Victoria Medical Centre Practice Leaflet

Welcome to Your GP Practice

12–28 Glen Street
Hebburn
Tyne and Wear
NE31 1NU

Telephone: 0191 483 2106
Website: www.victoriamedicalcentrehebburn.nhs.uk

Victoria Medical Centre is an NHS GP practice providing primary medical services to patients in Hebburn and the surrounding area.

Table of Contents

Our Opening Hours 3
Registering With The Practice 3
Appointments 4
Home Visits 4
Prescriptions 4
Your Rights and Services 5
Accessibility and Communication Support 5
Chaperones 5
Patient Participation Group (PPG) 5
Equality, Diversity and Inclusion 6
Feedback and Complaints 6
Zero Tolerance 6
NHS App and Online Services 7
Working Together for Better Healthcare 7

Our Opening Hours

Practice Opening Hours

Day	Opening Hours
Monday	08:00 – 18:30
Tuesday	08:00 – 20:00
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	Closed *We do open some Saturdays for appointments*
Sunday	Closed

Telephone lines open from **08:30am.

Registering With The Practice

We welcome applications from new patients living within our practice area.

You can register:

- Online
- In person at reception
- By completing registration forms provided by the practice

You may be asked to provide proof of:

- Name
- Date of birth
- Current address

Lack of identification will not automatically prevent registration.

Appointments

Appointments can be requested through:

- Reception
- Online services
- Approved digital routes

Urgent problems will always be prioritised according to clinical need.

To help us direct you to the most appropriate clinician, our care navigation team may ask questions about your condition.

Home Visits

Home visits are available for patients who are genuinely housebound or too unwell to attend the surgery.

Requests should be made as early as possible on the day.

The clinician will determine whether a home visit is clinically appropriate.

Prescriptions

Repeat prescriptions can be requested through:

- NHS App
- Online services
- Approved practice processes

Please allow sufficient time for processing.

Patients are encouraged to order medication before it runs out.

Your Rights and Services

Confidentiality

Your information is protected in accordance with:

- UK GDPR
- Data Protection Act 2018
- NHS Confidentiality Requirements

We will only share your information where there is a lawful basis to do so.

Accessibility and Communication Support

We are committed to ensuring our services are accessible to all patients.

Support available includes:

- Interpretation services
- Accessible communication formats
- Reasonable adjustments
- Accessible Information Standard support

Please tell us if you need additional support accessing our services.

Chaperones

You may request a chaperone for any examination or consultation.

Where appropriate, our clinicians may also offer a chaperone.

Further information is available in our Chaperone Policy.

Patient Participation Group (PPG)

Our Patient Participation Group (PPG) helps the practice understand patient views and improve services.

The PPG:

- Reviews feedback
- Discusses service developments
- Supports patient engagement
- Helps shape improvements

If you would like to join, please speak to reception.

Equality, Diversity and Inclusion

Victoria Medical Centre is committed to ensuring that every patient is treated fairly, respectfully and without discrimination.

We welcome patients from all communities and seek to ensure our services are inclusive and accessible.

Feedback and Complaints

We welcome feedback and use it to improve services.

If you have a concern or complaint, please contact the practice and we will aim to resolve matters promptly and fairly.

A copy of our Complaints Policy is available:

- On our website
- At reception
- On request

Zero Tolerance

Victoria Medical Centre has a zero-tolerance approach to:

- Violence
- Threats
- Harassment
- Discrimination
- Abuse towards staff, patients or visitors

Anyone behaving in an abusive, threatening or violent manner may:

- Be asked to leave the premises
- Be reported to the police
- Be removed from the practice list where appropriate

Our staff are here to help. Please treat everyone with courtesy and respect.

NHS App and Online Services

The NHS App allows you to:

- Order repeat prescriptions
- View elements of your medical record
- Check test results
- Manage appointments
- Access NHS services

Ask reception for further information.

Working Together for Better Healthcare

At Victoria Medical Centre, we are committed to providing safe, effective and compassionate healthcare.

Thank you for choosing our practice.

Victoria Medical Centre
12-28 Glen Street, Hebburn, Tyne and Wear, NE31 1NU
T: 0191 483 2106
W: www.victoriamedicalcentrehebburn.nhs.uk