

## PRACTICE LEAFLET

Dr Michael Borthwick MB BS (Newcastle 1972) MRCGP  
Dr Harry Darling MB BS (Newcastle 1978) MRCGP  
Dr Irayna Lovedale MB BS (Newcastle 1975) MRCGP  
Dr Janet Browell MBChB (Aberdeen 1983) MRCGP  
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The Surgery  
200 Osborne Road  
Jesmond  
Newcastle upon Tyne  
NE2 3 LD

Telephone: 0191 281 4777 (2 lines)  
Fax: 0191 281 4309  
Prescription line: 0191 212 0245  
Web Site: [www.thesurgery.org](http://www.thesurgery.org)

Practice Manager: Linda Moore

Practice Nurses: Sue Mensforth and Elizabeth Merritt

District Nurses: Sue Robinson and Cynthia Cushing

Health Visitor: Joanne Curley - Telephone 281 8169 (24 hour answer phone)

Practice Secretary: Lesley Stronach

Reception Staff: Florence George  
Barbara Richardson  
Tara Richardson

Counsellor: Kathleen Bainbridge  
Mental Health Worker: Clare Hopkins

Midwife: Emma Liversidge  
Base Telephone 213 2556  
Pager 07626413573

Please leave your name and telephone number and state if the message is urgent or non-urgent

Surgery Times: Monday - Friday: 9.00 - 11.00  
4.00 - 6.00

Patients are seen by appointment. The surgery is suitable for disabled access. Emergency cases will always be seen as soon as possible. If you are unable to keep an appointment please notify us as soon as possible in order that the appointment may be offered to someone else. It is now possible to make an appointment "on-line". A PIN and password is required. Please contact surgery if interested.

Telephone: Practice staff will answer your call from 8.30am - 6pm weekdays

- Out of Hours:** At nights and at weekends, if you need to see a doctor in an emergency you should telephone the surgery number. An answer machine will give you details of how to contact the duty doctor. The OOH service has been under the care of the Primary Care Trust
- Telephone Advice:** You may feel your problem can be dealt with by telephoning the doctor. The best time to ring is the surgery is from 11.30 - 12 noon. This can be appropriate for Morning after Pill.
- Home Visits:** If your condition prevents you from attending the surgery please telephone your request before 10.30 am. Sometimes the doctor may ring you back rather than visit.
- Repeat Prescripts:** Repeat prescriptions are computerised but must be authorised by a doctor. Prescriptions may be ordered by telephoning the Repeat Prescription Order Line - Telephone 212 0245 at all times. They can be requested on line. Prescriptions ordered before noon will be available after 2pm the following working day. Prescriptions can be sent by post on the receipt of a SAE. Your local pharmacist may offer a collection service, so please check with them.
- Services:** Full contraceptive services are offered during normal surgeries.
- Baby Clinic**  
The well baby clinic is held each Friday 1.30 - 3pm with both a doctor and health visitor in attendance offering full immunisation programme, health checks, child health promotion and advice for children aged less than 5 years.
- Cervical Smears**  
Regular three yearly smears are strongly advised for all women between the ages of 25 and 65. Smears are carried out by our practice nurses.
- Minor Surgery**  
A range of minor surgical procedures are performed in the surgery after assessment by a doctor
- Foreign Travel**  
The practice nurse provides full advice on health aspects of travel and relevant immunisations required. Please ensure you leave enough time to complete any vaccination course. Telephone advice cannot be given. You may be charged for some vaccines that are not available on the NHS. A form can be completed on line.
- Practice Area:** Post Codes: NE1, NE2, NE3, and some parts of NE4 and NE7. Please check the web site.
- Suggestions:** Comments or suggestions about any of our services provided would be welcome. Please contact Linda Moore, Practice Manager.
- Complaints:** We would hope to resolve informally any complaint about the service you receive from this practice. If you have a complaint please bring it to the attention of the Practice Manager where it will be dealt with promptly.