**Welcome to GREYSTOKE SURGERY**

Our practice has been established in Morpeth since 1925. It was initially located in Tower Buildings, Oldgate, next to the clock tower. In 1985 we moved to Greystoke, a large freestanding Edwardian house, in Kings Avenue. In 2013 we could not turn down the opportunity to move into the New Morpeth Health Centre with all the opportunities it had to offer. We have taken the name with us to signify our aim to continue to practice our patient centred care provided by a long established team in this modern, purpose built building and continuing our ethos of a traditional family practice.

Our team of doctors are dedicated to the practice. We currently have 4 Partners, 4 Salaried GPs, 2 Advanced Nurse Practitioners and up to 3 GP trainees who are part of a larger dedicated team to provide our patients with a personal service.

As well as the town of Morpeth, we serve the surrounding villages of Pegswood, Longhirst, Ulgham, Felton, Wingates, Netherwitton, Meldon, Whalton, Ogle, Blagdon, Stannington, Nedderton and the West parts of Guidepost and Bedlington. The practice can also consider patients for Out of Area Registration – please ask at Reception for details.

Our aim is to provide the highest standards of healthcare in the most convenient setting for our patients and being the largest practice in Morpeth allows us to offer a full range of services. We provide additional services over and above routine GP care which includes intrauterine coils, contraceptive implants and ultrasound all delivered in our surgery.

Situated in The Morpeth NHS Centre we have access to non-urgent x-ray, physiotherapy, occupational therapy, podiatry, a selection of consultant led out patients and a pharmacy on the ground floor. Greystoke Surgery is situated on the first floor and is easily accessed via 2 lifts and stairs.

The practice is involved in the undergraduate education of medical students in conjunction with Newcastle University, Dr Marshall and Dr Jerram lead on this work. We also train qualified doctors (registrars) who have chosen to be GPs and are in the Northumbria General Practice Training Programme. These doctors are attached to the practice for periods of up to a year to gain further experience in family based medicine. They are supervised by the partners, Dr Thompson and Dr Shaw, who are their trainers.

We welcome new patients. Registrations are with a named doctor, but we are very happy for patients to see the doctor of their choice. We encourage you to see the same doctor if possible as it helps us both to get to know each other. All new patients can request a healthcare review with one of our Healthcare Assistants soon after they register however if you have a Long Term Medical condition and / or are on complex medication we recommend you should make an appointment with a doctor when you register. We also offer a first contact physiotherapy service and can offer appointments with pharmacists, social prescribers and mental health practitioners where required.

**Mission Statement**

At Greystoke Surgery the Primary Health Care Team aims to provide the patients of the Practice with comprehensive and high quality medical services, and to make effective and economic use of both financial and clinical resources. Our Premises are purpose built. All staff are trained in their various disciplines, receive annual appraisals and have ongoing educational training to maintain and further enhance their skills. As a practice we are committed to operating according to the ethos of equality. Our aim is to treat all patients with dignity and respect. We provide the same standard of care irrespective of race, gender, sexual orientation, religion, social class, age or medical condition. If you have reduced sight or hearing, please let us know as we can often access services to improve the information and care we give to you, in a format that is more acceptable and useful. We respect patient choice and will help patients make the right treatment decisions for themselves by sharing options clearly and comprehensively.

We have an active patient participation group and will always take into consideration their views and those of our patients when developing our services, as they are important to us. Patients are encouraged to give written or verbal feedback to our practice manager. Should staff or patients be less than satisfied with our services we have a grievance and complaints procedure in place.

**Doctors in Partnership**

Dr Karen Jill Thompson (Female) M.B.B.S. (1990 London), D.R.C.O.G., M.R.C.G.P.

I have lived and worked in Morpeth for over 30 years now and my particular interests lie in female medicine, contraception and training though I enjoy all aspects of general practice.

Dr Hannah Marshall (Female) M.B.B.S. (2008 Newcastle) MRCGP Dip ClinEd

Having worked at Greystoke during my training I re-joined the practice in 2016 as a partner. I teach medical students from Newcastle University at the practice and am very grateful to our patients for their invaluable contribution towards this. I am interested in all areas of medicine but particularly enjoy looking after pregnant women and children. I have 3 children and enjoy baking, gardening and playing tennis.

