

# The Turret Times

## Practice Information Leaflet For Young Adults

### Practice Contact details

Denton Turret Medical Centre  
10 Kenley Road  
Slatyford  
Newcastle upon Tyne  
NE5 2UY

[Google Map to help find the practice](#)

Main telephone 0191 274 1840

Prescription line 0191 274 2477

Email: [dentonturret@a86601.nhs.net](mailto:dentonturret@a86601.nhs.net)  
[www.dentonturret.co.uk](http://www.dentonturret.co.uk)

So, you want to see someone in the surgery, but you are not sure if you need to see a Nurse or a Doctor.

Our Nurses can help with a number of things:

- General health checks, information and advice
- Immunisations / Travel Advice
- Ear Syringing
- Cervical Smears
- Help with stopping smoking
- Contraceptive advice & pill checks
- Review appointments for asthma or diabetes
- And a lot more...

Our Nurses are called –

Kath Pogue

Carolyn Hughes

Julie Bowman, who is a Health Care Assistant

If you want to see a doctor, then we have both male and female doctors, and you can choose whether you want to see a male or female doctor.

Our male doctors are called:

Dr David Howarth

Dr Jatinder Bratch

Our female doctors are called:

Dr Rosemary Nyholm

Dr Caroline Sharp

Dr Sarah Whillance

Dr Kay Snowdon

You can see a doctor for a number of reasons:

General health concerns / Teenage issues / Body changes / Self-image / Peer pressure / Fitting in / Mood swings / Young Carer's advice / Sexual health advice

## You have worked out who you want to see; what do you do now?

You can make an appointment to see the nurse or doctor of your choice.

Every day there will be a member of the nursing team around, but doctors work at different times of the week (but there is always a doctor around late afternoon, that is, after school ends for the day). This is the doctors' usual working pattern:

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Howarth	AM PM	AM PM		AM Urgent	AM PM
Dr Nyholm		AM	Urgent		AM PM
Dr Bratch	AM PM	AM PM	AM PM		AM Urgent
Dr Sharp	AM PM			AM PM	
Dr Whillance		AM PM	AM PM	AM PM	
Dr Snowdon	AM Urgent	AM PM	AM PM	AM PM	

Where you see the word "Urgent", this is a daily surgery, run in the afternoon, when you don't need an appointment, and you feel so unwell that you think you need to be seen that day.

On a Tuesday, the "Urgent" surgery is usually run by a **registrar**.

## What is a registrar?

A registrar is a person who has qualified as a doctor, and who is doing extra training to become a General Practitioner – a GP, what the doctors in the surgery are called.

We are a training practice, so we usually get one or two new registrars every six months.

## How do I make an appointment?

Making an appointment is easier than you think.

- You can **phone up and ask for an appointment** (the telephone number to ring is 0191 274 1840). When you call us, listen to the options and press the number that best matches the reason you are calling.
- You can **call in to the surgery** and come to the reception counter and ask to make an appointment.
- You can **book an appointment on-line**. However, to access the on-line facilities, you first have to be set up with a user account. This is easy to do: telephone or call into the surgery and tell the Receptionist that you want to be set up with **Patient Access**.

Key things to remember about appointments:

1. Once you reach the age of 13, you can make your own appointments, and you can come on your own (or bring a friend for company).
2. A normal appointment lasts for 10 minutes: if you have more than one issue to talk about, ask the receptionist to make you a double appointment.
3. The practice runs what we call '**book on the day**' appointments; that is, most of our appointments are only released on a daily basis. However, there are appointments that can be booked for up to **4 weeks in advance**.

4. If you change your mind after you have made the appointment, or if you need to re-arrange it, that is OK: if you think you won't be able to make the appointment, let us know so we can give it to someone else.

### **What do I do when I come into the surgery for my appointment?**

The nurse or doctor you have come to see needs to know you have arrived, so that you are not kept waiting too long.

There are two ways to let us know you are here:

1. **Check yourself in** at our patient check in screen, which is near the glass windows as you come into the building: you will need to know your date of birth – the month, the date, the year.
2. **Come to the reception counter** and ask the receptionist to book you in. If she is busy, she may well ask you to use the patient check in screen.

