

Hillside Practice
New Patient
Registration Booklet

WELCOME TO HILLSIDE PRACTICE

TO REGISTER WITH THIS PRACTICE

This practice is happy to accept patients who live in the following areas: -

Skelton	New Skelton	North Skelton
Brotton	Boosbeck	Lingdale
Moorsholm	Carlin How	Saltburn
Stanghow	Margrove Park	Charltons
Upleatham	Marske	

If you would like to register with the practice speak to the receptionist on duty. She will take you through the registration procedure, and answer any questions you may have. You may also need a registration appointment with our Health Care Assistant. Registration is with the practice rather than a named GP, however once registered we will do our best to help if you would like to see a particular GP.

OUT OF AREA REGISTRATION

If you are registering with Hillside Practice as an Out of Area Patient you can use all the services that the practice offers, However the practice cannot provide house calls to you and therefore we advise that should you have any ongoing consultations that you consider registering with a practice near your home.

HOW TO CONTACT THE PRACTICE

Hillside Practice
Windermere Drive
Skelton
Saltburn
Cleveland
TS12 2TG
Tel: 01287 650430 Fax: 01287 651547
Website: www.hillsidepractice.co.uk

facility to request online access to your detailed coded record which allows you to view diagnoses etc. If you would like to register for this service please ask for details at reception.

USE OF CHAPERONES

It is practice policy to enable another person known as a chaperone to be present if an intimate examination is necessary. If at any time you feel that you would be more comfortable with a chaperone present please tell your Clinician.

CHANGE OF ADDRESS AND/OR TELEPHONE NUMBER

It is very important you keep your details up to date. Please let the receptionist know if you move house and/or change your telephone number.

VIOLENT OR ABUSIVE PATIENTS

- We undertake to treat everyone with respect and courtesy.
- We will not accept patients being either physically or verbally violent or abusive to any of our staff.
- Any such actions may lead to you being removed from our patient list.

Your responsibility to us is:

- To be courteous to our staff

with your specific consent, unless the law requires information to be passed to protect public health e.g. if you have suffered from serious food poisoning, information may be passed to the local Environmental Health Officer.

How we keep your records confidential

Sometimes the law requires us to pass information on to other organisations, such as when a baby is born or to report certain infectious diseases. We may need to share some information about you with other organisations so that we can all work together for your benefit. However, we only ever use or pass on information to others if there is a genuine need for it. The sharing of some types of very sensitive personal information is strictly controlled by law. With your written agreement, your relatives, friends and carers can also be given information about you to keep them up to date regarding your care.

Who are our partner organisations?

Your information may also, subject to strict agreements describing how it will be used, be shared with:

- Other NHS ORGANISATIONS E.G. HOSPITALS, CCGs etc
- Local Authority departments, including Social Services & Education
- Voluntary and other private sector care providers

Access to your own health records

You have the legal right to see your own health and social records. The Data Protection Act 1998 allows you to find out what information about you is held on computer systems, and in certain manual records.

Should you wish to view your full medical record please put your request in writing to Mrs S Bladen our practice manager who will make necessary arrangements. Should you require a copy of your records a charge may be incurred to cover costs.

Online access to your medical record

If you are registered for online services with the practice you can now access what is known as your “summary” record, You will be able to view your medication, allergies and the result of your last blood test. There is also the

ABOUT THE PRACTICE

We are a partnership of five family doctors committed to modern methods of health care and disease prevention. We work from a large purpose built building which also has the benefit of an attached pharmacy. Our enthusiastic and skilled staff of pharmacist, nurse practitioners, nursing sisters, health care assistants and administration staff work with us. At the practice we also work closely with other health care professionals, many of whom are based in the building. These include district nurses, midwives, heart disease specialist nurses, and prescribing support staff.

We operate an appointment system that gives a choice of appointment types. Appointments with GPs can be booked online in advance or on the day via telephone or attending the surgery. Appointments with GPs can either be booked by call –back initially or face to face dependant on the clinician. There is a duty doctor available every day who will deal with any issues that patients feel is urgent and requires attention that day.

We have two highly skilled nurse practitioners available Monday to Thursday from 8.30am to 5.30pm. They can see, diagnose and treat adults and children with many conditions including minor infections such as sore throat, earache etc, as well as skin, muscular and joint problems. Appointments with the nurse practitioners can be made in advance or on the day.

