

HILLSIDE PRACTICE

NEW PATIENT REGISTRATION LEAFLET

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

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

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 nurse practitioners, nursing sisters, health care assistants, phlebotomists 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 8.30 a.m. to 5.30 p.m. 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 attending during those times. Appointments will be made following discussion with the clinician, our Extended Hours sessions are: -

Monday 6.30 to 8.30 pm

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, DRCOG, FP Cert.	1987 (Aberdeen)
Dr P H Lavelle (Male)	MBBS, MRCGP, DRCPG, DTM & BSc	1985 (London)
Dr F Hood (Female)	MBBS DRCOG	1997 (London)
Dr S Lord (Female)	BSc (hons), MBChB, MRCGP	2008 (Glasgow)
Dr A B Ferrer (Male)	BSc (hons), MBBS, MRCGP	2008 (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>Qualifications</u>
Sr Lucy Massey	Advanced Diploma in Nursing Studies Non-medical prescribing BSc (hons) Public Health & Health Visiting PCG (hons) Long-term Conditions
Sr Sylvia Smith	Advanced Diploma in Nursing (Adult) Non-Medical Prescribing Management in Diabetes in Primary Care Managing Minor Childhood Illnesses

OUR NURSING STAFF

<u>Name</u>	<u>Position</u>	<u>Qualifications</u>
Sr Sue McNamee	Practice Nurse	RGN (Part 1 & 2)
Sr Marian Bird	Practice Nurse	RGN
Sr Linda Antunes	Practice Nurse	RGN
Sr Chris Bowler	Practice Nurse	RGN
Dauida Bygate	Health Care Assistant	BSc (Hons) in Adult Nursing Level 3 NVQ in Health and Social Care
Louise Morrison	Health Care Assistant	Level 3 NVQ in Health and Social Care

HOW TO SEE A CLINICIAN

If you wish to contact the practice we are open from 8.00 a.m. to 6.00 p.m. Monday to Friday with receptionists 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 a small pre-booked surgery on a Saturday morning for patients who are unable to see us during the week.

Clinicians are available 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 or appointment with a clinician please refer to the list below for their usual days of work.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
DR HARVIE	0800-1800	0800-1800	Not available	0800-1800	0800-1800
DR LAVELLE	0800-1800	0800-1800	0800-1800	Not available	0800-1800
DR HOOD	0800-1800	0800-1800	0800-1800	0800-1300	Not available
DR S LORD	0800-1800	Not available	0800-1800	0800-1800	0800-1800
DR FERRER	0800-1800	0800-1800	Not available	0800-1800	0800-1800
SISTER MASSEY	Not available	0830-1800	0830-1800	0830-1800	Not available
SISTER SMITH	0800-1730	0800-1730	0800-1730	0800-1730	Not available

NURSING STAFF

Clinics run Monday to Friday 8.00 - 1.00 p.m. and 2.00 - 5.30 p.m. 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 diseases. 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 [HCAs]

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

Phlebotomist

Our phlebotomist is an expert at taking blood for lab tests. Appointments are available weekday mornings

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

(There is disabled access)

Appointments are available at our satellite clinic in Lingdale. A member of the receptionist team will be on site from 10.00 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 this facility please enquire at reception regarding registration for our online services.

HOUSE CALLS

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

URGENT CALLS

If you need the doctor **URGENTLY** between 8.00 a.m. and 6.00 p.m. 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	Minor Surgery	Antenatal	Travel Immunisation & Advice
Cervical Smear	COPD	Asthma	Childhood Immunisation
Healthy Heart			

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 make an appointment to see a doctor if you think you are pregnant. The antenatal clinics run on a Monday (pm), Thursday (pm) & Friday (am).

CERVICAL SMEARS

We recommend that all women have a smear test every three 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 Sister in her clinic or if you can arrange an appointment with the doctor via the doctor first appointment system.

CHILDHOOD IMMUNISATIONS

We strongly advise immunisation for all children, including whooping cough and the new rotavirus nasal vaccine as well as annual flu vaccination for children who are at special 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 the podiatrist please ask your doctor. At present the Chiropodists 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 breast mammography and bowel screening when these 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 Immunisation
- Healthy Heart Checks
- Healthy Lung Checks
- Smoking Cessation
- Childhood Immunisations
- Minor operations

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

Healthwatch Redcar & Cleveland
Catalyst House
27 Yarm Road
Stockton-on-Tees
TS18 3NJ

Tel : 01642 688312

Email : healthwatchredcarandcleveland@pcp.uk.net

Website : www.healthwatchredcarandcleveland.co.uk

PATIENT PARTICIPATION GROUP

Hillside Practice has a patient participation group. This is a group of patients who meet at 2.00 pm 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 & a comments 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 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 best for you as an 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 any 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
- Not to request a home visit unless the patient is too ill to be brought to surgery
- To ensure that requests for home visits are made as early as possible - i.e. before 11.00 am.
- 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 6 months) 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 prescription "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 their pharmacy. Electronic prescribing service is also available, this allows the pharmacy to collect your prescription data electronically from the practice and means you can collect your medication without visiting the practice (please discuss with the pharmacy)

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 request
- 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 results. Any necessary treatment resulting from such tests will be made available at the earliest opportunity.

Your responsibility to us is:

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

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

REFERRALS

From time to time it may be necessary to refer patients to the 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 that 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 mail 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 to give our patients a quality service. If you have any suggestions or complaint, please speak or write to Mr K Warburton our assistant practice manager who is also our complaints manager. For complaints an alternative avenue is via the: -

NHS England Customer Contact Centre
PO Box 16728
Redditch
B97 9PT
Tel : 0300 311 22 33 open 8.00am - 6.00 pm
E-mail : nhscommissioningboard@hscic.gov.uk

Please note: a complaint can 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 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 normally only ever be done 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 a legal right to see your own health and social care 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 the 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 latest blood test. There is also the facility to request online access to 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 that we 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 you 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