

## Seven day GP services across South Tyneside - 1<sup>st</sup> Sept 2017

People in South Tyneside can now access GP services until 8.00pm on weekdays and some hours at the weekend and bank holidays in addition to 24 hour urgent care services at the South Tyneside Urgent Care Hub. This new extended service is offered by a number of GP practices across South Tyneside [South Tyneside Health Collaboration or STEPS for short].

For those patients who are registered with a GP in South Tyneside and find it difficult to attend their regular GP surgery during standard hours or whose conditions worsen and feel need to be seen quickly, the Health Collaboration offers Early Morning, Late Evening, Saturday and Sunday appointments which are **pre-bookable only and should be booked Monday – Friday via their usual GP surgery**. [Patients should not turn up at surgeries outside normal working hours without booking an appointment as they will not be seen].

When offered an appointment elsewhere please do make sure you know where it is – staff will be able to give you the full address, and if they have a valid mobile phone number, a text can be sent to you confirming the date, time, address and postcode.

IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT PLEASE CONTACT YOUR USUAL SURGERY [DURING THEIR NORMAL WORKING HOURS] AS SOON AS POSSIBLE, TO ENABLE THE APPOINTMENT TO BE CHANGED OR CANCELLED.

IF YOUR OWN SURGERY IS CLOSED WHEN YOU NEED TO NOTIFY THIS AND IT IS DURING THE SERVICE HOURS – CALL 0191 254 1040 [this will be charged at the users normal call rate for a local geographical call – which may be more from a mobile phone].

Further information can be found here: [www.healthcollaboration.co.uk](http://www.healthcollaboration.co.uk)

The extended access GP centres are sited at:

Farnham Medical Centre	435 Stanhope Road, South Shields NE33 4QY
Marsden	Marsden Road Health Centre, Marsden Road, South Shields, NE34 6RE
Dr Haque	171 Wenlock Road, South Shields, NE34 3BP
Talbot Medical	Stanley Street, South Shields, NE34 0BX
Wawn Street	Wawn Street, South Shields, NE33 4DX
Thorniley-Walker And Partners	The Medical Centre, Gibson Court, Boldon Colliery, NE35 9AN
Ellison View	Campbell Park Road, Hebburn, NE31 2SP
Central Surgery	Cleadon Park PCC, Prince Edward Road, South Shields NE34 7QD
Dr Chan	Stanhope Parade Health Centre, Gordon Street, South Shields, NE33 4JP
St George and Riverside	New George St, South Shields, NE33 5DU
The Glen	Glen Street, Hebburn, NE31 1NU
Whitburn	3 Bryers Street, Whitburn, Sunderland, SR6 7EE
Imeary Street	78 Imeary Street, South Shields, NE33 4EG
East Wing	Palmer Community Hospital, Wear Street, Jarrow, NE32 3UX

**Please note that not each site will be open each day.**

During the day, patients will still be able to contact their GP practice in the same way as they do now. After 6pm, by calling NHS 111, which is available 24/7 and free to call from landlines and mobiles, people will be signposted to the most appropriate service for their needs. This could be at one of the extended hours GP centres or the urgent care hub at South Tyneside hospital.

By opening GP practices in the early morning, late evenings and weekends, it is hoped patient's find the service more convenient and provide continuity of care for people who need it.

**For life threatening or serious injuries people should, of course, dial 999.**