

NORTHLANDS SURGERY



Please note your named accountable GP is:

Dr N Ware

**SPACE FOR YOUR
PERSONAL NOTES**



PRACTICE LEAFLET

Dr Elizabeth M K Tully

Dr Nick J Ware

Dr Julia C Dalton

Dr Nina M Abel

Dr Tessa J Chambers

Dr Penny Milsom

Dr L Garnham

Dr J Burton

Dr C Isaac

Northlands Surgery

North Street

Calne

Wiltshire

SN11 0HH

Telephone: 01249 812141

Out of Hours Service: 111

website: www.northlands-surgery.co.uk

THE PRACTICE TEAM

The Partners (in unlimited partnership):

Dr Elizabeth M K Tully	MB, BCh, BAO, MRCGP Family Planning Certificate Qualified 1988, Belfast
Dr Nick J Ware	MB, BS, BSc, DRCOG, MRCGP Qualified 2001, London
Dr Julia C Dalton	BM, MRCGP, DFRH, DCH Qualified 2001, Southampton
Dr Nina M Abel	BM, BS MRCGP Qualified 2007, Nottingham
Dr Tessa J Chambers	MB, ChB, DRCOG Qualified 2011, University of Edinburgh
Dr Penny Milsom	MBBS MRCGP DFFP DRCOG DMH Qualified 1997 University of Newcastle upon Tyne

Dr Ware, Dr Abel and Dr Milsom are qualified to provide guidance to GP Registrars and other Attached Doctors who may be attached to the Practice for up to eighteen months to gain final qualification in general practice work.

Other Doctors:

Dr Laura Garnham	MB ChB
Dr Julie Burton	MB ChB
Dr Christine Isaac	MB MS
Dr Musa Sayal	BM BS, 2017 Universities of Exeter and Plymouth (GP Registrar, Specialist Training Year 3)

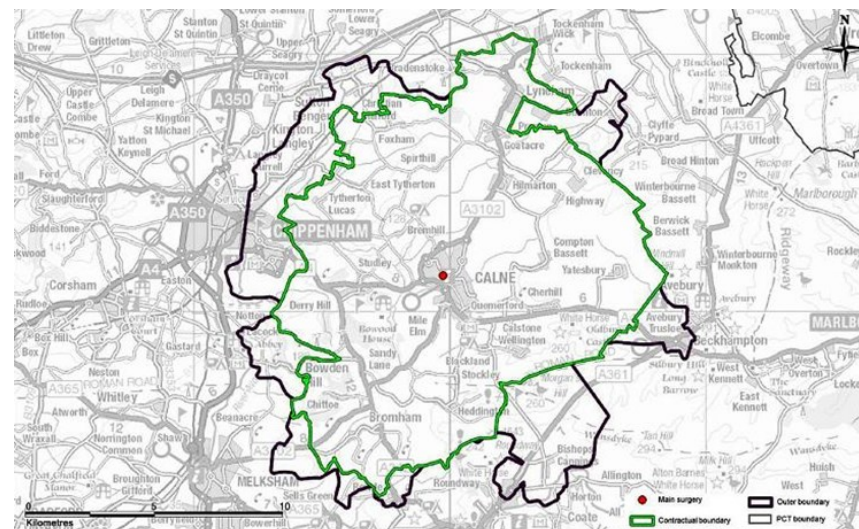
HOW TO REGISTER AS A PATIENT

If you wish to register as a patient, please complete a registration form (GMS1). The reception staff will be happy to help you if you have any queries.

All Northlands patients are allocated to a GP on registration (or following GP changes). The name of your accountable GP is given on the back of this leaflet (or contact the Practice and we will confirm their name). Should you express a wish for your accountable GP to be changed to another GP we will do our best to accommodate your request. Whilst your named GP is responsible for your overall care, you may make an appointment to see any of our GPs.

To help provide continuity of care, it is better to see the same GP every time, especially for ongoing problems. In this way you can get to know your GP, and your GP will become familiar with your particular illness and circumstances.

