

# White Medical Group

[www.whitemedicalgroup.gpsurgery.net](http://www.whitemedicalgroup.gpsurgery.net)



## **INFORMATION FOR PATIENTS**

- **Ponteland Primary Care Centre**
- **Wylam Surgery**

**Offering services throughout Ponteland, Darras Hall, Stamfordham, Wylam, Kingston Park and surrounding areas**

**TELEPHONE : 01661 822222**

## **WELCOME TO WHITE MEDICAL GROUP**

We are a modern medical practice operating as a general partnership, with well trained and motivated staff, working to achieve a high standard of care for all our patients. We offer a personal and friendly service, and encourage patients to take an active interest in their healthcare. We manage your illnesses and help to keep you fit by offering a range of preventive services.

We are committed to providing healthcare of the highest quality to all our patients and do not discriminate on the grounds of race, gender, age, religion, sexual orientation, disability, medical condition or any other factor.

## **OUR PRIMARY HEALTH CARE TEAM**

**Please visit our website for a list of all of our staff members.**

<https://whitemedicalgroup.gpsurgery.net/team/>

### **DISTRICT NURSES**

Community Nurses mainly provide care for housebound patients at home and run treatment room sessions within our surgeries. They can provide a range of specialist services such as cardiac rehabilitation, leg ulcers & continence clinics. They are also responsible for all hospital dressing and wound aftercare. Telephone the Health Centre on (01661) 864583 to arrange a home visit or to see them in our Ponteland surgery.

### **HEALTH VISITORS**

Health Visitors are experienced Nurses who have undergone specialist training and their role is primarily to give advice and support to families. They are available Monday to Friday for advice on babies and young children. Please contact them if you have any concerns on (01661) 864565.

### **COMMUNITY MIDWIVES**

Our midwives provide care and advice during pregnancy and after childbirth. They work with the doctors in ante natal clinics and hold ante natal classes. They can be contacted on (01661) 864562. If you are pregnant and need to book your first appointment with the midwife, please call 01434 655352.

### **COMMUNITY PSYCHIATRIC NURSES (CPN)**

CPNs provide mental health services to this practice. They have undertaken specialist training to provide them with the skills to work with patients who are suffering from mental ill health. They give advice, support and counselling to patients who are referred to them by the Doctor. They can assist with a variety of difficulties such as anxiety, panic attacks, obsessive compulsive disorder, depression, low mood, difficult family problems, life crisis, stress and bereavement.

## OTHER HEALTHCARE PROFESSIONALS

We have a range of other healthcare professionals who work within the practice. Appointments can be arranged through your doctor. These include:

- Counsellor
- Dietician
- Speech Therapist
- Physiotherapist
- Chiropodist / Podiatrist
- School Nurse
- Nursery Nurse
- MacMillan Nurse

## SURGERY OPENING HOURS & APPOINTMENTS

### BOOKING APPOINTMENTS

We have surgeries in Ponteland and Wylam. You may attend whichever surgery you wish. To book at appointment telephone 01661-822222 and inform the receptionist which surgery you would like an appointment at.

### OPENING TIMES

Our normal opening times are as follows:-

#### PONTELAND SURGERY

	Reception & Dispensary		GP Appointments	
	Morning	Afternoon	Morning	Afternoon
<b>Mon</b>	8.30am – 1.30pm	2.00pm – 6.00pm	8.45am – 11.15am	3.00pm – 5.30pm
<b>Tues</b>	8.30am – 1.30pm	2.00pm – 6.00pm	8.45am – 11.15am	3.00pm – 5.30pm
<b>Wed</b>	8.30am – 1.30pm	2.00pm – 6.00pm	8.45am – 11.15am	3.00pm – 5.30pm
<b>Thu</b>	8.30am – 1.30pm	2.00pm – 6.00pm	8.45am – 11.15am	3.00pm – 5.30pm
<b>Fri</b>	8.30am – 1.30pm	2.00pm – 6.00pm	8.45am – 11.15am	3.00pm – 5.30pm

**Please Note:** The surgery and phone lines will be closed between 1:30pm and 2:00pm each day. On some days each month we are closed from 1.00pm to 2.00pm for meetings and staff training.