Extended Hours - the practice provides appointments outside of “normal” working hours to offer access to those patients who have difficulty during those times. Appointments will be made following a discussion with the clinician. Our Extended Hours sessions are: -

Monday 6.30 to 8.30pm

Saturday 9.00 to 11.00 am

Access to Hillside Practice - There is a large car park with disabled parking. Access is suitable for wheelchair users as are our toilet facilities. A regular bus service runs past the practice.

OUR DOCTORS

<u>Doctors</u>	<u>Qualifications</u>	<u>GMC Registration</u>
Dr A K Harvie (Female)	MBChB, DROCG,FP Cert.	1987 (Aberdeen)
Dr P H Lavelle (Male)	MBBS,MRCGP,DRCPG,DTM & BSc	1985 (London)
Dr S Lord (Female)	BSc (hons), MBChB, MRCGP	2008 (Glasgow)
Dr A B Ferrer (Male)	BSc (hons), MBBS,MRCGP	2008 (Newcastle)
Dr N Cooper (Female)	MBBS, MRCGP	2006 (Newcastle)

We are a training practice therefore medical students or qualified doctors who wish to become general practitioners will sometimes be working here at Hillside as part of their training programme.

OUR NURSE PRACTITIONERS

<u>Name</u>	<u>Qualification</u>
Sr Sylvia Smith	Advanced Diploma in Nursing (Adult) Non- Medical Prescribing Management in Diabetes in Primary Care Managing Minor Childhood Illness
Sr Christina Pearson	BSc (Hons) in General Practice Nursing Extended and Supplementary Prescribing Clinical Skills Management in Diabetes In Primary Care Management in Asthma in Primary Care

Please note: a complaint may only be directed through one of the above routes not both.

CONFIDENTIALITY AND YOUR PATIENT RECORD

The professional caring for you will keep electronic records about your care and treatment. These help ensure that you receive the best possible care from us. The information can include:

- Basic details about you, such as your address and next of kin
- Details of contacts we have had with you, such as clinic visits
- Notes and reports about your care and treatment

How your records are used to help you

Your records are used to guide and administer the care you receive to ensure:

- The professionals involved have accurate and up to date information on your needs and future care requirement.
- It is now possible to share electronic records with other healthcare providers (eg Out of Hours Services & Physiotherapy). You will be asked if you consent to this sharing of records.
- Your concerns can be properly investigated, should you need to complain.

How your records are used to help the NHS

Your information may also be used to help us:

- Records can be used to ensure that our services can meet everyone's needs in the future
- Prevent fraud
- Review and monitor the overall quality of care we provide to make sure it is of the highest standard
- Train and educate our staff

Some of this information will be held centrally, but where it is used for statistical purposes, stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities and research Institutions. In some situations, person identifiable information may be used for important or essential NHS Purposes, such as research. This will only ever done

Your responsibility to us is:

To contact the practice at the time scale given by the clinician. Please ring between 1.30pm and 5.30pm.

Please note: any specimens for the laboratories must be handed in before 12.30pm

REFERRALS

From time to time it may be necessary to refer patients to hospital for further care. We will do our utmost to ensure referral letters are sent promptly from the practice.

Your responsibilities to us are :

- To keep your appointment with the hospital, or let them know if you cannot attend so another patient may have the opportunity to be given the appointment .
- To ensure that you keep the practice informed of any change of address or name so that the hospital will reach you at the correct address.
- To recognise that there may be some delay before you receive an appointment, which is usually out of our control.

COMMENTS & COMPLAINTS

Comments are always welcome and may be made to the assistant practice manager or the doctor. All comments are considered and where appropriate, responded to on an individual basis.

We try give our patients a quality service. If you have any suggestions or complaint, please speak or write to Mr K Warburton, our complaints manager who is also our assistant practice manager. For complaints an alternative avenue is via the:

NHS England
PO BOX 16728
Redditch
B97 9PT

Tel: 03003112233 open 8.00am to 18.00pm

OUR NURSING STAFF

<u>Name</u>	<u>Position</u>	<u>Qualification</u>
Sr Marion Bird	Practice Nurse	RGN
Sr Linda Antunes	Practice Nurse	RGN
Sr Chris Moore	Practice Nurse	RGN BSc (Hons) in Adult Nursing
Davida Bygate	Health Care Assistant	Level 3 NVQ In Heath and Social Care
Louise Morrison	Health Care Assistant	Level 3 NVQ In Heath and Social Care
Shirley Shepherd	Health Care Assistant	Clinical Skills level 2&3 Phlebotomy level 2 Working towards Diploma in Heath and Social Care

