#### Drs Dowsett and Overs

**GP SUITE**

**Palmer Community Hospital**

**Wear Street**

**JARROW**

**NE32 3UX**

**Website address:**

**dowsettandovers.nhs.uk**

For Appointments and General

###### Enquiries

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###### **Line 1: 0191 402 8078**

**Line 2: 0191 402 8079**

Monday: 8:30am – 6:00pm

Tuesday: 8:30am – 6:00pm

Wednesday: 8:30am – 6:00pm

Thursday: 8:30am to 7:30pm

Friday: 8:30am – 6:00pm

Telephone answering is from 8:00am weekdays

**Practice Area**

Our practice area is NE32 postcode

**Practice Location**

# We are easily reached from he bus station adjacent to the hospital or the metro. Car parking is usually available close to the hospital.

***Welcome to Dr***

***Dowsett & Overs***

**Appointments**

We operate an appointment system with morning and afternoon surgeries. Please remember to cancel your appointments if they are no longer needed.

The doctors work together and you may choose to see the doctor of your choice (and not simply the Doctor you are registered with), by telephone or at the reception desk. For continuing problems it helps to see the same doctor. However, this may not always be possible, for example, during holidays or if you have an urgent problem. Appointment slots are 10 minutes, if you feel you need longer with the Doctor, or have more than one problem to discuss, please ask the receptionist for a double appointment.

## *Home Visits*

Please help your Doctor by coming to the surgery whenever possible. If you require a home visit please telephone before **10.30 am** and give the receptionist some indication of the urgency of the problem.

***Results***

For test results please contact reception between 4:00 and 5:30pm

## *Telephone Consultations*

Telephone appointments are available to book, if required.

***South Tyneside Health Collaboration***

Patients registered with this practice can obtain early morning, late evening, weekend and bank holiday appointments. To find out more ask at reception or visit www.healthcollaboration.co.uk

***Repeat Prescriptions***

We require 48 hours to process a repeat prescription. However medications that are not on repeat, will take longer to process. Prescriptions can be ordered as follows:

 Online via patient access—please ask at reception

 Post your request (enclosing a stamped/self addressed envelope if you want the prescription to be posted back to you).

 Call at the surgery and complete a request slip.

 Contact your regular pharmacy to order on your behalf.

It is very important that we are given the correct name, strength and dosage of each item requested.  From time to time you may be asked to make an appointment with the doctor or practice pharmacist to review your treatment.

***Named GP***

All patients have a named GP, if you are unsure of who your named GP is please ask the receptionist.

## Emergency Calls

During office hours, the Duty Doctor deals with Urgent calls.

If you have a **medical emergency** please Dial 999 for an ambulance.

If you need medical advice but it is not a medical emergency, please ring **NHS 111**

**CALL 111 WHEN IT IS LESS URGENT THAN 999**

***Teaching***

The General Practitioners are now involved in training of Doctors, Nurses and occasionally students. This means that from time to time there may be someone else sitting in on patient consultations. This is a necessary and important part of their training and confidentiality is paramount. Consent will be sought on an individual basis.

***How to register as a patient***

Apply in person to reception and ask for an application pack

**We provide the following services, by appointment**

 Routine GP Appointments

 Contraception and cervical screening

 Year of care long term condition

clinics

 Antenatal Clinic/Postnatal Care

 Older Person Health Check

 Travel Advice and Immunisations

 Minor Surgery

 New Patient Checks

 Smoking Cessation

 Online consultations

 Video consultations

***Text Service***

The practice uses a texting service to communicate with patients. If you wish to opt out of this service, please inform reception

***Communication needs***

Please inform reception of any communication needs you may have

# *The Practice Team*

# GP Partners

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Dr Angus Dowsett Male MB BS 1980

Dr Karen Overs Female MB BS 1980, MRCGP, FSRH Diplooma

# Advanced Nurse Practitioner

# Mrs Joanne Hamilton MA, BA RGN

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# General Practice Nurses

# Mrs Carol Cook RGN

Miss Kathleen Bancroft BSC Adult Nursing

Ms Jacqueline Foster RGN

# 

# Health Care Assistant

# Ms Nichola Garrod

# 

# Practice Manager

Ms Hazel Dowden, Level 3 Diploma in First Line Management, July 2007

**Deputy Practice Manager**

Miss Sarah Mulvain, Level 3 Diploma in Management, September 2018

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# Practice Secretaries

Mrs Ann Cuthbert

Mrs Joanne Houmark

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# Reception/Admin Staff

Mrs Sue Millar Mrs Yvonne Baker

Mrs Joanne Banks Mrs Margaret Bryant Mrs Danielle Heaton

Miss Lauren Bates

Mrs Margaret Gutteridge

***Patients’ rights and responsibilities***

Please use the NHS responsibly

All new patients need to have a health check and if on repeat medication, will need to be seen.

It is important for patients to inform the surgery of any change of address, or contact telephone number.

We are registered under the Data Protection Act and no information is given to anyone without your permission. Confidentiality applies to everyone.

A chaperone can be provided for examinations, on request.

The Practice Premises have suitable access for all disabled patients.

Should any patient be violent or abusive to any member of the practice they will be removed from our list.

Wasted appointments deny others the opportunity to be seen and put pressure on the appointment system. A telephone call to cancel or explain would be greatly appreciated. Persistent failure to attend without explanation may lead to your removal from the practice list.

If you have a comment or complaint, please ask for our Practice Manager, Hazel Dowden who will be happy to discuss our complaints policy.

***PALS***

Patient Advice and Liaison Service

We are here to help with any issues relating to primary care services

If you need information, advice or support please contact:

Free phone 0800 0320202