OUR PRACTICE AREA



USEFUL INFORMATION

NHS WILTSHIRE:

The Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) is a statutory body which brings together NHS organisations with local authorities and other partners to work to improve population health and establish shared strategic priorities.

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Contact them by calling 0300 304 7500-Monday - Friday between 9am - 5pm

For general office enquiries you can email bswicb.post@nhs.net. **No patient or personal information should be sent to this email address.** If you are unsure where to send information of this nature, please contact them to request the correct email address

Postal Address: Jenner House, Unit E3, Langley Park, Avon Way, Chippenham SN15 1GG

NHS ENGLAND SOUTH WEST:

If you would like to contact the commissioners of primary care services for Pharmacy, Opticians, Dentists or GP services please contact:

scwcsu.palscomplaints@nhs.net

All our Doctors are classed as unrestricted principals which means that they are contracted with the NHS Commissioning Board Local Area Team to provide the full range of general medical services and that their patient list is not limited to any particular group of persons.

Advanced Nurse Practitioner: Anita Peake
Advanced Nurse Practitioner: Kathy Lenehan
Advanced Nurse Practitioner: Charlotte King
Paramedic Practitioner: Ashley Bulpitt

Nurses:

Lisa Elliott SRN
Amanda Watts SRN
Lynne Beta SRN

Healthcare Assistants:

Mandy Taylor
Lesley Woodhams
Sarah Glass
Stacy Millin
Sarah Jane Manterfield

First Contact Physio: Tom Hirst

Practice Management:

Jo Osborn is the Practice Manager. Mrs Osborn is responsible for managing the Practice and its staff.

Practice Administration:

This is carried out by a dedicated team, including secretarial, reception, administration and domestic staff, all of whom have responsibilities for the smooth running of the Practice.

Other Health Care Professionals:

We also work closely with many other people, including our care coordinator, district nurses, midwives, health visitors, physiotherapists, chiropodists, community psychiatric nurses, specialist nurses (e.g. continence, cancer), LIFT practitioners, social services and pharmacists.

PATIENT SERVICES

Asthma: the surgery will invite you for an annual check-up.

Blood Testing: our Healthcare Assistants and Practice Nurses run daily sessions. If your Doctor asks you to have a blood test, you should make an appointment by contacting the Surgery.

Child Development Checks: these are organised by the Practice with the help of the health visitors. Parents will be sent appointments when they are due. The first check-up, at the age of eight weeks, will normally be done at the same time as the mother's post-natal check.

Child Immunisation: clinics are held weekly – usually Tuesday morning. You should receive an appointment from the Community Child Health Department in Bath. If your child is overdue for an immunisation, the Practice Nurse will be happy to see you at another time.

Chronic Kidney Disease: the surgery will invite you for an annual check-up.

Chronic Obstructive Pulmonary Disease (COPD) Clinic: this is run by a specially-trained Practice Nurse who will perform the lung function tests (spirometry) and review the treatment of patients with chronic lung disease. A Practice Nurse may also carry out the spirometry test.

Coronary Heart Disease: the surgery will invite you for an annual check-up.

Diabetic Clinics: the Practice Nurses run these on a weekly basis and you will be invited to attend or referred by your Doctor for annual checks plus any further reviews that are needed. A first appointment lasts forty minutes and, thereafter, appointments last twenty minutes.

PATIENT CONFIDENTIALITY AND THE USE OF YOUR INFORMATION

Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your Doctor or Nurse has accurate and up to date information.

Your personal health information will be held in confidence and will not be disclosed to third parties without your prior consent unless in exceptional circumstances this is felt to be in the public interest. Your medical history will be recorded in your medical records which may be a combination of manual and computerised and which may only be accessed by authorised members of our team.

We only use or pass information about you to people who have a genuine need for it. There are times when we have to pass on information about you to other people such as hospitals, Social Services or other healthcare professionals. This is always done confidentially or by removing any details which could identify you when they are not essential.

You are entitled to see your medical records and should contact the Practice Manager should you wish to do so.