## WYLAM SURGERY

	Reception & Dispensary		GP Appointments	
	Morning	Afternoon	Morning	Afternoon
<b>Mon</b>	8.45am – 12.50pm	Closed	8.45am – 11.15pm	No Surgery
<b>Tues</b>	8.45am – 12.50pm	Closed	8.45am – 11.15pm	No Surgery
<b>Wed</b>	8.45am – 12.50pm	Closed	8.45am – 11.15pm	No Surgery
<b>Thu</b>	8.45am – 12.50pm	Closed	8.45am – 11.15pm	No Surgery
<b>Fri</b>	8.45am – 12.50pm	Closed	8.45am – 11.15pm	No Surgery

### ADDITIONAL OPENING HOURS

For the last few years patients have been able to book appointments at Hub sites across West Northumberland outside of the normal opening times of our surgery. These were on evenings and Saturdays but could only be booked by speaking to our reception team. These appointments can now be booked online using your NHS App login by clicking on the link below:-

<https://nhs.bookings.herohealth.net/app/nhs/424>

Services are available at the following sites :-

Corbridge Health Centre  
Hexham Primary Care Centre  
Haltwhistle Health Centre  
Bellingham Surgery  
Prudhoe Medical Group

### DISABLED ACCESS

Both of our surgeries have ramps for disabled access. Our Ponteland Surgery can be entered through the automatic doors at the front of the building.

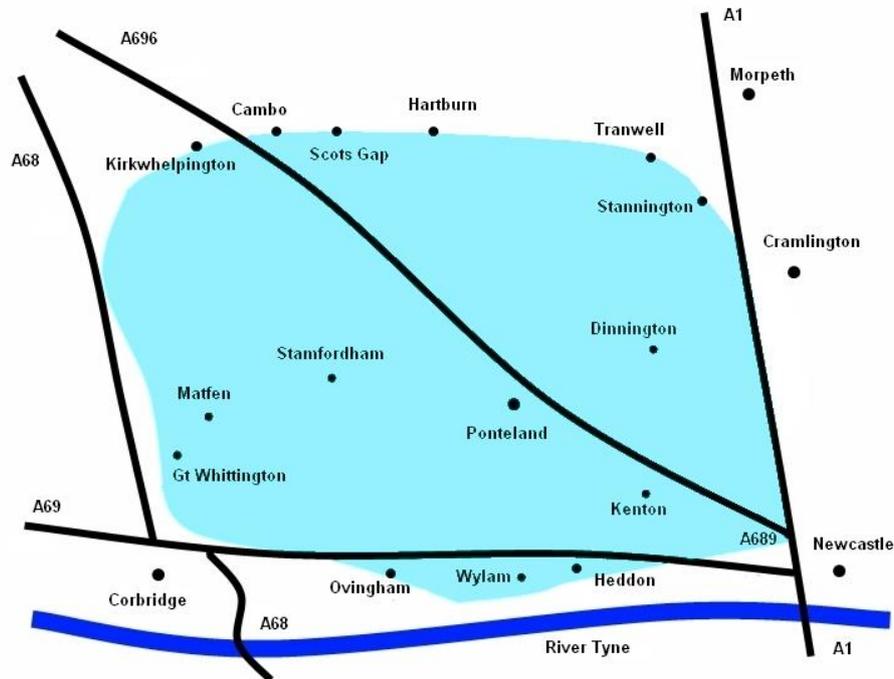
### NEW PATIENT REGISTRATIONS

If you wish to register as a new patient, please ask at reception for an information pack and registration form and we will post them out to you. Alternatively, registration forms can be downloaded from our website.

