

Bedlingtonshire Medical Group

INFORMATION FOR PATIENTS

Glebe Road
Bedlington
Northumberland
NE22 6JX

Tel: 01670 822695
Fax: 01670 531860

www.bedlington-doctors.com

WELCOME

We have provided this booklet to help you use the services we offer, therefore please read it carefully. We hope you will find it helpful and informative and we suggest you keep it in a safe place for future reference.

The Partners in the Practice are Dr John Todd and Dr Gary Alford,

PRACTICE CHARTER

Bedlingtonshire Primary Health Care Team will provide the best possible service. Everyone has a right to expect suitable health care and support, whatever their needs.

DISABLED ACCESS

Our building has suitable access for disabled patients including reserved parking. If anyone experiences any difficulty please let us know.

REGISTERING AS A PATIENT

Everyone registering with the practice must provide evidence of their:

- Identity (e.g. passport, birth certificate or photocard driving licence)
- Address (e.g. utility bill)

You will be asked to complete a registration form and a new patient questionnaire. This allows us to provide care in the interim period while your medical records are transferred from your old practice to us.

If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice

VISION AND VALUES

Values are important to the Practice as they describe the way in which we work. The practice's vision to be a successful health care team providing a caring, high quality and safe service for all our patients is supported by our values – Patient Centred, Continuous Improvement, Work Together and Learn.

| Value | What we will do |
|------------------------|---|
| Patient Centred | <ul style="list-style-type: none"> • We will listen to patients, carers and visitors concerns and take action. • Give priority to actions that will improve the service and promote patient safety. • Always report incidents or near misses that could cause harm to patients, |
| Work Together | <ul style="list-style-type: none"> • Listen to the views of others so that the best way forward can be found. • Use initiative to solve problems and inform others when aware of potential problems • Celebrate and share good practice • Take pride in our work and that of our team • Be aware of our own behaviour and it impacts on others, challenge inappropriate behaviour. |
| Continuous Improvement | <ul style="list-style-type: none"> • Look for ways of improving patient care • Drive continuous improvement by asking how we could do things better • Display an open mind to new ideas and proposals • Remain positive but realistic about the challenges of change • View and promote change as an opportunity for improving and developing work. |
| Learn | <ul style="list-style-type: none"> • Engage in formal and informal learning and development activities. • Assess, apply and develop our skills, abilities and experience and seek opportunities for feedback • Support and encourage others to develop their knowledge, skills and behaviours. • Take an active interest in what is happening more widely within the practice. |

OPENING TIMES

| Day | Opening Hours |
|-----------|--|
| Monday | 8:00am until 18:00pm |
| Tuesday | 7:00am until 18:00pm |
| Wednesday | 8:00am until 20:15pm |
| Thursday | 8:00am until 18:00pm (closed from 12 noon until 12:30pm) |
| Friday | 8:00am until 18:00pm |
| Saturday | Closed |
| Sunday | Closed |

Table below gives a guide to each doctor's availability (please note this is subject to variation).

| Doctor | Mon | | TUES | | WED | | THURS | | FRI | |
|-----------|-----|----|------|----|-----|----|-------|----|-----|----|
| | AM | PM | AM | PM | AM | PM | AM | PM | AM | PM |
| Todd | X | X | X | X | X | X | X | X | X | X |
| Alford | X | X | X | X | X | X | X | X | X | X |
| Taylor | X | X | X | X | X | X | X | X | X | X |
| Lowes | X | X | X | X | X | X | X | X | | |
| Antcliffe | | | | | X | X | X | X | X | X |
| McCulloch | X | X | X | X | X | X | | | X | X |

HELP US TO HELP YOU

The telephone lines and staff will be most busy during the morning hours 8.00-10.00am so please try to avoid ringing the surgery at these times if you can. You will be offered the first available appointment with the doctor of your choice. Please remember that for the sake of continuity of care it is better to see the same doctor through a specific course of treatment.

