

Practice Area

A detailed map is located in each of our surgery receptions, showing our practice catchment area.

How to register:

As long as you are living within the boundaries of the Practice's catchment you can register with us. To register, come into one of our surgeries with proof of living at your address and complete a registration form. On completion you will be asked to make an appointment with either a nurse or a doctor for a new patient check.

Services available to you from Thornfield Medical Group

Practice Nurse Clinics and Chronic disease management incl Diabetes, Asthma, Heart disease
Cervical Smears
Full Sexual Health and contraception service including Coils, Implants and Vasectomy
Free condoms
Sexually transmitted infection testing,
Pregnancy tests
Emergency contraception
Termination of Pregnancy referral
Maternity Services /Midwife clinics
Health visiting services
Baby and Post-natal checks
Childhood immunisations (Tues 1.30pm-2.45pm)
Minor Surgery
Smoking Cessation
District Nurse Services
Mental Health Services and Counselling

Interpreters

Interpreters are available, but must be booked in advance. Please ensure that the interpreter is **NOT** a family member

Opening Hours – and access to services

Molineux Street NHS Centre Monday & Friday 8:30am to 6:00pm Selected days 7:30am – 9:00pm (please ask for details) Thursday - 12:30 – 1:30pm closed	Shieldfield Heath Centre Monday to Friday 8:45am to 5:15pm 12:30 – 1:30pm closed everyday
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Home visits

To assist the Doctors please try to be seen at the Surgery. Home visits are for patients who cannot get to the Surgery i.e. the House bound or very ill.

Please ring before 11:30am giving the receptionist your details and your telephone number. Ringing after this time may mean you won't be seen that day. A Doctor may contact you to discuss your visit.

Out of Hours arrangements

Please ring the number of the Surgery and you will be given advice on ringing 111 Out of Hours Service after 6:00pm and before 8:30am Monday to Friday and all Saturday and Sunday.

NHS 111

Telephone number 111 This service offers healthcare Advise 24 hours a day.

Urgent Appointments

We do have appointments at the end of our clinics for urgent cases, you will be asked to come to the surgery at a particular time and you will be slotted in when gaps become available. Only your urgent issue can be dealt with at this time. This may result in a wait of anything up to an hour and a half.

Extended Hours

Our Surgery is now offering early morning appointments from 7:30am and evening appointments from 6:30pm on selected dates. Please see reception for details and to pre-book your appointment.

Repeat Prescriptions

You may obtain a repeat prescription for your medication (provided your doctor has authorized it) by telephoning the automated system us on: **0191 275 5742** or registering to order prescriptions on line.

Your prescription will be ready **after 4pm the next working day** following your request.

Appointments

- 1) Please help us by keeping your appointment. If you cannot make your appointment please let us know and we can rearrange it for you.
- 2) Appointments are for one person only.
- 3) Book a double appointment for more than one issue.
- 4) Sign up for our text messaging service – it helps you remember when you have an appointment booked

Suggestions for improvements and complaints

We welcome your suggestions for improvements to our service. If there is something bothering you let us know. If you have a complaint please either ask to speak to the Practice Manager or you can write in to us. All complaints will be investigated and replied to within 2 weeks.

Zero Tolerance on Violence and Abusive behaviour

This Practice along with all NHS services operates a zero tolerance policy on violence and abusive behaviour. If you are violent or abusive whilst in our Surgery you will be removed from our list.

Access to patient records and disclosure of information

All patients have the right to view their medical records. Please contact the Practice Manager to arrange an appointment.

Accessibility:

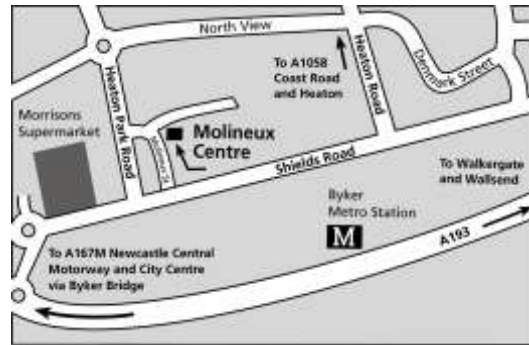
All premises are accessible by wheel chair. Should you require any assistance in entering any of our surgeries please call us in advance and we will be happy to help. We also have induction loops for hearing aid wearers.

Your local Clinical Commissioning Group is:

NNECCG
Riverside House
Newburn
Newcastle, NE18 8NY

Where to find us

Molineux Street NHS Centre



Shieldfield Health Centre



**Molineux Street
NHS Centre**
Molineux Street,
Byker,
Newcastle upon
Tyne
NE6 1SG

**Shieldfield Health
Centre**
Stoddart Street
Shieldfield
Newcastle upon
Tyne
NE2 1AL

Tel: 0191 275 5740
Fax: 0191 275 5741

Doctors

Dr Natalie Crowe*, Dr Dick Gray,
Dr Roanna Gray*, Dr Carrie Watson*
Dr Ian Jackson, Dr Molly Griffiths, Dr
Dan Jary, Dr Louise Wakerley*, *
Dr Clair Wooldridge*,

*denotes female Doctor

Nursing Team

Carol Liversidge, Pat Milligan, Sarah Hilton,
Liz Roche, Debbie Kidd

Business Manager
Tracey Stuchlik

Administration Manager
Caroline Forrest