### PRACTICE AREA

The Practice Boundary includes:

In the **North**: Cambo, Scots Gap, Angerton and Tranwell  
In the **East**: Stannington, Blagdon, Dinnington and Kingston Park  
In the **South**: Ovingham, Wylam, Heddon and North Walbottle  
In the **West**: Kirkwhelpington, Kirkharle, Hallington and Gt Whittington



We will not register new patients outside the practice area due to the travelling time involved if home visits are necessary. If you have any queries regarding the practice area, please ask at reception.

## **ROUTINE APPOINTMENTS**

Appointments normally last for 10 minutes. Usually there is only enough time to address one problem per appointment.

Appointments are for one person's health (but you are welcome to have someone accompany you).

We always try to keep to time, but with some appointments this is not always possible; if we are running late, our receptionists will try and keep you informed.

## **URGENT APPOINTMENTS**

We will arrange for urgent cases to be seen at short notice but it will not always be possible to see the doctor of your choice, and you may have to travel to another of our local surgeries to be seen.

**Please Note:** Urgent cases are those where the patient cannot, **for medical reasons only**, wait until the first routine appointment is available. There are a limited number of urgent appointments each day, please ensure you are using the service appropriately so all of our patients can get the care they require.

Examples of **appropriate** urgent conditions include:-

- |                             |                   |
|-----------------------------|-------------------|
| - Chest infections          | - Stomach pains   |
| - Urine infections          | - Earache         |
| - Suspected tonsillitis     | - Painful eyes    |
| - Breathlessness / Wheezing | - Fainting        |
| - Bleeding                  | - Any severe pain |

Patients with severe chest pain will also be seen urgently but if a heart attack or stroke is suspected, it is recommended that patients **dial 999** for an emergency ambulance.

The following examples should **not** be considered as needing an urgent appointment:-

- Sick notes & certificates
- Travel vaccinations
- Routine blood tests
- Ongoing, stable conditions
- Routine medicals
- Patient convenience

All of the above can wait until the next routine appointment.

## EMERGENCIES

If you need immediate medical attention, it is usually more appropriate to dial 999 for an emergency ambulance or go to A&E than visit your GP.

Examples include:-

- Unconsciousness
- Heavy blood loss
- Deep wounds
- Suspected heart attack
- Severe burns
- Suspected stroke
- Suspected broken bones
- Stab wounds
- Severe difficulty breathing
- Severe allergic reaction

Time is often critical with these conditions so think carefully about the most appropriate place to go.

## MINOR INJURIES

Patients are advised that we are **not** able to offer a minor injuries service within our surgeries. We therefore advise patients to either attend the nearest A&E department or Walk-In Centre to have these matters dealt with.

## DENTAL PROBLEMS

If you have a dental problem, we advise you to contact your Dentist in the first instance. Most Dentists offer an urgent appointment service for problems which need to be dealt with at short notice.

## HOME VISITS

If you are too ill to attend surgery, the doctor may visit you at home. Please make requests before 10.30am if possible. The receptionist may ask you to give some details of your illness to help the doctor plan their visits. Home Visits typically take place between morning and afternoon surgery (usually 11am-3pm) but it is not possible for the doctor to give an exact time as to when they will visit.

**Please Note:** Home visits are only made to patients who cannot attend the surgery for **medical reasons**. Remember that in the time it takes the doctor to see one patient at home, four can be seen in the surgery.

## MESSAGES

If you need to speak to the doctor or nurse please telephone reception. The receptionist may ask you to leave your name and number so the call can be

returned when the doctor or nurse becomes available. We aim to respond to all messages within 24 hours but please remember that many clinical staff work part time hours so may not be able to respond quickly.

## **REPEAT PRESCRIPTIONS**

If the doctor agrees, you may obtain a repeat prescription by giving us a minimum of **3 working days notice (72 hours)**. Please telephone or leave your request at your usual surgery.