To help surgeries run smoothly, please remember the following:

Please arrive on time

Please let us know if you cannot keep an appointment; it could be offered to another patient

Please do not squeeze other family members into your appointment slot

Please do not save up several problems for one appointment. If you need to discuss more than one problem tell the receptionist when making the appointment and he/she will ensure that you have a longer appointment slot.

CLINICS AND SERVICES

Please note: You will need an appointment for ALL Clinics

ANTENATAL CLINIC (COMMUNITY MIDWIVES)

Wednesday 9:00am – 15:30pm

If you are newly pregnant please ask for an appointment with one of the GPs first. Care during pregnancy is supervised mainly by the community midwives and doctors at the surgery, with occasional visits to the hospital antenatal clinic.

WELL BABIES CLINICS

Monday 15:00pm – 16:00pm (Practice Nurse)
Childhood Immunisation Clinic

Thursday 9:00am – 11:00am (Health Visitor/Nursery Nurse) - no appointment needed. *Weighing and general advice*
13:00 – 14:00pm (Doctor)
Development reviews and general advice

PRACTICE NURSE CLINICS

The practice nurses offer clinics throughout the week for :

- Well person
- Diabetes, Asthma, COPD, Hypertension, Stroke and Heart Disease reviews
- Cervical smears
- Contraceptive reviews
- Vaccinations
- Smoking Cessation Advice

HEALTH CARE ASSISTANT CLINICS

The health care assistant offers clinics throughout the week for:

- Blood tests
- Blood pressure reviews
- New patient assessments

NURSE PRACTITIONER CLINICS

The Nurse Practitioner offers appointments on Mon, Tues and Wed all day. You can be seen for the following:

- Coughs, colds, flu
- Chest and throat infections
- Eye and ear problems
- Urinary problems
- Sprains and strains
- Burns and scalds
- Rashes and skin infections
- Contraceptive advice including IUCD fitting

CLINICS AND SERVICES

MINOR SURGERY

The Practice is able to undertake a wide range of minor surgery procedures such as joint injections, removal of small lumps and bumps etc. We are also able to freeze stubborn warts or verrucas. These clinics are run to help save patients long waits for hospital appointments. All conditions must be seen by the doctor first to assess suitability for surgery.

FAMILY PLANNING

The practice will advise you on family planning matters; a comprehensive family service is provided, including hormonal contraception (e.g. 'the pill'), coil fitting and hormone implants.

NON -NHS MEDICALS AND PRIVATE FEES

Medical examinations for HGV, PSV, Insurance, Employment etc., can be arranged by appointment. These examinations are not part of your doctor's NHS duties and therefore a fee is payable. Similarly claim forms for holiday cancellation, medical insurance, passport applications etc. are subject to charges; details are available from Reception or from a member of the secretarial team.

MEDICAL CERTIFICATES

For absence from work through sickness, self-certification is currently valid for the first week. The certificate (form SC2) is available from your employer, the post office, or surgery reception. **We do not issue a doctor's certificate for the first seven days of sickness.** If a private certificate is required to cover this absence from work, a fee is charged. After the first week, certificates are obtained as part of a consultation with your doctor. If you are under the care of a hospital doctor you may ask them to issue your certificate for inpatient stay or an outpatient appointment.

MEDICAL STUDENTS

We are fortunate to have medical students from Newcastle University attached to the practice from time to time and we would be grateful for your help with their training. We will inform you if students are sitting in with the doctor or nurse you can ask for them to leave if you are uncomfortable with this.

TRAINING PRACTICE

Our practice is an approved teaching practice for medical students and doctors training to be General Practitioners (known as GP Registrars). Registrars are fully qualified doctors, often with a great deal of hospital experience. They are attached to the practice for 6 months and many people find their fresh, enthusiastic approach adds to the health care we provide. The registrars are part of the practice team and are encouraged to seek advice from other doctors whenever required. The Practice also has Foundation Doctors who are fully qualified doctors who rotate around various specialties to gain experience. Each

Foundation Doctor will be with us for 4 months, they are closely supervised and assessed during this time.

