

## Patient Information Leaflet



Saville Medical Group is a large and friendly Practice in the centre of Newcastle with a branch surgery at Newbiggin Hall.

**City Centre Surgery**  
7 Saville Place, Newcastle upon Tyne NE1 8DQ  
0191 2324274

**Branch Surgery**  
Trevelyan Drive, Newbiggin Hall, Newcastle upon Tyne NE5 4BS  
0191 2869240

All telephone/reception staff at the surgery are trained in Care Navigation – The staff will need to ask you questions to enable them to make the right appointment as there are many skilled clinicians at the surgery who can help.

Email address: [saville.med@nhs.net](mailto:saville.med@nhs.net)

*Practice emails are only monitored during working hours, Monday-Friday. They are not monitored on weekends. Please note this email address is for general queries and must NOT be used for any contact with a GP or for making and cancelling appointments.*

Website:

<https://www.savillemed.co.uk/>

### Opening hours – Saville Place

Monday	7.00 am	8.00pm
Tues and Wed	7.00am	6.30pm
Thursday	7.00am	5.00pm
Friday	7.00am	6.30pm

**CLOSED ON SATURDAY AND SUNDAY**

### Branch surgery – Newbiggin Hall

Monday	8.00am	6:30 pm
Tuesday	7.00am	8.00pm
Wednesday	7.00am	6.30pm
Thursday	8.00am	1.00pm
Friday	8.00am	6.30pm

**CLOSED ON SATURDAY AND SUNDAY**

There is disabled access to both surgeries and consulting rooms are accessible for wheelchairs except a select few at Saville Place which are upstairs. There is a car park outside of Newbiggin Hall practice and ample parking near to Saville Place at Ellison Place car park or the NCP on John Dobson street. Also, there are local bus routes nearby and the Saville Place surgery is conveniently located near to both Monument and Haymarket metro stations.

### Out of Hours Service

Out-of-hours is defined as weeknights from 6.30pm to 8.00am, weekends from 6.30pm on Friday to 8.00am on Mondays and Bank Holidays until 8.00am the next morning. Outside surgery hours, call the usual surgery number and listen to the message - it will tell you how to contact NDUC. If you need to see a doctor and can travel by car, you may be asked to attend their clinic. If you are too unwell to travel, a doctor or paramedic may visit your home according to your medical needs.

### Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – Our Nurse Practitioners and some of our practice nurses offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics at Saville Place and Newbiggin Hall. If you are unable to attend these clinics, we can accommodate on another day.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Menopause counselling/HRT**- This can be offered with our Nurse Practitioners at both sites.
- **Other services we offer** – post natal checks, sexual health screening, joint injections with a specific GP, immunisations for travel (only NHS vaccines for registered patients)

This practice is delighted to be signed up to the Green Impact for Health Toolkit and is actively taking steps to reduce our carbon footprint.



### How to register at the practice

The quickest way to register at the practice is to use the practice website,

<https://www.savillemed.co.uk/register.php>

You must live within the practice area, which is shown on the website, you can check it on the postcode checker on our website. You can also come into the surgery to fill in a form and we will process it. It is important that you complete separate forms for each person who wishes to register.

**Please note: it will take around 1 week to put your registration on. Please note, you will receive a text confirmation when your registration has been processed.**

### Mission statement

#### What we will do for you

- Treat you with courtesy and respect at all times
- Give you full information on the services we offer
- Provide you with emergency care when you need it
- Give you access to your health records (subject to any limitations in the law)
- Keep your records confidential
- Give you a full and prompt reply to any complaints you make about the service

#### What you can do for us

- Keep your appointments
- Keep us informed of your latest address and telephone number
- Ask for a home visit only when the patient is unable to attend
- Let us know when we do well
- Use emergency services only in a genuine emergency

## Wellbeing Team

Here at Saville Medical Group we have a Wellbeing Team made up of Social Prescribing Link Workers (SPLWs) who can help to support patients with any non-medical needs they may have.

SPLWs will work with patients to link them with external service providers who can help to support with things such as finances, housing, addiction, homelessness, student support, managing anxiety and depression and most other things that can cause every day difficult to a patient.

The team is made up of several members with different backgrounds, and there is also now link worker support for families, children under 11, and over 18s with any form of social difficulty.

The team also has a healthy lifestyle advice link worker and a Mental Health and Wellbeing Coach from Streetwise for patients between the ages of 12 and 18 who can support with management of mild mental health difficulties. We also have a Mental Health Nurse who can support patients (18+) with longstanding and more complex mental health needs to access support in the community and with the relevant mental health teams.

If you have something you think we might be able to help with, please speak to a member of practice staff or submit an eConsult via our website asking to speak with us and we will aim to be in touch within a week of referral!

## Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at <https://www.savillemed.co.uk/>

Should you be unable to access the website, please ring 0191 2324274 for Saville Place and 0191 2869240 for Newbiggin Hall and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

## eConsult

E-consult provides an online portal where patients can self-check their symptoms and receive medical advice.

You can ask for help with a specific problem or condition, ask for general advice if you are not sure what your symptoms mean or request administrative help for things like sick notes. You can also receive advice and treatment by the end of the next working day, you may not have to even come to the surgery.

## Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact the surgery, preferably before 11am. Home visits are usually carried out after morning surgery, Monday to Friday.

## Prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Online – You can order your medication via the NHS App or via Patient Access.
- In person – By ticking the required medications on your prescription and handing it into reception.
- By telephone – Please call the practice on 0191 2428240 - **Please leave clear and concise details of your name, date of birth, address, telephone number as well as the medication name and strength.**

**Please allow 48 hours for collection of your medication (excluding weekends and bank holidays) when ordering repeat prescriptions.**

## EPS

The surgery is now using the Electronic Prescribing Service. This service allows you to choose a chosen pharmacy for your prescriptions to go to. You will still need to put the request for any medication in as normal but instead of collecting the prescription from the surgery, 48 hours upon receipt of your request it will be at your chosen pharmacy for you.

## CPCS (Community Pharmacy Consultation Service)

This is a service where we can refer you to the pharmacy for things like UTI, rash or other minor illnesses etc. The process for this is to phone the surgery and we will ask you a few questions about your symptoms – your symptoms could be resolved by a consultation with a local Pharmacist instead of one of the clinicians in the Practice – you will then be referred for a same day appointment with a local pharmacist who will be able to advise and treat in this appointment.

## Comments, suggestions and complaints

If you have any comments or suggestions on the care or treatment we give you at any time you visit us or have contact with the practice, please call into the surgery to fill in a Friends and Family suggestion sheet at reception or you can find the online link for this on the Practice Website.

Furthermore, if you wish to make a complaint to the practice you can do this by obtaining a complaints form from reception. Please fill in the details, and either hand it in at reception or send it for the attention of Mr David Nicholson. Alternatively, you can email it to [saville.med@nhs.net](mailto:saville.med@nhs.net). In all cases we would acknowledge your complaint in 2 working days of receipt and offer you an opportunity to discuss the complaint with one of the Partners.

## Patient data - GDPR

All clinical and administrative staff have an ethical, as well as a legal duty, to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

## When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life-threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

## Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence. It will not be tolerated and may result in removal from the patient list.