We strongly advise all patients to order a **full week** in advance of when the medication is needed to allow for any unexpected delays.

We also urge patients to plan ahead at times of holiday to avoid running out. This is particularly important over bank holidays.

Please note that repeat prescription requests are normally restricted to **28 days** in order to limit the amount of potential waste, as well as to comply with recognised good practice and local NHS policy.

We also participate in the **Batch Prescribing Scheme** whereby patients on repeat prescriptions who are deemed to be 'medically stable' can order prescriptions in batches covering 6-12 months. In you are interested in participating, please discuss with your GP at your next medication review.

We strongly recommend that you requested your medications online using the NHS app.

## **MEDICATION REVIEW**

At regular intervals you may be asked to make an appointment to allow the doctor to review your medication. This is an opportunity for both you and your GP to discuss the medication you are on and whether any changes need to be made. You will also be able to ask questions about concerns you may have with the medication you are taking.

## **DISPENSARY SERVICE**

We offer a dispensing service for our patients who live more than one mile from their nearest chemist. Please ask if you think you are eligible for this service.

## **HOSPITAL PRESCRIPTIONS**

If you are given a prescription from a hospital, it is advisable to collect the medication from the hospital's pharmacy. This is because some medications cannot be dispensed by GP surgeries so we may have to ask you to go back to the hospital if the prescription is presented to us.

## **ONLINE ACCESS**

Patients can book routine GP appointments over the internet as well as order repeat prescriptions. If you would like to register to use this service, please inform one of our receptionists and we will arrange for a PIN number and details of how to access the service to be sent to you through the post.

## **CANCELLATIONS**

If you are unable to attend an appointment, please inform our reception staff as soon as possible so that the appointment can be offered to another patient who may need it.

## **ARRIVING LATE FOR APPOINTMENTS**

If you arrive late for an appointment, the receptionist will inform the doctor or nurse you are seeing and will endeavour to fit you in, although you may have to wait until the end of the surgery. If this is not convenient then you may need to make another appointment. Please note that any patients arriving more than 10 minutes after their appointment time will automatically be asked to rebook.

## **MISSED APPOINTMENTS**

**Please Note:** Patients who regularly don't attend for appointments and who don't inform the practice in advance may be asked to leave the practice and register with another doctor.

This is always a last resort so we ask patients to ensure they keep us updated if they no longer wish to keep an appointment as a matter of courtesy.

We can then offer these appointments to other patients who need to be seen. This helps keep waiting times down for everyone.

## **CHANGE OF DETAILS**

If you change your name, address or telephone number, please let our receptionists know by calling or writing to us. If you move outside the practice area you may need to find a doctor in your new area.

**Please note:** It is important that any changes are notified to us as soon as possible in case we need to contact you urgently.

## **OUR SERVICES**

The medical services offered during normal surgery hours are:-

### **GENERAL SERVICES**

General management of medical conditions; Health promotion advice;  
Emergency care as necessary; Referral for other services, if appropriate;  
Urgently required care for temporary residents

In addition we also offer Cervical screening; Vaccinations and immunisations;  
Child health surveillance; Maternity services; Minor surgical procedures.

### **SPECIALIST SERVICES**

We also run a range of specialist clinics aimed at specific patient groups which are listed below:-

#### **Diabetes**

We run a clinic for our diabetic patients offering complete care within the practice. This clinic is run by a doctor, practice nurse and a dietician. Patients are recalled to the clinic as necessary.

There is also a Diabetic Eye Screening service available within our Ponteland surgery.

#### **Asthma**

We offer dedicated appointments and checks for those patients with asthma. You will be able to see the doctor and the practice nurse and will be offered further appointments as necessary.

#### **Well Woman**

General health checks and advice are available including all aspects of family planning, breast examination, cervical smears and management of the menopause.

#### **Cervical Smears**

We advise these routinely for women aged between 25 and 64 in line with guidelines from the Department of Health and you will receive an invite each time your test is due. If you have not had a test, please make an appointment with a practice nurse.