Dr Jo-Anne Shaw (Female) MBChB (2000 Leicester) DRCOG, MRCGP (dist), GP Trainer

Having qualified in 2000, I commenced GP training in Yorkshire before moving to Northumberland with my husband. We now have 3 school aged children and a small menagerie of pets. I enjoy all aspects of general practice, especially elderly care, palliative care, women’s health and urology. I am also a GP Trainer.

Dr Milly Jerram (Female) MBBS 2001, MRCGP and DFSRH

I came to Newcastle to study Medicine and have been in the North East ever since. My clinical interests include women’s health, palliative care and mental health and I enjoy the variety of General Practice, as well as the opportunity to get to know people and their families over time. I am a tutor for Medical Students.

**Salaried GPs and Advanced Nurse Practitioners**

Dr Richard Glennie (Male) M.B.Ch.B. (1998 Dundee), D.R.C.O.G., M.R.C.G.P. Dip ClinEd

I joined Greystoke as a partner in 2003. I am clinical lead for Diabetes, Atrial fibrillation and Hypertension (High Blood Pressure). I also work for The North East and North Cumbria Integrated care board as a clinical lead in Digital Health and I am Chair of the LMC (Local Medical Committee), which represents NHS GPs and their interests with other NHS Organisations.

Dr Graeme Denman (Male) MBBS (2011 Newcastle)

Originally from Glasgow, I studied psychology in Aberdeen, then medicine in Newcastle where I settled to complete my GP training. I re-joined the team at Greystoke Surgery in 2017, having spent 12 months here as a trainee in 2014. My work interests include mental health and learning disability, though I see myself very much as a generalist. I also perform joint injections and enjoy medical education. Outside of work and family, my passion is running in the beautiful Northumberland countryside, ideally up at steep hill.

Dr Heather Sherriff

Dr Matthew Keir (Male) MBChB (2012 Manchester) MRCGP DipMedEd

I returned to Greystoke as a salaried GP after having previously worked at the practice as a trainee. I enjoy the variety that general practice offers, and the opportunity to get to know patients over time, but particularly enjoy seeing patients with acute health issues. I  also work with the team at Newcastle University teaching medical students.

Dr Lucinda Lyall (Female) MBBS (2012), MClinEd (2011), MRCGP (2017) ,

I qualified and trained in Newcastle  upon Tyne. My personal interests include fitness, nutrition, wellbeing and family.

My clinical interests include women's health and urgent care. I am a regional medical lead for urgent care services out of hours. I also am involved with GP training and supervision.

**The role of an Advanced Nurse Practitioner (ANP)**

Kayleigh, our Lead ANP wanted to provide patients with information re the ANP role:

Advanced Nurse Practitioners are highly skilled nurses who have done further training and education to extend their skills within the area in which they work.

They are able to assess, diagnosis and treat both acute and chronic ailments/ complaints as well as manage their own caseload including follow up patients where greater complexity is required. ANP's are able to request and interpret pathology reports including scans, bloods, as well as refer to secondary care, whether this be under 2-week cancer rules or less urgent referrals. They cover their own care homes, independently performing weekly ward rounds and are highly involved in care planning discussions and palliative care. They are active members and work alongside the GP's. They do not cover Gynae or HRT.

Kayleigh Angus

I was fortunate enough to be offered a job working for Greystoke early in 2020 and joined the team mid Covid pandemic.  I have previously worked in primary care in Alnwick and before that worked in a community based minor injuries unit.  My passions in nursing include elderly medicine and respiratory diseases, I enjoy seeing people in their own homes and environments and feel immense job satisfaction at knowing I am part of a team who deliver amazing holistic care to all of our patients.  I enjoy being outdoors and meeting new people along with walks with my dog in the countryside and socialising with friends and family.

Rachael Taylor

Other members of our Primary Health Care Team

Practice Manager

Mrs Jenni Dollman

Responsible for the running of the Practice.

Deputy Practice Manager

Clare McHugh

Office Manager

Miss Marie Finlay

Responsible for the reception and administration team.

Administration and Secretarial Staff

Deputy Office Manager: Karon Dry

Receptionists / Administrators: Kirsty Barras, Delia Cooper, Clare Cormack, Natalie Thomas, Sarah Tweddle, Lucy Taylor, Danielle Bradshaw, Ainsley Blackburn, Shannon Bell, Shauna Farrell, Amy Gascoigne, Helen Fox, Julie Thompson and Leah Thompson.

