

**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](http://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 one highly skilled nurse practitioner available Monday and Tuesday from 8.30am to 5.30pm. Nurse Practitioners 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 practitioner 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 S Morgan (Male)     | MBCHb (hons) MRCGP         | 2013 (Liverpool)        |
| Dr M O’Kane (Male)     | MB,BS,BAO,MRCGP            | 2013 (Belfast)          |

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)<br>Non– Medical Prescribing<br>Management in Diabetes in Primary Care<br>Managing Minor Childhood Illness |

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 Linda Antunes      | Practice Nurse        | RGN   |
| Sr Jackie Cawley      | Practice Nurse        | RGN   |
| Sr Sian Davies-Wilson | Practice Nurse        | RGN   |
| Davida Bygate         | Health Care Assistant | Level 3 NVQ<br>In Health and Social Care  |
| Shirley Shepherd      | Health Care Assistant | Clinical Skills level 2&3<br>Phlebotomy level 2<br>Working towards Diploma in<br>Health and Social Care |

### **OUR PRACTICE PHARMACIST**

| <u>Name</u>  | <u>Qualification</u>  |
|--------------|---|
| Sarah Bryson | General Pharmaceutical council<br>MRPharmS<br>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 .

## **GPs**

Surgeries run every week day but every GP is not available every day.

## **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.

## **PRACTICE PHARMACIST**

Our Pharmacist works Monday 8.30 - 18.00pm, Tuesday and Thursday 8.30– 18.00 The Pharmacist preforms medication reviews, is an independent prescriber whilst considering patient safety and cost effectiveness whilst following the most up to date guidance.

- 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

### **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

### **EMERGENCY CARE**

In any medical emergency please contact 999

## **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<br>& Immunisation |
| Cervical Smear | COPD          | Asthma    | Childhood<br>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 a podiatrist please ask the doctor. At present the podiatrist does 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](mailto:general@healthsouthtees.org.uk)

Website: [www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)