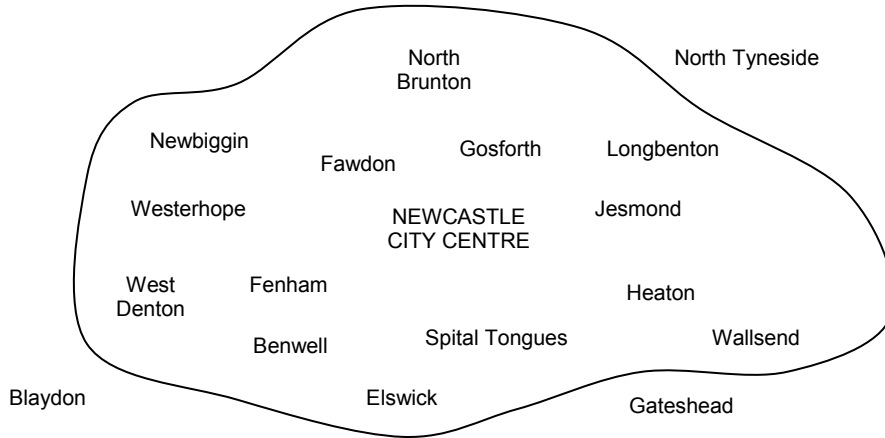


Our Practice Area



Access to Patient Information

In accordance with The Access to Records Act 1990, patients will be asked to provide proof of identity. Health care professionals will have access to your medical records whilst Insurance companies may access your records only with your written consent.

Training and Education

Saville Medical Group is a training practice led by Dr Flint. We train qualified doctors who are attached for six month posts at the practice as part of their training to become fully qualified general practitioners. You may have appointments with a training doctor who is overseen by Dr Flint. Other Healthcare students may be attached to the practice for training purposes.

The Care Quality Commission

The Care Quality Commission (CQC) is an independent regulator of all health and social care services in England. It is their job to make sure that care provided by GP surgeries, hospitals, dentists, ambulances, care homes and services in people's own homes meets national standards of quality and safety. The Care Quality Commission inspects care providers every two years and continually monitors the information it holds about a service.

What does a CQC inspection mean for you the patient?

The CQC have the power to see individual patient records, for which your prior written consent would be required, all information will be treated professionally and confidentially. The CQC inspector may wish to talk to you whilst they are in the surgery. This is nothing to worry about, the Care Quality Commission inspection is to make sure we are providing the best quality service to you that we can.

Saville Medical Group



City Centre Practice,
7 Saville Place,
Newcastle upon Tyne,
NE1 8DQ
Tel: 0191 232 4274
Fax: 0191 2331050

Newbiggin Hall,
285 Trevelyan Drive,
Newcastle upon Tyne,
NE5 4BP
Tel: 0191 286 9240
Fax: 0191 2715710

Opening Times

Saville Place Surgery
7am – 8pm – Monday, Tuesday &
Wednesday
7am – 5pm – Thursday
7am – 6.30pm – Friday

Newbiggin Hall Surgery
8am – 6.30pm— Monday
7am—6.30pm— Tuesday
7am—6.30pm—Wednesday
8am – 1pm – Thursday
8am – 6.30pm – Friday

To obtain access to services throughout the core hours, please make an appointment by phone, online or in person.

Email: saville.med@nhs.net
www.savillemed.co.uk



How to register

If you live within the practice area and are eligible to register with an NHS GP practice then you will need to complete a registration form and lifestyle questionnaire (available from reception or our website). **Please ensure you bring photo ID and proof of your current address** (e.g. utility bill, bank statement) with you when return your registrations forms to our practice.

Disability Access

There is disabled access to both surgeries and all consulting rooms are accessible for wheelchairs. There is ample parking next to the surgery building, local bus routes stop nearby and the Saville Place surgery is conveniently located near to both Monument and Haymarket metro stations.

Preference of Practitioner

If you would like to see a specific Doctor you can ask when booking an appointment. Please note this will be subject to availability.

Home Visits

Requests for home visits may be made by calling the surgery reception on 0191 286 9240, preferably before 11 a.m. In general, we ask that patients only request a home visit if they are genuinely housebound and too unwell to come to the surgery. If so, you will usually be visited by a doctor after morning surgery. The computerised records and some pieces of medical equipment which are so helpful in a modern general practice are only available at the surgery.

Services and Consultations

Ante-natal clinic	Medicals
Asthma Clinic	New Patient Consultations
Coronary Heart Disease Clinic	Private Forms
Diabetic Clinic	Baby Clinic – Immunisations
Hypertension Clinic	Child Health Surveillance Examinations
Well Woman/ Cervical Smears	Contraceptive Clinics
Counselling Services	Travel Clinic

Comments, Suggestions and Complaints

We undertake a large patient satisfaction survey each year to help inform our services and always welcome any comments or suggestions from our patients and carers. If you have any suggestions or complaints please contact the Practice Manager.

NHS 111 Service

You can call 111 when you need medical help fast but it's not a 999 emergency. 24 hours a day, 365 day a year. Visit www.nhs.uk for more information.

Out of Hours Services

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. Since 10th July 2004, all out-of-hours care is provided by Northern Doctors Urgent Care. 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 are able to 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.

Local Walk in Centres

Molineux Street Walk In Centre,
Byker, Newcastle upon Tyne,
NE6 1SG.
Tel: 0191 2755862

Ponteland Road Health Centre,
169 Ponteland Road,
Newcastle upon Tyne, NE5 3AE,
Tel: 0191 271 9030

Prescriptions

Repeat prescriptions can be ordered by phone, fax, in person, by letter or online. Repeat prescriptions are computerised and must be authorised by a doctor. Prescription request line: 0191 2428240.

Please leave clear and concise details of your name, date of birth, address and telephone number as well as the medication name and strength. Please allow 48 working hours for all repeat prescription requests. To order your repeat prescriptions online please complete the form via our website www.savillemed.co.uk. You will be required to enter your patient number which can be found on your original prescription form.

Violent and Abusive Behaviour

NHS staff are here to help. Violent or abusive behaviour directed towards Saville Medical Group, practice staff or other persons present on the practice premises will not be tolerated and may result in removal from the patient list.

Patient Rights and Responsibilities

Help us to help you by:

- Letting us know if you move house or change your telephone number.
- Keeping your appointment or by giving us plenty of notice if you need to cancel.
- Arriving on time for your appointment.
- Providing the doctor with all the relevant information they require.
- Request a house call before 11am.
- Order repeat prescriptions in plenty of time rather than waiting until your medication is running out.
- Use the out-of-hours services for emergencies only.