Medicines Manager: Helen Ramsden and Jane Canham

Computer Lead: Clare McHugh

We are actively involved in supporting the modern Apprenticeship Scheme.

Practice Nurses Team

Senior Nurse: Jilly Bell

Deputy Senior Nurse: Samantha Hoyle

Practice Nurses: Helen Loughran, Carole Smart and Rachel Gleghorn

Trainee Nursing Associate: Kate Stephenson

Health Care Assistant: Laura Cave

They provide Long Term Condition reviews, Cervical Cytology (Smears), Childhood Immunisations, Weight Management Support, Smoking Cessation, phlebotomy and other General Nursing Duties.

Community Nurses

The community nurses work as a team led by Community Matron Claire Baycroft. They provide a full range of nursing services in patients' homes and some treatment room sessions in The Morpeth NHS Centre where they are based. They can be contacted directly on 01670 500920.

Health Visitors

Our team are based at Bedlington Childrens Centre and provide information, advice and support to families with pre-school children. They contacted directly on 03003732488.

Community Midwife

Nicky Forsyth is the midwife attached to Greystoke. She will provide care during a pregnancy and for the first 2 weeks after delivery in conjunction with your doctor. She can be contacted through Wansbeck Hospital Tel: 0191 2934092 and ask for the midwifery manager.

Pharmacists

David Pearse and Jack Lees

Our pharmacists check our patient’s medications are safe, effective and innkeeping with current guidelines. They may provide in depth medication reviews to help optimise patients’ medications for their conditions.

Social Prescribers

Miranda Hughes and Lisa Baker

Our social prescribers can help patients with a range of non-medical issues affecting wellbeing. These may include social isolation, mental health, as well as issues such as housing and benefits. They can help connect patients to the groups and services that help benefit them.

Mental Health Practitioners

Beverley Lawrie and Clare Richardson

Help assess and support adult patients with mental health problems in the self-management of their recovery.

First Contact Physiotherapists

Joe Waugh and Sophie Hodgson

Our first contact physiotherapists can help patient’s with a range of musculoskeletal issues including back, neck and joint pains. Their services may be accessed without the need for a GP referral.

Counselling Services

Talking Matters Northumberland are the current providers of counselling services and patients can either self-refer or if you prefer, you could discuss with your doctor first. They can be reached on 0300 3030700.

Social Services

Social Workers will help with all aspects of social problems and can arrange home helps, occupational therapy, meals on wheels, etc. Social services are provided by Northumberland County Council and can be contacted on 01670 536400.

Joint Musculoskeletal and Pain Service

Patients in Northumberland with musculoskeletal conditions or persistent pain can access this service to help manage your condition. This service includes specialist staff such as physiotherapists, specialist nurses, clinical psychologists and rehabilitation therapists. Patients can self-refer to this service on 0330 1244652.

Surgery Opening Times

Monday to Friday 8.00am - 6.00pm.

Extended Access on Tuesday and Thursday 6.30 pm – 8.00 pm, providing routine appointments with doctors and nurses for people who find it hard to access daytime appointments.

Out of hours care is accessible through the 111 advice line and is provided by Vocare.

Appointments

Consultations are by appointment only. Please complete an online form via our practice website, or ring reception if you do not have access to the internet. Your online form details will be reviewed by a GP and they will ensure it is dealt with in the most appropriate way. This might be a face to face or telephone appointment the same day for urgent problems, an appointment on a day in the future that suits you for non-urgent problems including with other team members such as our pharmacist, physiotherapist, health trainer or GP link worker, or they may contact you via SMS with advice, information or to direct you to a more appropriate service such as a pharmacy, dentist or optician.

All patients requesting an urgent appointment will be seen or provided with appropriate advice or care on the day. It may not be possible for urgent appointments to be booked with a named doctor.