DOCTORS

The doctors in this partnership work as a team. Although you are registered with a particular doctor, we think of you as a patient of the practice.

| | |
|------------------------------|---|
| DR JOHN TODD | 1985 MBChB (Leeds), BSc (Hons), MRCGP |
| DR GARY ALFORD | 1994 MBChB (Leicester) |
| DR BRUCE TAYLOR | 1998 MBBS (Newcastle), MRCSEd, MRCGP |
| DR LAURETTA LOWES | 2004 BM (Southampton) BSc, MA, PhD, DFSRH, DRCOG, MRCGP |
| DR CAROLINE ANTCLIFFE | 2003 MBChB (Dundee), 1998 BSc (Med Sci) (Leeds) MRCGP |
| DR LOUISE McCULLOCH | 2010 MBBS (merit) (Newcastle) MRCGP |

CLINICAL TEAM

NURSE PRACTITIONERS

Mrs Melanie Johnson RGN, BSc (Hons) HV, RCN NP

Nurse Practitioners have extra skills and training. They are able to diagnose, treat and prescribe for a wide variety of conditions and are especially willing to see young children.

PRACTICE NURSES

Mrs Noreen Duncan RGN

Mrs Sue Greenwood RGN

Mrs Susan Appleby RGN

Run a number of clinics and are specially trained in chronic disease management and health promotion.

HEALTH CARE ASSISTANTS

Mrs Susan Dixon, Mr Jason Finlay

Carries out new patient assessments and a range of health checks including: taking of blood, blood pressure measurement and weight.

SENIOR PHARMACIST

Mr Steven Barrett

Our Senior Pharmacist deals with all prescribing issues within the practice, performs medication reviews and optimises medicines management.

ADMINISTRATION

PRACTICE MANAGER: Mrs Jackie Sharpe

PATIENT SERVICES MANAGER: Mrs Jill Henderson

PRACTICE ADMINISTRATOR: Mrs Linda Douglas

RECEPTION MANAGER: Mrs Karen Hayes

SECRETARIES: Carol Nichol, Jodie Steel

ADMINISTRATORS/SENIOR RECEPTIONISTS: Lesley Todd, Clare Tinker, Alfie Birchall, Julie Warnes, Jodie Steel, Andrew Richardson

RECEPTIONISTS: Jason Finlay, Ellen Hall, Ebony Gooch-McMurdo, Toni Johns, Sophie Stewart, Rebecca Trainer, Ashleigh Watson

CONTACTING A DOCTOR

ROUTINE APPOINTMENTS

All surgeries are by appointment only. Appointments can be made by telephone, through the Practice website or by calling into the surgery. We cannot accept appointments by email. Appointments are available to book up to 3 weeks in advance.

URGENT APPOINTMENTS

If you have a medical problem that you feel is urgent and cannot wait until the next available appointment, then the doctor will see you on the same day. However, this will not necessarily be with the doctor of your choice. You will be told a time to come and wait at the surgery and the doctor will fit you in as soon as possible.

TELEPHONE CONSULTATIONS

Some problems can be sorted by telephone without face-to-face contact with the doctor. Advice can be given and prescriptions issued, if appropriate, saving valuable time for both you and the doctor. If you would like to speak to a doctor please request a telephone consultation.

CONTACTING A DOCTOR

VISITS

We only visit you at home if you are too ill to come to the surgery or unable to leave your house through disability. Should you need a home visit please ring **BEFORE 11:00am**, visits requests received after this time will only be carried out if the doctor considers it to be an emergency. Please remember that we can see many more patients in the surgery in the time it takes to do a home visit so it is essential that they are only requested as a last resort

EXTENDED HOURS

There are extra surgeries each week. These are intended for patients who cannot easily attend during the day. We have an evening surgery on Wednesday each week from 18:30pm to 20:00pm and an early morning surgery on Tuesday each week from 7:00am to 8:00am. There are a limited number of appointments so please only book one of you cannot attend at other times.