#### **Well Man**

Health checks are available by appointment at all surgeries.

## **Family Planning**

Contraceptive advice is provided by all doctors and practice nurses. In addition, Dr Richard Holdsworth is able to fit contraceptive implants. Emergency contraception is also available for which you will need an appointment within 72 hours.

## **Ante Natal**

Preconception advice is available by appointment. Ante natal and post natal care is provided by your doctor, midwife and health visitor.

## **Baby / Child Health Clinics**

All babies and young children will be offered regular health and development checks. Immunisation protects not only babies and young children but also those children and adults with whom they have regular contact.

We run regular baby clinics at all our surgeries. Contact your Health Visitor or reception staff for further information.

## **Minor Surgery**

This is available by arrangement through your doctor.

## **Blood Tests**

These are provided by our Phlebotomists at both our surgeries. Tests are must be requested by a GP or Hospital Consultant.

## **Spirometry**

This is a machine which will measure lung function and help diagnose asthma and chronic lung disease.

## **Outpatient Clinics**

There are also a number of outpatient clinics held at Ponteland to make it easier for patients to attend rather than having to travel into Newcastle or Hexham hospitals.

## **Non-NHS Services**

Some services we provide are not covered by the NHS. These include Life Insurance reports, pre-employment medicals, HGV, PSV and Taxi driver licences, completion of insurance verification forms and holiday cancellation forms. This means that a fee is charged for these services which is always payable in advance.

**An up-to-date list of services and charges is available from our reception.**

## **WHEN THE SURGERY IS CLOSED**

### **NHS 111**

If you want medical advice at any time, but do not need to see a doctor you should contact NHS 111 by dialling **111**. This service is available 24 hours per day, 365 days per year.

When you call NHS 111, they will ask you to provide some basic information, including details of any medication you may be taking.

They will assess your problem and advise you on the best course of action. If you're feeling unwell at the time of your call, you may be told how you can look after yourself at home, or they may recommend seeing a pharmacist.

If it's something more serious, you may be advised to see another health professional, such as your doctor. If the problem is very serious, they can help you to access the ambulance service.

### **NHS WALK-IN CENTRE**

The nearest NHS Walk-In Centre is located at Ponteland Road, Cowgate. The centre is open from 8am to 8pm every day (including weekends & bank holidays). The service is open to everyone and no appointment is necessary and can provide services to deal with the following:-

- Blood pressure checks
- Contraceptive advice & emergency contraception
- Information on staying healthy and health promotion
- Minor cuts and wounds - dressings and care
- Muscle and joint injuries - strains and sprains
- Skin complaints - rashes, sunburn and headlice
- Treatment of minor infections
- Women's health problems, thrush and menstrual advice
- Minor illnesses
- Cuts and grazes
- Minor scalds and burns
- Bites and stings
- Ear and throat infections
- Minor skin infections / rashes
- Minor eye conditions / infections
- Stomach upsets
- Coughs, colds and flu-like symptoms
- Other common illness
- Dressings service

## **OUT OF HOURS - EVENINGS, WEEKENDS & BANK HOLIDAYS**

If you need to see a doctor outside normal surgery hours contact the GP Out of Hours Service - **Northern Doctors Urgent Care (NDUC)** by dialling **111**.

Operating between the hours of 6.30pm to 8.00am on weekdays and around the clock at weekends and bank holidays, NDUC offers a GP service for people who need to see a doctor outside standard surgery hours.