OUR PRACTICE PHARMACIST

<u>Name</u>	<u>Qualification</u>
Sarah Bryson	General Pharmaceutical council MRPharmS PIP Pharmacist Independent Prescriber

HOW TO SEE A CLINICIAN

If you wish to contact the practice we are open from 8.00am to 6.00pm Monday to Friday with receptionist on duty throughout each day to help with any enquiry which you may have. In addition we run late surgeries on a Monday evening which must be pre-booked, as well as a small pre-booked surgery on a Saturday morning for patients who are unable to see us during the week.

Clinicians are on site almost all day although many are out doing home-visits or at meetings between 12 noon and 2pm. We have an on-call doctor who is always available to deal with urgent problems .

To help you arrange your telephone call back appointment with a clinician please refer to the list below for their usual days of work.

Clinician	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Harvie	1300-1800	0800-1300	-	0800-1800	0800-1800
Dr Lavelle	0800-1800	0800-1300	0800-1800	-	0800-1800
Dr Lord	0800-1800	-	0800-1800	0800-1800	0800-1800
Dr Ferrer	0800-1800	-	0800-1800	0800-1800	0800-1800
Dr Cooper	0800-1800	0800-1800	-	-	0800-1800
Sr Smith	0800-1730	0800-1730	0800-1700	-	-
Sr Pearson	-	-	0800-1800	0800-1800	-

NURSING STAFF

Clinics run Monday to Friday 8.00-1800 pm. Nurse appointments can be booked in advance. Please ring the practice if you need an appointment with one of our nurses.

Practice Nurses

Our practice nurses are experienced in all types of minor injuries and in the management of chronic disease. You can see them in the Treatment Room for a range of services such as contraception, injections, dressings, tetanus boosters or advice. Appointments can be made throughout the day Monday to Friday.

Health Care Assistants (HCA)

Appointments are available Monday to Friday for blood tests, weight monitoring and dietary advice, ECGs , blood pressure checks, dressings, smoking cessation and ear syringing.

- To ensure that requests for home visits are made as early as possible i.e. before 11.00am
- To be at home when a visit has been arranged

REPEAT PRESCRIPTIONS

If you take regular medicines your doctor may be happy for you to order your prescriptions for a set period of time (usually a maximum of 12months) without having an appointment. There are a number of ways in which you can order a repeat prescription:

- You can use the right hand side of your previous prescription, ticking the items required and posting this into the repeat prescriptions “mailbox” which is situated in the wall near the main entrance.
- You can post the right hand side of your previous prescription to us by royal mail, ticking the items required. If you would like us to post your prescription out to you please remember to enclose a stamped addressed envelope.
- Via the Internet, if you would like to access this facility please enquire at reception regarding registration.
- By arrangement with the pharmacist you can arrange to drop the right hand side of your prescription off at the pharmacy. Electronic prescribing service is also available, this allows the pharmacy to collect your medication without visiting the practice (please discuss with the pharmacy).
- Repeat dispensing—ask our pharmacist if you are suitable.

Please remember: All prescription requests take 48 hours (**2 working days**) to process . The practice is closed on Bank Holidays and therefore such days are not included in the processing period.

Your responsibilities to us are:

- To give the requested 2 working days notice when ordering repeat prescriptions.
- To send or deliver your prescription requested
- To take your medication as prescribed
- Not to expect a prescription every time you visit the doctor; some conditions get better on their own.

INVESTIGATIONS AND TEST RESULTS

Any tests will be dealt with promptly and you will be advised of the usual length of time before we can expect to receive the results. Any necessary treatment resulting from such tests will be made available at the earliest opportunity.

PATIENT PARTICIPATION GROUP

Hillside Practice has a patient participation group. This is a group of patients who meet at 2.00pm on the 2nd Tuesday of the month (excluding August). New members are always welcome, just come along. The group has a table in the waiting area where more information and a comment box is available.

HELP US TO HELP YOU

Hillside Practice continually strives to provide an exemplary health care service for all patients registered with us.