ACCESS TO THE SURGERY

The building is suitable for disabled access, including wheelchairs and has automatic doors and clear, colour-coded signage throughout. We have a large toilet off the waiting room and a further large patient toilet adjacent to the Nurses' treatment rooms.

The Consulting Rooms on the first floor can be reached by stairs or lift. Please ask a member of staff if you would like assistance with the lift.

PATIENTS' RIGHTS AND RESPONSIBILITIES

We provide access to Doctors and Nurses and will endeavour to make sure you can be seen as soon as possible and this usually means that either a Doctor or Nurse will see you on the day you need them if the need is urgent.

We ask you to be as prompt as you can for appointments as if you are late the Doctor or Nurse may be unable to see you and you will need to re-book.

We treat all our patients as individuals and will respect your privacy and dignity. In return we ask you to be polite to all our staff. Staff working in the NHS go to work to care for others. Aggression, violence and threatening behaviour are unacceptable and will not be tolerated. Individuals behaving towards our staff in this way will be reported to the police and banned from our premises.

We are a teaching Practice and you may be asked if your consultation can be video-recorded or if a student can observe. You may choose not to participate in the training and your consultation and care will not be affected.

PATIENT FEEDBACK

Suggestions or Complaints:

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. If you have a compliment or a complaint about any aspect of our service or your treatment please contact Jo Osborn, the Practice Manager, who will be happy to listen to your suggestions or criticisms and initiate any appropriate follow-up action.

A copy of the full Complaints Procedure for the Surgery is available from Reception.

All diabetics are invited for an annual retinal screening photograph. Sessions for these are run every fortnight at the Surgery.

Family Planning Services: these are provided as part of normal Surgery consultations and emergency "morning after" contraception can be prescribed. We run special clinics for coils and contraceptive implants or you may also, if you prefer, have these fitted in the family planning clinic at the Family Health Centre.

General Surgery: the Practice Nurse runs daily sessions to deal with problems for which a Doctor's appointment is generally unnecessary and you can make an appointment by contacting the Surgery.

Stop Smoking Clinic: our Stop Smoking Advisor runs this under the supervision of a Practice Nurse to help patients to give up smoking. You can make an appointment by contacting the Surgery.

Travel Vaccinations: our Practice Nurses offer advice on vaccinations and malaria prophylaxis required for those travelling abroad. Please complete a travel questionnaire available from Reception or on our website. We are unable to offer vaccinations with less than one month's notice.

Well Woman Clinic: cervical smears are carried out by our Practice Nurses, or by your Doctor if you prefer. All women between the ages of 25 and 49 are encouraged to have a smear test every three years. Between the ages of 50 and 64 the test should be done every five years. You will usually receive a letter reminding you to make an appointment. If your test is due, or you are over 64 and would like a smear test, please contact the Surgery and ask for an appointment.

OTHER SERVICES

Services Available Elsewhere:

Accidental Injuries – there is no casualty or minor injuries facility at Northlands. However the following minor injuries units are in our area:

Chippenham Minor Injury Unit

Chippenham Community Hospital
Rowden Hill, Chippenham
Wiltshire SN15 2AJ Open 8am-8pm

Trowbridge Minor Injury Unit

Trowbridge Community Hospital
Adcroft Street, Trowbridge
Wiltshire BA14 8PH Open 8.30am-4pm

Royal United Hospital A&E

Combe Park, Bath, Avon, BA1 3NG
Open 24 hours

The Great Western Hospital A&E

Great Western Hospital, Marlborough
Road, Swindon, SN3 6BB
Open 24 hours

Dental Emergencies – if you have a dental problem or an abscess you must see a dentist. If you have difficulty finding a dentist for emergency or other NHS treatment contact the **Dental Helpline** on **08457 581926**.

Non-NHS Services – these include Private Certificates for employers, pre-employment medicals, insurance medicals, driving medicals etc. Fees will be charged and details are available from reception and on our website. You will need to make an appointment for a medical. If you need help with housing, please do not ask your Doctor for a letter. The Housing Association must ask their medical advisor to write to your Doctor for a report for which there will be a charge.