OUT OF HOURS

If you need to see a Doctor when the Practice is closed please contact NHS 111. A&E or 999 is only for Health Emergencies. Please only use the 999 service for serious health emergencies such as: a major accident, broken bones, breathing problems, severe chest pains, unconsciousness, suspected stroke and severe blood loss.

RESULTS

Your doctor will either ask you to ring the surgery for the results or make an appointment to see you once the results are returned to the surgery. Please do not ring the surgery to ask for results, we will contact you if you need further tests or an appointment.

PRESCRIPTIONS

Your doctor may give you a repeat prescription if you require regular medication. To order, please tick the required items on the tear off slip attached to your prescription and post or bring it to the surgery. You may also use the online ordering system or you can telephone the prescription ordering line on 01670 536215 (between 10am and 4pm on Monday and 1pm and 4pm Tuesday - Friday).

Requests received by 11:00am will be available in 48 hours (2 working days – please enclose SAE if you wish us to post it to you).

Please also remember that repeat prescriptions are reviewed regularly; if your doctor wants to see, you will be asked to make an appointment to discuss your medication further.

PATIENT RIGHTS AND RESPONSIBILITIES

You will be treated with respect and as partner in your care we will:

- Ensure our patients have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.

The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We respectfully ask you to:

- Let us know if you intend to cancel an appointment or are running late
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to help us provide you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone numbers.

As patients, you are responsible for your own health and that of any dependents. It is important that you follow information and advice given to you by health professionals and co-operate with the practice in endeavouring to keep you healthy.

CONFIDENTIALITY

The Practice complies with the Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the Primary Care Trust and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such way, please let us know.

The surgery is fully computerised and is registered under the Data Protection Act 1998. If you wish to view your medical record please ask to speak to a member of the secretarial team.

PATIENT RIGHTS AND RESPONSIBILITIES

COMPLIMENTS, COMMENTS AND COMPLAINTS

As a practice, we continually strive to improve the service we provide to our patients in order that patient care and treatment will be further enhanced. We are always pleased to hear from you so if you have any compliments, comments, or complaints please let us know so that we can make the service to you even better.

We understand that there may be occasions when the service provided does not always meet your expectations and you want to bring this to our attention. It is important that you raise your concerns as soon as possible either with the member of staff directly involved or you can contact Jill Henderson, Patient Services Manager on 01670 536214 or by email at Jill.henderson3@nhs.net.

VIOLENCE STATEMENT – ZERO TOLERANCE

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and or aggressive gestures. The practice will request the removal from the practice list of any patient who is aggressive or abusive towards any member of staff or another patient or who damages property. All instances of actual physical abuse by a patient or their relatives will be reported to the police.

PATIENT PARTICIPATION GROUP

Do you have an opinion about the practice, an innovative idea, are you concerned about the changes happening in general practice or would you just like to keep up to date? If so please consider joining the Patient Participation Group. For more information please contact Jill Henderson, Patient Services Manager on 01670 536214 or by email at Jill.henderson3@nhs.net.

OTHER LOCAL NHS SERVICES

NHS WALK IN CENTRES AND PRIMARY CARE ACCESS CENTRES

At walk-in centres and access centres you can be seen for minor injuries such as coughs, cold, flu, cuts, sprains, minor burns and broken bones.

At most walk-in centres you do not need to make an appointment but it is worth telephoning in advance to check that you can be treated - particularly for young children. At nurse led clinics you can be treated for minor conditions, have dressings changed and wounds checked. Call ahead for a full list of the services available.