Good Health involves patients and clinicians working together. We will do everything we can to keep you healthy. We will treat you as an individual and make every effort to respect your privacy and personal beliefs. We will also try to ensure that, whatever your condition, you will have easy access to the services we provide and that you fully understand what it is that we are trying to do. Together we can agree what is the best for you as a individual. We would ask you to recognise that your lifestyle and habits have a major effect on your health, and that it is up to you to make any changes that may be necessary to ensure good health.

Each section below outlines the standards we aim to achieve and your responsibilities to us, By agreeing to a few simple guidelines, you can **help us to help you.**

APPOINTMENTS & HOME VISITS

Please refer to section 'How to See a Doctor' this provides full details of surgery times, how to arrange a home visit etc

Your responsibilities to us are:

- To keep us updated with your most recent telephone number so that we can contact you if necessary.
- To attend punctually for appointments
- Should you be unable to keep any appointment with a member of our team that you notify us as soon as possible so that we are able to offer the slot to another patient.
- Not to request urgent appointments for routine matters

PRACTICE PHARMACIST

Our Pharmacist works Monday 900 - 1500pm, Tuesday and Thursday 900– 1800pm and a Friday 1300– 1800pm. The Pharmacist preforms medication reviews, is an independent prescriber whilst considering patient safety and cost effectiveness whilst following the most up to date guidance.

LINGDALE CLINIC (High Street, Lingdale, TS12 3EX)

(Disabled access available)

Appointments are available at our satellite clinic in Lingdale. A member of the reception team will be on site from 10.30 am with a clinician attending to see patients as required.

Internet Booking

There are a number of callback slots available to be booked in advance via the internet for each doctor. If you would like to access the facility please enquire at the reception regarding registration for our online service.

HOUSE CALLS

If you are too ill to attend the surgery and need to see a doctor at home please telephone before 11.00am so that the doctor can speak to you and agree the best course of action and plan his/her home visits more efficiently. A number that is easily seen from the road helps the doctor.

URGENT CALLS

If you need a doctor URGENTLY between 8.00am and 18.00pm, please telephone the practice.

WHAT TO DO OUTSIDE OF SURGERY HOURS

If you require **health advice** or **urgent medical care** please telephone 111

OTHER SERVICES AT HILLSIDE PRACTICE

New patient health checks with the HCA are offered to all patients registering with the practice, we encourage patients to take this up.

CLINICS

We run several clinics at Hillside including: -

Diabetic	Healthy Heart	Antenatal	Travel Advice & Immunisation
Cervical Smear	COPD	Asthma	Childhood Immunisation

Please ask at reception for details.

ANTENATAL CLINICS

We provide all maternity services to our patients and believe that most antenatal care can be provided in the community. We work closely with the community midwives and recommend starting antenatal checks from as early as eight weeks. Please ask reception about booking your early bird appointment prior to seeing the midwife. The antenatal clinics run on a Monday (pm), Thursday (pm) & Friday (all day).

CERVICAL SMEARS

We recommend that all women have a smear test every three years, but after turning fifty years old the interval is then every five years. This simple test detects the illness before cancer develops, when treatment is easy and effective. A smear test can be done by our Nursing Sisters in her clinics.

CHILDHOOD IMMUNISATIONS

We strongly advise immunisations for all children, including whooping cough and the new rotavirus nasal vaccine as well as annual flu vaccination for children who are at risk including those with asthma. If in doubt, please ask your Health Visitor or Practice Clinician about this.

PODIATRY

A podiatrist works from the practice on a weekly basis if you feel that you need an appointment with podiatrist please ask the doctor. At present the podiatrist do not see patients at home.

SMOKING CESSATION

If you currently smoke and would like help to stop then please discuss this with our HCA or a Practice Clinician.

BREAST AND BOWEL SCREENING

We strongly advise that our patients take advantage of the opportunity for a breast mammography and bowel screening when they are offered as part of the national screening programme.

ENHANCED SERVICES

The practice also offers the following services to specific patient groups:-

- Near Patient Testing
- Anti-Coagulation Monitoring
- Influenza, Pneumococcal & Shingles Immunisations
- Healthy Heart Checks
- Smoking Cessation
- Childhood Immunisations

QUERIES ON GP SERVICES

Should you have any queries re GP services you can contact your Healthwatch Group:-

Healthwatch Redcar & Cleveland
MVDA
St Marys Centre
82-90 Corporation Road
Middlesbrough
TS1 2RW
Tel: 01642 955605

Email: general@healthsouthtees.org.uk

Website: www.healthwatchredcarandcleveland.co.uk