Calne Family Health Centre – other services are available at the Calne Family Health Centre at Broken Cross in Calne (Tel: **01249 810370**) including the following:

District Nurses
Physiotherapy
Chiropody

ADDITIONAL INFORMATION

Breast-feeding / Nappy Changing Facilities:

The Practice actively encourages breast-feeding of babies. Reception staff will be happy to provide a room for mothers requiring extra privacy. Nappy changing facilities are available in the toilet adjacent to the Nurses' treatment rooms.

Carers:

If you are a carer please inform the reception staff and pick up a leaflet on the ways we might be able to assist you. If you agree, we can add your name to our Carers' Register and provide you with the support you need.

Moving House:

If you change your address or telephone number, please let us know. You will also need to let the hospital know if you are waiting for an appointment with them. If you move out of the area you may have to register with a new Doctor.

'Sick Notes' for Work:

You do not require a Doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. You will only need to see a Doctor for a certificate if you are off for more than one week.

Procedure Consent/Chaperones:

Although written consent is not necessary for all procedures, you may be asked to confirm your consent in writing for some minor surgical operations. We also offer chaperones for all intimate examinations.

REPEAT PRESCRIPTIONS

The easiest ways to order repeat prescriptions are online:

SystemOnline, to set up an account, please bring a form of ID to the surgery.

NHS App <https://www.nhs.uk/nhs-app/>

Patients can also use the repeat slip (right hand side of green prescription) – ticking the items needed and handing this slip into the practice or posting it to the practice.

PLEASE NOTE that you should allow 7 working days for the prescription request to be processed.

Please note that, in the interests of patient safety, we are unable to accept repeat prescription requests by telephone.

PHONING THE SURGERY

Our telephone number is 01249 812141.

We receive hundreds of calls every day so you may have trouble getting through at certain times, particularly during the morning. The best time to ring for non-urgent matters is mid-afternoon. If the phone is engaged please keep trying. Once you get through and choose an option, you will be answered as soon as someone is available to speak to you.

OUT OF HOURS SERVICE

The NHS Commissioning Board is responsible for the management of Out of Hours services.

If you need a Doctor and the Surgery is closed, call 111. IN A MEDICAL EMERGENCY CALL 999

Calls to the NHS 111 Service are free from landlines and mobiles.

NHS WALK-IN CENTRES

NHS Walk-in Centres offer fast and convenient access to a range of NHS services including health information, advice and treatment for a range of minor illnesses (coughs, cold, infections) and minor injuries (strains, sprains, cuts).

They are open from early morning to late evening, seven days a week.

Experienced NHS Nurses run the Centres, and you do not need an appointment to be seen.

Our nearest Centres are:

Bath NHS Walk-in Centre Riverside Health Centre, James Street West BATH, BA1 2BT 16 miles from Calne	Bristol NHS Walk-in Centre 35 Broad Street BRISTOL BS1 2EZ 25 miles from Calne
Salisbury NHS Walk-in Centre Avon Approach, SALISBURY SP1 3SL 27 miles from Calne	

AVAILABILITY

Surgery Opening Hours

Opening Times:

You can visit the surgery from 8.30am to 6.00pm Mondays to Fridays.
You can telephone the surgery from 8.30am to 5.30pm Mondays to Fridays.

Surgery Times:

These are by appointment

on **Monday, Wednesday and Thursday**

from 8.40am to 12.25pm,

from 2.30pm to 5.40pm

and from 6.30pm to 8.00pm

and on **Tuesday and Friday** from 8.40am to 11.30am

and from 2.30pm to 5.40pm

Individual Doctors' surgery times may differ slightly.

Appointments:

To make an appointment call **01249 812141** or call at reception.

If you later decide your appointment is not required, or you are unable to attend, please let us know so we can use the time for someone else.

To cancel an appointment call **01249 812141** and press option 1, use the on-line system via our website or call at reception. Telephone and web cancellations available 24/7.

