombudsman

The Parliamentary and Health Service Ombudsman
Millbank Tower,
Millbank,
London
SW1P 4QP Tel 0345 015 4033

Further Information

If there is anything you wish to know about the practice which is not covered in this booklet or on our website

www.bettsavenue.co.uk , please contact our reception staff so we can answer your queries.

Practice Confidentiality Statement

Every consultation with your doctor, nurse or other health professional is private and will not be discussed with anyone outside the practice except with your permission. This also applies if you are under 16.

If you require emergency contraception and you feel too embarrassed to tell the receptionist, just hand over the card below and we ensure you are seen by a doctor the same day.

If you want to, you can write your name and address on the back of the card rather than having to say it out loud.



Betts Avenue Medical Centre	
CONFIDENTIALITY CARD	
Name
Address

EXTENDED HOURS

The practice is now offering 'Extended Hours' appointments at both surgery sites. For more information, please ask at Reception.

SYSTEMONE ONLINE ACCESS

The surgery offers patient's online access to assist with the booking of Appointments, ordering Repeat Prescriptions and Changing/Updating your contact details.

For more information please contact Reception for a leaflet.

Updated: Nov 09

Review: Nov 10