To register for Systm Online please bring along two pieces of ID, one showing your home address and another, a recent photograph of yourself and ask at reception. Please note this service is currently only available for those patients aged 18 or over.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. All our staff are trained to carry out this role. Wherever possible we would ask you to make this request at the time of booking an appointment so that arrangements can be made and your appointment is not delayed in any way. Occasionally a chaperone may not be available and it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If English is not your first language and you feel you would benefit from having a translator available for your appointment, then please let us know at the time of booking your appointment. We can access a translator service, but we do need to book the service in advance and you will need a longer appointment to manage this.

Home Visits

For housebound patients who are physically unable to attend the surgery home visits can be requested.  This is done via a telephone appointment with a GP who will work with you to determine the best way to assess you and arrange a home visit if required. Home visits are at the discretion of the GP and are usually done at lunchtime.

It is very helpful for us if patients request home visits before 10am, if possible. Visits requested later than this which cannot wait until the following day may not be able to happen until the evening, after we have completed our surgeries. Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if it is at all possible. Lack of transport is not an appropriate reason for requesting a home visit.

Repeat Prescribing

We have a computerised system for our prescriptions. If your doctor has authorised a repeat prescription you will be able to order further supplies for a nominated length of time. If you have a long-term condition the review will coincide with your next check, if not the GP will choose a clinically appropriate interval of either 28 or 56 days. You can order repeat prescriptions using the counterfoil on your previous prescription, in person at the surgery, on-line or by telephoning the repeat prescription line on 01670 516225 during the hours of 9.30 am – 12.00 noon and 1.00 pm – 4.30 pm.

We ask for at least 48 hours’ notice, excluding the weekend and Bank Holidays. You may nominate a pharmacy in Morpeth and the prescription will be collected or sent electronically to them, this saves you a trip to the surgery and a wait at the chemist while the prescription is made up.

Electronic Prescription Service

The EPS service is a very positive development for ourselves and our patients as it should reduce the risk of prescriptions not being available when you go to your pharmacy to collect them. Patients need to nominate the pharmacy they want to collect their prescriptions from. Please check with your pharmacy if you are not sure. You can choose a pharmacy that is convenient for you, near work, home or where you shop. Continue to order your prescription in the usual way. Your GP will check it is safe to issue it and then send it electronically to the NHS spine. Only your nominated pharmacy can take it from there and dispense the medication for you so it is very secure and reduces the risk of the paper prescription being lost or stolen.

Repeat Dispensing

As a Practice we offer a new system for repeat prescriptions and Long-Term Condition appointments which, we believe is more efficient and reduce the number of telephone calls you have to make.

Repeat Dispensing is a new way of getting your medicines without having to ask the doctor for a prescription each time. Your doctor will supply several prescription forms that will be kept at your usual pharmacy. With these prescriptions, you can collect your medicines from the pharmacy at regular Intervals for up to 12 months. Your doctor will decide how often you should collect your prescription and how long it will last for.

Your doctor will make sure it is safe for you to get your medicines in this new way. Not all medicines can be supplied on a repeat prescription including controlled drugs. It is **only** suitable for patients whose medical condition is described as “stable” by their doctor. Any medication which is not taken on a daily basis and used as required e.g., painkillers will still need to be ordered by telephoning the prescription line.

If you have any questions or concerns or would like more information regarding this, please speak to your pharmacist or telephone the surgery and ask to speak to a member of the medicines management team.

Test Results

We will contact you if your test result is abnormal and needs action. It is always worth checking we have the correct telephone numbers when you have a test done to ensure we can contact you without delay. If telephoning for results it is best to do so one week following your tests to allow time for the results to be actioned by our GPs.

Universal Access

The surgery provides disabled car parking, easy access through wide, automatic entrance doors, 2 lifts to our floor and a disabled toilet. There are designated parent and child parking places, covered bicycle racks and an electric car charging point (fee payable). Local bus services stop on the main road in front of the building.

Website

We run our own website and Facebook page where we like to post the latest news about our services; it also contains useful links to online information services. Our Greystoke Gazette containing Surgery news, health advice and information can be viewed on the website.

Please log onto www.greystokesurgery.co.uk to use this service. Our general e-mail address is GA84031@nhs.net and we are happy to hear any comments or suggestions that you have on the service we offer. Please do not send sensitive or clinical information or appointment requests via e-mail.

Patient Participation Group

A group of volunteer patients meets 6 times per year, providing an opportunity for general comments on the day to day running of the practice from the patient’s point of view. In particular, it seeks to:

Ensure that services provided are responsive to patient’s needs.