### **When to call Northern Doctors Urgent Care**

Call 999 for an ambulance if you experience any of the following:-

- Severe chest pain, especially with any of the following symptoms:
  - breathlessness
  - sweating
  - pain travelling elsewhere such as either arm, neck, throat or jaw
  - nausea and / or vomiting
  - any loss of consciousness or complaining of feeling faint or light headed
  - a history of heart disease
- Sudden loss of consciousness or collapse at the time of the call
- New and persistent unresponsiveness
- Severe breathing difficulties – sudden onset or worsening
- Severe or uncontrollable bleeding
- Uncontrolled fits, especially in children
- Suspected allergic reaction, causing any of the above symptoms or swelling of the nose or mouth
- Sudden palpitations ('fluttering of the heart') ONLY IF accompanied by fainting or loss of consciousness

However, if you aren't experiencing any of the above symptoms, but still need the urgent attention of a doctor and your surgery is closed, call NDUC on 111.

### **YOUR LOCAL PHARMACY**

Community pharmacies may be open longer than your GP. They are often open at weekends and can be open late at night or on a bank holiday. Pharmacists are qualified medical professionals and can give you advice about common symptoms, medicines and healthy living. If you need to obtain medicines urgently or simply wish to know where your nearest community pharmacy is located then please call 111.

## **OTHER INFORMATION**

### **VIOLENT & ABUSIVE PATIENTS – ZERO TOLERANCE**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse, and the practice has the right to remove violent & abusive patients from the registered list with immediate effect in order to safeguard practice staff and other patients. In this context violence includes actual or threatened physical violence, verbal abuse or intimidation that leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical record the fact of the removal and the circumstances leading to it.

### **RESEARCH**

In March 2010 we became a Research Practice which means that we regularly participate in a number of national and local research projects.

We may occasionally write to patients and ask if they would like to participate in such projects but there is no compulsion to do so. We do not engage in research work without the consent of the individual patient.

### **TRAINING**

We do not currently train GPs within the Practice, but we do help train medical students and other trainee health professionals such as Nurses and Health Care Assistants.

### **COMPLAINTS**

The practice follows the NHS complaints procedure when dealing with complaints. A copy of our complaints procedure is available on request. You may also comment on our services directly to the Practice Manager who will follow up any concerns.

We welcome ideas to improve patient services. If you have any complaint or problem, please speak either to a doctor or to the senior member of staff available.

### **CQC REGISTRATION**

We are registered with the Care Quality Commission who are responsible for the regulation of all health and social care services throughout England. The

CQC makes sure that essential standards of safety are being met where care is provided.

Our lead for CQC activities is Dr Jo Hunter although if patients have any questions about our registration, they should initially be directed to our Practice Manager.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

We will try at all times to provide the very best care possible within the resources available. In order to assist us in this we require patients to take full responsibility for ensuring that the service is not abused. For example, it is a patient's responsibility to ensure that you keep appointments and follow the medical advice given.

Very occasionally the practice / patient relationship may break down. In this situation the patient may choose to register with a different practice. The practice also has the right to remove a patient from the registered list. This would generally follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for removal.

## **HOW WE USE YOUR MEDICAL RECORDS**

This practice handles medical records in-line with laws on data protection and confidentiality.

We share medical records with those who are involved in providing you with care and treatment.

We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.

You have the right to be given a copy of your medical record.

You have the right to object to your medical records being shared with those who provide you with care.

You have the right to object to your information being used for medical research and to plan health services.

You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.

For more information, please visit our website:-  
[www.whitemedicalgroup.gpsurgery.net](http://www.whitemedicalgroup.gpsurgery.net)

## **CONFIDENTIALITY**

All information held within patient records is treated as confidential at all times. Information about x-ray and pathology results will only be given out to the patient to whom they relate, or to parents of children where appropriate. If you want the practice to provide information to a third party then consent for this must be given in writing.

## **ACCESS TO PATIENT INFORMATION**

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom patients are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

If you are concerned about any of the ways in which your confidential data is held further information is available from the Practice Manager.

## **SUMMARY CARE RECORD**

This practice participates in the Summary Care Record scheme.

Further information is available about this scheme on the following website:-

[www.systems.hscic.gov.uk/scr](http://www.systems.hscic.gov.uk/scr)

All patients who join White Medical Group will automatically have a Summary Care Record created for them.