For urgent appointments we operate a Duty Triage Team to ensure that you can always see or speak to a Clinician the same day.

NATIONAL DATA OPT-OUT

Your health records contain confidential patient information, which can be used to help with research and planning. If you would like this to stop, you can opt out of this yourself or on behalf of someone else.

What Confidential Patient Information is:

Two types of information join together to become confidential patient information. This is information that:

- can identify you
- says something about your health care or treatment

One example can include your name and address (identifies you) along with what medicine you take (health care or treatment). Identifiable information on its own is used by health and care services to contact patients and this is not confidential patient information.

How your Confidential Patient Information is used:

Your individual care

Health and care staff may use your confidential patient information to help with your treatment and care. For example, when you visit your GP, they may look at your records for important information about your health.

Research and planning

Confidential patient information is also used to:

- plan and improve health and care services
- research and develop cures for serious illnesses

You have a choice. If you are happy to share your information you do not need to do anything. If you wish to prevent your information from being extracted please contact the NHS Digital Contact Centre on 0300 303 5678.

EDSM (ENHANCED DATA SHARING MODEL) Sharing In and Sharing Out

Northlands Surgery uses a computer system called “SystemOne” that allows the sharing of full electronic records across different NHS Care Services. Your health record includes your medical history, details about your medication and any allergies you may have. You can now choose whether to share these full medical details with other health provider units for example District Nurses, Health Visitors and Out of Hours services. You have two choices which allow you to control how your record is shared. You can change these choices at any time by completing the consent form attached.

Sharing OUT

This controls whether your information recorded at this Practice can be shared with other health care providers.

Sharing IN

This determines whether or not this practice can view information in your record that has been entered by other services who are providing care for you or who may provide care for you in the future.

Imagine you are receiving care from three services, your GP, a district nurse and a smoking clinic. You want your GP and district nurse to share information with each other and you want both of them to know your progress at the smoking clinic. However, you don't want the smoking clinic to see any of your other medical information.

HOME VISITS

If you are too ill to attend the Surgery and need a Doctor to visit you at home, please let us know as soon as you can.

Please note that no visit requests are accepted without prior discussion with the Duty Doctor.

A GP visit is recommended for:

- the terminally ill; or
- the truly housebound patient for whom travel to the Surgery would cause deterioration in their medical condition

A GP visit may be useful for:

- other patients whose illness has been discussed with the Doctor and is considered serious enough to warrant a visit

A GP visit is not usual for:

- heart attacks – severe crushing chest pain.
Dial 999 and ask for an ambulance; or
- patients with common symptoms of childhood such as fever, cough, cold, earache, headache, diarrhoea, vomiting and most cases of abdominal pain. (These patients are usually well enough to travel to the Surgery. It is not harmful to take a child with fever outside); or
- adults with common problems such as cough, sore throat, influenza, general malaise, back pain and abdominal pain as these are all problems that would not normally prevent someone from being transported to the Surgery. Transport arrangements are the responsibility of the patients or their carers.

DATA SHARING

Since the **Summary Care Record** was introduced in 2010 as an electronic summary of your medical record for practical clinical use (eg if you are being treated away from home),.

The NHS has developed systems for sharing your **full** electronic record between healthcare professionals this is called **Enhanced Data Sharing Model** or **EDSM**

We have summarised these initiatives so that you have all the information in one place and to enable you to express your preferences for sharing your data on one form.

Please do not hesitate to contact us if we can help with any further queries or concerns.

SUMMARY CARE RECORD

The Summary Care Record contains basic information about:

- **any allergies you may have,**
- **unexpected reactions to medications,**
- **and any prescriptions you have recently received.**

The intention is to help clinicians in A & E Departments and 'Out of Hours' health services to give you safe, timely and effective treatment. Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary.

Patients under 16 years will have a Summary Care Record created for them unless their GP surgery is advised otherwise. **If you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf. Ask the Surgery for additional forms if you want to opt them out.**

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you want to opt-out now please tick the box on the attached form and return it to Reception as soon as possible.