Carry out surveys and provide information on topics relevant to the effective management of the practice.

Raise public awareness of the services and facilities available.

Support the practice in its dealings with other organisations.

If you are interested in taking part, please contact Jenni Dollman at the surgery. We do try and encourage a broad spectrum across all age groups within our surgery population.

NHS Number

We try to use a patients NHS number in all correspondence as it is a unique identifier specific to each patient and reduces the chance of incorrect identification when a patient visits other parts of the health service. Everybody has a personal NHS number which is a useful way of us identifying you to other parts of the health service, you may find it useful to keep a record of this number, it can be found on the registration card you were sent in the post when you joined the practice. Don’t worry if you can’t find it because we can find this quickly if you contact us.

SERVICES AVAILABLE

We offer a comprehensive range of medical services including:

Child Care Clinics

These clinics are held at various locations within Morpeth. The health visitor can help to assess your child's growth and development and offer help and advice for any problems you are having with feeding or behaviour. The health visitors can be contacted on 03003732488. Your baby will be invited for a 6 week check by your GP and, thereafter, the Health Visitor will perform regular developmental check until they start school. You should make an appointment with your GP if you have concerns about your child’s health.

Chiropody

For those patients who are entitled to Chiropody services these are available from the chiropody staff that are based at The Morpeth NHS Centre. Telephone 01670 500922.

Contraception and Sexual Health

We provide a full range of services, including emergency contraception. We also fit coils and implants in the surgery. Please make an appointment with Dr Jerram or Dr Thompson if you would like to talk about a coil and Dr Jerram for an implant. All the doctors will supply oral contraception and injections. Once established on a method of contraception our practice nurses can perform the checks, give a depo injections and renew supplies of contraception tablets. Our doctors are experienced in sexual health medicine for the heterosexual and LGBTQ+ population.

Health Promotion

We follow the national guidelines for health promotion and target particular at risk groups. We also run a regular cervical smear screening service for which you will receive a letter of invitation if you are eligible.

Immunisations

**Children** You will be notified to attend the surgery when your child's vaccinations are due; these are given on a Wednesday afternoon by our practice nurses and at other times by special arrangement.

**Flu Vaccinations** are given to all patients over 65 and people at risk due to long term conditions. Flu Vaccination campaigns run each year and you will be invited by letter in September to come along to one of our clinics.

**Pneumococcal Vaccinations** are given to all patients over 65 and people at risk due to long term conditions. They offer lifelong protection against some types of pneumonia and are available all year round.

Maternity Care

Antenatal Clinics are held in the surgery by our midwife at various times during the week. The midwife is your key health professional during your pregnancy, but they will liaise closely with us where it is needed. Patients can choose to book directly with the midwife or make an appointment with the doctor of their choice.

Travel/Holiday Advice

Travel advice and vaccinations are offered by Health Hut pharmacy in Morpeth and by some Boots and others. You can find out which vaccinations are required for the destination you are visiting from [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

Access to Medical Records

Patients have the right to access their Medical Records in accordance with existing legislation. Should you wish to view your records you need to make an appointment to book a room, normally 7 days in advance. Should you wish copies of either your whole or part of your records, then please write to the surgery requesting this (there is no charge for this service).

Confidentiality and Data Security

As a practice we place the highest importance in treating you and your confidential personal data with the greatest respect. All members of staff are trained in and bound by the longstanding, strict rules of confidentiality and we are compliant with General data Protection Rules We respect the rights of all individuals to confidentiality including for those under 16 years of age where this is requested and appropriate, this means we will not tell anyone else about your visit unless we you or someone else are at risk from serious harm e.g., sexual abuse.

Named GP for all Patients

From 1 April 2015, practices are required to allocate a named, accountable GP to all patients. All patients at Greystoke Surgery have now been allocated a named GP. This will have no impact on appointments at the surgery as patients can still see the GP of their choice. If you would like details of who your allocated GP is, then please ask a member of our reception team.