Once you are checked in, then sit and wait for the nurse or doctor to call your name.

While you are sitting, why not look out for the young adults information board and stand; you can take any leaflets you want.

### **What will happen when the nurse or doctor calls my name?**

You will go into the nurse's or doctor's room.

You do not need to come with a parent, carer or guardian, if you don't want to. But you can bring a friend if this will make you more comfortable.

Simply talk to the nurse or doctor about why you have come along to see them; don't be embarrassed, they hear a lot of things as a nurse or doctor, and they will probably have heard something similar from another young person throughout their working life.

The more you are able to tell them about how you are feeling, the better it is for you: the nurse or doctor will have a better understanding of how to help you.

The nurse or doctor will probably ask some questions. The nurse or doctor may also want to look at you, to do an examination. If they do, the nurse or doctor may ask for your permission first; this is called getting the **patient's consent**.

The nurse or doctor may also ask one of the surgery staff, another doctor, nurse or receptionist of the same gender as you, to act as a **chaperone**. A chaperone may be useful if you have not brought a friend with you.

You can ask for a chaperone, you don't have to wait for the nurse or doctor to ask if you want one.

Don't worry, the person won't be looking, and won't ask any questions, or talk about what you have said.

At the end, the nurse or doctor may give you some advice, or some medication.

You should ask the nurse or doctor to explain things if you don't understand what they are saying; this is about you, not them. You must understand what is being said to you; don't be afraid to ask questions, or to ask for some written information to help remember things after you have left the surgery.

The nurse or doctor, either while you are in the room, or before the next patient is called in, will type up some notes on the computer, onto your personal medical record.

What will not happen is that the nurse or doctor will come out and tell everyone what you said or you both talked about.

This is called **confidentiality**.

The only times a nurse or doctor would break this confidentiality is if the nurse or doctor thinks that you or someone else is at risk of being harmed and needs protection.

Nurses and doctors do not often break confidentiality, and they only do so in the interests of keeping people from harm.

### **What do I do if I am not happy with the way I have been dealt with and/or treated?**

Sometimes, surgery staff may not get things 100% right.

If you feel unhappy or angry about something we have done, then tell us.

There are ways to do this:

1. You can drop a note into the “You said – We say” golden coloured box on the Reception counter. This may be useful if it is a general issue you want to discuss, for example, “the information stand leaflets are all out of date.” You can do this anonymously.

You can also use this box for suggestions as to how we could improve the surgery or the services we deliver (we always like to hear from young adults about how to improve things).

You could even say nice things about the staff; they do like to receive compliments!

2. You can ask at reception to speak to the Practice Manager, who is called Martin Bell. He is in charge of running the surgery on a daily basis. If he is not around, you can leave a note with you name and number for him, and he will call you back, if you want him to.
3. You can email the surgery’s main inbox, [dentonturret@a86601.nhs.net](mailto:dentonturret@a86601.nhs.net) and leave a message for Martin (other staff also have access to this inbox – but confidentiality will mean they do not discuss things).
4. You can ask for a copy of the surgery’s complaints procedure and form.

### **Other useful contacts**

You can also get information and advice from the Just Ask Me (JAM) workers based at **Streetwise**: 0191 2305400

<http://www.streetwisenorth.org.uk/>  
[www.facebook.com/streetwise.newcastle](http://www.facebook.com/streetwise.newcastle)

**West End Youth Enquiry Service (WEYES)**

<http://www.children-ne.org.uk/west-end-youth-enquiry-service>

**Newcastle Youth Council**

<http://www.newcastleyouthcouncil.co.uk/>

### **How do I get to the surgery?**

The surgery is very close to two bus stops, and is on a main bus route.

The following link will take you to a map of the bus routes and will allow you to check bus times:

<http://myjourney.nexus.org.uk/#|searchTerm=ne5 2uy>

Has this leaflet been helpful?

How could we make it better?

Tell us – we’d love to hear your ideas