

Mission Statement

Aims: *Bensham Family Practice is committed to providing a high quality standard of care to meet all our patients health needs. We promise to pursue efficiency and effectiveness to deliver a caring professional service. Our aim is to achieve this by designing our services to suit the requirements of our patients and regularly reviewing existing services to focus on the need for improvement..*

Values: *Bensham Family Practice values and respects both our patients and staff. Patients have the right to be treated fairly and receive excellent quality care afforded by our multi-skilled team. We recognise that staff must behave responsibly, maintain confidentiality, be indiscriminate and perform their duties to the best of their ability within the boundaries of their roles. Staff have the right to perform their duties in a manner that is free from violence, aggression and intimidating behaviour.*

Objectives: *To work in conjunction with the CCG to perform a programme of initiatives in accordance with NHS guidelines, and to obtain maximum resources that will enable us to provide the best*

Practice Area

Our practice area covers most of central Gateshead, but also extends to Lobley Hill, Whickham, Dunston and Low Fell.

We welcome patients from these areas, please ask at reception for more details.

Repeat Prescriptions

Repeat prescriptions are computerised and must be authorised by a doctor. You may make the request by:

- Placing your copy in the box provided at the reception.
- Ordering it online through Patient Access
- Telephoning reception after 10.30 am and ordering it through our reception staff.
- Please nominate a usual pharmacy when you order your prescription

Please allow 2 working days for processing.

Weekdays

Practice Staff are available to make appointments or deal with queries during our opening hours
Monday-Friday on 0191 477 6955

This practice also offers an 'on-line' appointment booking facility. Please ask the receptionist for more information.

You may feel your problem can be dealt with by telephoning the nurse or doctor. Please speak to one of the reception staff and they will ask the doctor or nurse to contact you.

Chaperones

If you would like a chaperone to be present during your consultation please advise the receptionist when booking your appointment or when checking in.

Complaints

Whilst we endeavour to provide the best possible service to our patients we appreciate that sometimes improvements can be made.

If you would like to make a complaint please ask to speak to the practice manager or collect a copy of our complaints procedure from reception.

Bensham Family Practice



Sidney Grove, Bensham,
Gateshead, NE8 2XB

Tel (0191) 477 6955

www.benshamfamilypractice.nhs.uk

Doctors / Staff

Patients have the right to consult with the GP of their choice.

The practice accepts patients in the Gateshead area. For details on our Practice Boundary please ask at reception.

Dr David Roberts

MB, ChB

Dr Vivienne Tut

MBChB, FRCS, MD, RCGP

Practice Manager

Mrs Katrina Roberts—RGN, ENB 100 & 998

Nurse Practitioner

Mrs Jill Hutchinson—RGN, Dip NS, BSc, INP, ACS

Practice Nurses

Sr Gaynor Innerd—RGN, SEN, INP

SN Dalia Henderson—RGN

Healthcare Assistant

Caroline Petty

Primary Care Navigators

Gillian Anderson

Midwife

Diane Whyley

Practice Pharmacist

Vicky Tulip

Health Visitor

Julia Lomas or colleague

Administrators

Yvonne Clark

Ashley Kerrigan

Reception

Bev Coyne

Dawn Stanley

Nicky Lain

Pauline Trueman

Nicole Franciosy

Jake Roberts

Surgery Times

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|-----------|---------------|
| Monday | 7.00am-6.00pm |
| Tuesday | 8.00am-6.00pm |
| Wednesday | 8.00am-6.00pm |
| Thursday | 8.00am-6.00pm |
| Friday | 8.00am-6.00pm |

Surgery Location

Bensham Family Practice is located on the corner of Sidney Grove and Bensham Bank. We are in a purpose built single storey building. We have easy access for disabled patients and plenty of parking.

Joining the practice

Please collect registration forms from reception and arrange an appointment with our Health Care Assistant, bringing 2 forms of ID with you (photo & proof of address).

We encourage all our patients to register for online services and also to nominate a pharmacy for electronic prescriptions.

When we are closed

NHS 111 service is a free to use telephone advice line, open 24/7 and 365 days a year. The service is provided by nurses, paramedics and call advisors. Dial **111** any time to access the service.

Walk in Centre based at Queen Elizabeth Hospital, Gateshead for minor ailments that cannot wait for the surgery to reopen.

Services

NHS Medical services including

Family Planning—including coil fitting

Joint injections

Travel vaccinations & child immunisations

Asthma & COPD checks

Heart disease & stroke reviews

Diabetic reviews

24hr BP monitoring

ECG recording

Social Prescribing

Antenatal & baby clinic

Women's health

Free NHS health checks

Non NHS work provided also

General information

You may see any Doctor or Nurse at the practice but we hope you will regard one of us as your personal doctor to be seen whenever possible.

Home Visits— for housebound and terminally ill patients only. Please ring before 10am

Results—please ring reception after 2pm

Prescriptions—please ring reception after 10.30am and note they will take 2 working days to be ready

Joint injections—please make assessment appointment with Dr Roberts or Dr Tut

Practice Nurses—our practice nurses are available by appointment for health advice and chronic disease review, ear syringing, dressings, blood tests, BP, smear tests, child & travel immunisations, smoking cessation.

Antenatal & Baby Clinic—our midwife has clinic every week on Tuesday afternoon. Baby clinic is every Thursday morning.