Video and Audio Consultations

The practice is actively involved in undergraduate and postgraduate education of students wishing to pursue a career in family medicine. In order to maintain high standards, regular assessments of these Doctors take place and this may include video or audio recording of some of their consulting time. This is performed on an infrequent basis and you would always be notified and given the opportunity to decline involvement should you be attending the surgery during one of these sessions and will be asked to sign a consent form before and after the consultation. These consultations are used as teaching material within the surgery, strict guidelines are enforced via the Postgraduate Institute of Medicine and Dentistry to protect patients' confidentiality and ensure that recordings are erased once they have been reviewed.

WAYS YOU CAN HELP INCREASE OUR EFFICIENCY

Let us know as soon as possible if your contact details change e.g., mobile telephone number.

Please let us know the number of problems you have when calling to make your appointment so the appropriate time can be allocated to your health care needs. Hurried consultations are unsatisfactory for both yourself and the doctor and it is unfair on the patients following you if surgeries run late

1. If you require a special examination or test please let the receptionist know in case particular arrangements are required.
2. Please let us know if you are unable to keep an appointment as soon as possible so that another patient can use it.
3. For routine telephone enquiries it would be helpful if you could call between 10.30am-12 noon or 1pm-4.30pm when the staff will have more time to assist you.
4. Please tell us if you have any suggestions on how we can improve your care.
5. Our staff will always treat you with courtesy and will expect the same in return. We operate a Zero Tolerance Policy which will be implemented against anyone who is behaving in a threatening manner or who is being physically or verbally abusive to anyone within the practice.
6. If you have any problems with the service we provide or wish to make a complaint please discuss this with the practice manager. If a complaint is still unresolved despite discussions within the practice you can then approach NHS England through their local representatives.

We are part of the Northumberland Well Up North Primary Care Network.

Representatives of the practice input into the running of this group and influence the commissioning of services within Northumberland.

SELF HELP FOR MINOR AILMENTS

Please refer to our website for advice on www.greystokesurgery.co.uk and click on the Patient.co.uk icon where you can access medical information. Alternatively put [www.patient.co.uk](http://www.patient.co.uk) straight into your web browser.

Out of Hours Service

NHS 111 Service offers a 24 Hour 365 days a year advice service and is the first point of call for out of surgery hour’s advice. Just dial 111 on your phone which also offers an enquiry service. For deaf people and those hard of hearing a telephone service is available on 0845 6064647.If English is not your preferred language, you can choose to use a confidential translation service ask when you initially call the 111 service.

Pharmacy First

Your local pharmacist will be able to give you free health advice for the treatment of minor ailments e.g., hay fever and painkillers for those exempt of prescription charges. You do not need an appointment.

Accident & Emergency

Whatever the time of day, if you or someone else experiences severe chest pain, symptoms of a stroke, loss of blood or suspected broken bones, go to your nearest emergency department or call 999. Out nearest A&E department is at Northumberland Specialist Emergency Care Hospital in Cramlington. Accident and emergency departments are open 24 hours a day 365 days per year and can assess serious injuries and provide emergency treatment. Please only use this service if absolutely necessary the first point of contact should always be the NHS 111 service. If you do have to attend the A & E Service please remember this is an expensive service and charges are initiated by just attending so please stay for your treatment once you have attended the service.

**USEFUL TELEPHONE NUMBERS**

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| --- | --- |
| Age UK  | 01670 528220 or 08451 400088 |
| Citizens Advice | 01670 522008 |
| Crisis Team | 0800 6522861 |
| CRUSE (Bereavement Counselling) | 0191 2765533 |
| JMAPS (physiotherapy service) | 0330 1244652 |
| Morpeth X Ray Clinic Appointments | 0191 293 4122 |
| Newcastle Hospitals: R.V.I., Freeman and General Site | 0191 233 6161 |
| NHS 111 Service | 111 |
| North Tyneside Hospital | 03448 118111 |
| NSECH Hospital (Cramlington) | 03448 118111 |
| Northumberland Clinical Commissioning Group  | 01670 335157 |
| R.E.A.C.H (Rape Crisis Centre) | 0191 2219222 |
| Registrar of Births & Deaths  | 0345 6006400 |
| Relate (Marriage Counselling) | 0191 2329109 |
| Samaritans | 01670 814222 |
| Social Services - Adults | 01670 536400 |
| Social Services - Children | 01670 536400 |
| St George's Hospital | 0191 213 0151 |
| Talking Matters | 0300 3030700 |
| Wansbeck General Hospital | 03448 118111 |