If you don't wish to participate, please let us know at the earliest opportunity and we will ensure that you are opted out of the scheme.

## **DATA OPT-OUT**

The NHS collect data from all NHS organisations, trusts and local authorities (including GP surgeries) and private organisations, such as private hospitals providing NHS funded care.

Research bodies and organisations can request access to this information. Access to confidential patient information will not be given for marketing or insurance purposes.

Your confidential patient information is looked after in accordance with good practice and the law.

For more information and details of how to opt-out please visit <https://www.nhs.uk/your-nhs-data-matters/>

## **NAMED ACCOUNTABLE GP**

From 1<sup>st</sup> April 2015, all patients registered with a GP practice are required to be allocated a named accountable GP.

The named accountable GP is responsible for the co-ordination of all appropriate services required under the contract and ensure they are delivered to each patient where required. However, this does not mean that they will be the only GP or clinician who will provide care to that patient. These responsibilities will be carried out within the opening hours of the Practice and do not change the way you currently access care outside these hours.

Patients can, and should, feel free to choose to see any GP or nurse in the practice in line with current arrangements. If their preferred choice of GP or nurse is not available, an alternative will be offered. As all patients have an electronic medical record this ensures that all clinicians in the Practice have access to the most accurate and up to date information. If you request an urgent appointment, this will be with any of the doctors who have available appointments.

## **NORTHUMBERLAND CLINICAL COMMISSIONING GROUP (NCCG)**

White Medical Group works with NCCG to provide general medical services as part of the NHS.

### **USEFUL TELEPHONE NUMBERS**

<i>Primary Care:</i>	NHS 111	111
	Out of Hours Service (NDUC)	111
	Walk-In Centre – Cowgate	0191 271 9030
	Walk-In Centre – Westgate Road	0191 282 3000
	Walk-In Centre – Lemington	0191 229 1806
	Walk-In Centre – Molineux Centre	0191 213 8566
	Walk-In Centre – Battle Hill	0191 295 8520
	Walk-In Centre – Blaydon	0191 283 4699
	Walk-In Centre – Gateshead	0191 445 5454
<i>Hospitals:</i>	Royal Victoria Infirmary	0191 233 6161
	Newcastle General Hospital	0191 233 6161
	Freeman Hospital	0191 233 6161
	Hexham General Hospital	0344 811 8111
	North Tyneside Hospital	0344 811 8111
	Wansbeck General Hospital	0344 811 8111
<i>Chemists:</i>	Parklands (Ponteland)	01661 823532
	Taylor's (Ponteland)	01661 822055
	Boots Broadway (Ponteland)	01661 823405
	Wylam Pharmacy	01661 852253
<i>Other:</i>	Childline	0800 1111
	Relate (Marriage Counselling)	0191 232 9109
	Alcoholics Anonymous	0800 9177 650
	Police	101
	Samaritans	116 123

### **BOOKING AN AMBULANCE FOR HOSPITAL APPOINTMENTS**

If you need to arrange an ambulance to take you to a hospital appointment, then you can contact the Ambulance Service directly on 0191 215 1515 to make appropriate arrangements.



## DIRECTIONS TO OUR SURGERIES

### Ponteland

Ponteland Primary Care Centre  
Meadowfield  
Ponteland  
NE20 9SD  
Tel: (01661) 822222

Directions: Follow the main road through Ponteland (A696) and follow the sign to Meadowfield Industrial Estate. Follow this road for 150m as it bends to the left. The surgery is on your left hand side.



### Wylam

The Surgery  
Jackson Road  
Wylam  
NE41 8EL  
Tel: (01661) 852515

Directions: Follow the main road through Wylam until you reach the Fox & Hounds Public House. Turn into Falcon Terrace and then take the first left (The Dene). Follow this road until you reach a block of flats on your right, which includes the surgery.