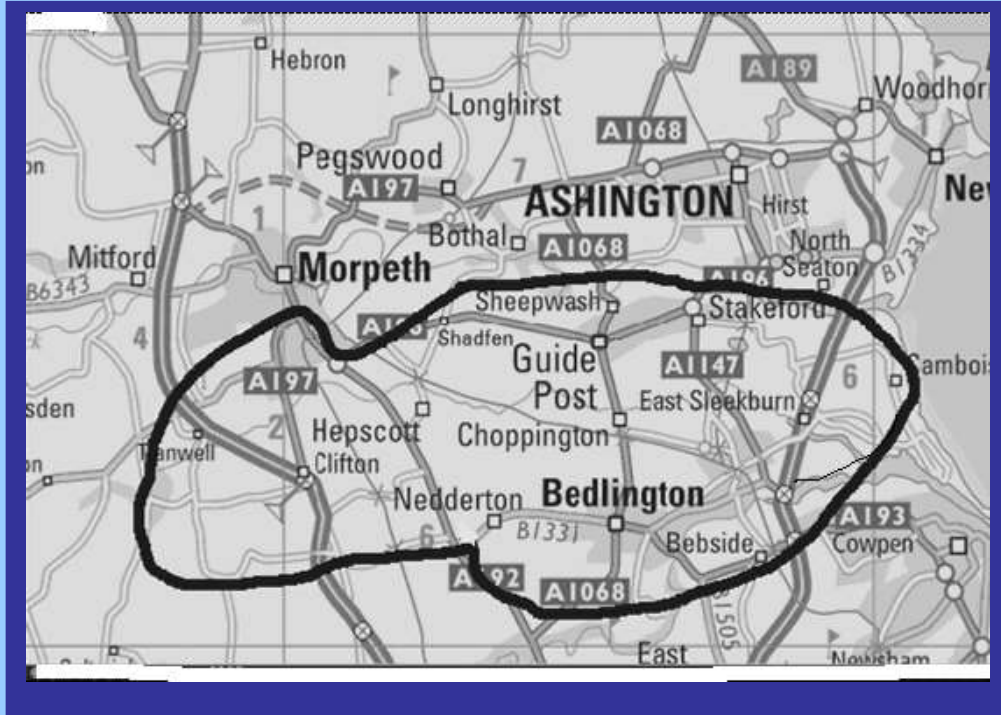
There are walk-in centres and drop in services at:

- Newcastle - Westgate Walk-in Centre, Westgate Road, open 8am -8pm, seven days a week including bank holidays. No appointment is needed. Telephone 0191 282 3000.
- Newcastle - Molineux Street Walk-in Centre, based at the Molineux Street NHS Centre, off Shields Road, Byker. Open 8.00am - 8.00pm, seven days a week, including bank holidays. No appointment needed. Tel: 0191 275 5862
- Newcastle - Ponteland Road Health Centre, 169 Ponteland Road, Newcastle upon Tyne, NE5 3AE. Open 8am to 8pm seven days a week. Tel: 0191 271 9030 or visit www.pontelandroadhc.co.uk
- Northumberland - Wansbeck Primary Care Access Centre, based next to accident and emergency on the Wansbeck General Hospital Site, is open Monday to Friday 8.30am to 6.30pm but closed on bank holidays. Please call ahead to make an appointment on 01670 529 205.
- North Tyneside – Battle Hill Walk-in Centre, Battle Hill Health Centre, Belmont Close, Wallsend, NE28 9DX. Open 8am to 8pm seven days a week. Tel: 0191 295 8520 or visit: www.battlehillhc.co.uk

There are minor injuries units at:

- Northumberland - Wansbeck Primary Care Access Centre, based next to A&E at Wansbeck General Hospital site. Open Monday to Friday 8.30am to 6.30pm, closed on bank holidays. Please call ahead to make an appointment on 01670 529205.
- Newcastle - Royal Victoria Infirmary Minor Injuries Unit, Richardson Road. Open 8am - 9pm - seven days a week. No appointment needed. Tel: 0191 282 0531
- North Tyneside - Minor Injury Clinic, Shiremoor Health Resource Centre, Earsdon Road, Shiremoor open Monday to Friday from 9am to 5.45pm, not including Bank Holidays. No appointment is needed telephone: 0191 297 9000.

BEDLINGTONSHIRE MEDICAL GROUP



Glebe Road, Bedlington, Northumberland NE22 6JX

Tel: 01670 822695
Fax: 01670 531860

www.bedlington-doctors.com