

Patient Information Brochure

Bearpark Surgery

Kelvin House, 1-2 Victor Terrace, Durham, DH7 7DG

Tel: 0191 373 2077 Fax: 0191 373 6216

Gilesgate Medical Centre

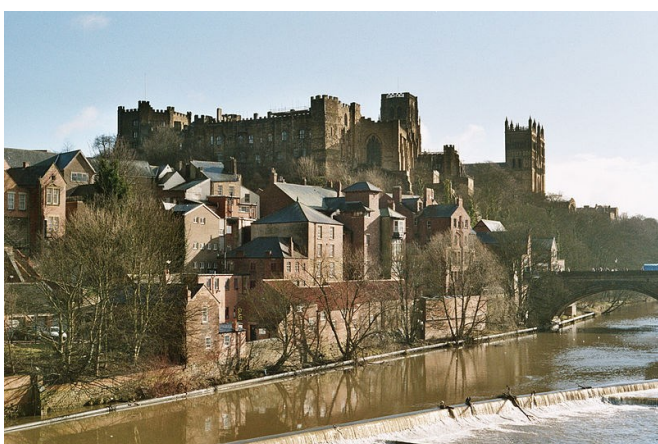
Sunderland Road, Durham, DH1 2QQ

Tel: 0191 386 4242 Fax: 0191383 1582

Framwellgate Moor Medical Centre

50 Front Street, Durham, DH1 5BL

Tel: 0191 386 6044 Fax: 0191 383 1484



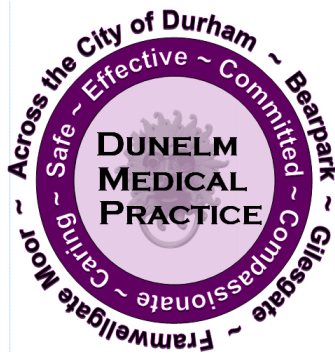
Welcome to Dunelm Medical Practice

Caring for patients across the

City of Durham



www.dunelmmedicalpractice.co.uk



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About Us

Dunelm Medical Practice serves patients across the Durham area including many of the surrounding villages.

Our regular team includes nine GP partners, three senior practice nurses, a Nurse Practitioner, three health care assistants, as well as our Business Manager, Development Manager, Nurse Manager, Operational Manager, secretaries, administration staff and reception staff.

Locum GPs provide cover if our doctors are out of the practice for periods e.g. training.

We offer a full general practice service and organise specialist appointments for the monitoring of chronic disease such as diabetes, asthma, heart disease and long term lung problems. We offer childhood immunisations and minor surgery. We also have specialist clinics for physiotherapy, counselling, foot care and dietary advice.

The midwife runs clinics for the care of pregnant women and the Health Visitor runs clinics for parents and young children.



Opening Hours

Bearpark Surgery

Kelvin House, 1-2 Victor Terrace,
Durham, DH7 7DG
Tel: 0191 373 2077
Fax: 0191 373 6216

Monday to Friday

8.30 am until 6.00 pm

Gilesgate Medical Centre

Sunderland Road, Durham,
DH1 2QQ
Tel: 0191 386 4242
Fax: 0191 383 1582

Monday to Friday

8.45 am until 6.00 pm

Framwellgate Moor Medical Centre

50 Front Street, Durham,
DH1 5BL
Tel: 0191 386 6044
Fax: 0191 383 1484

Monday to Friday

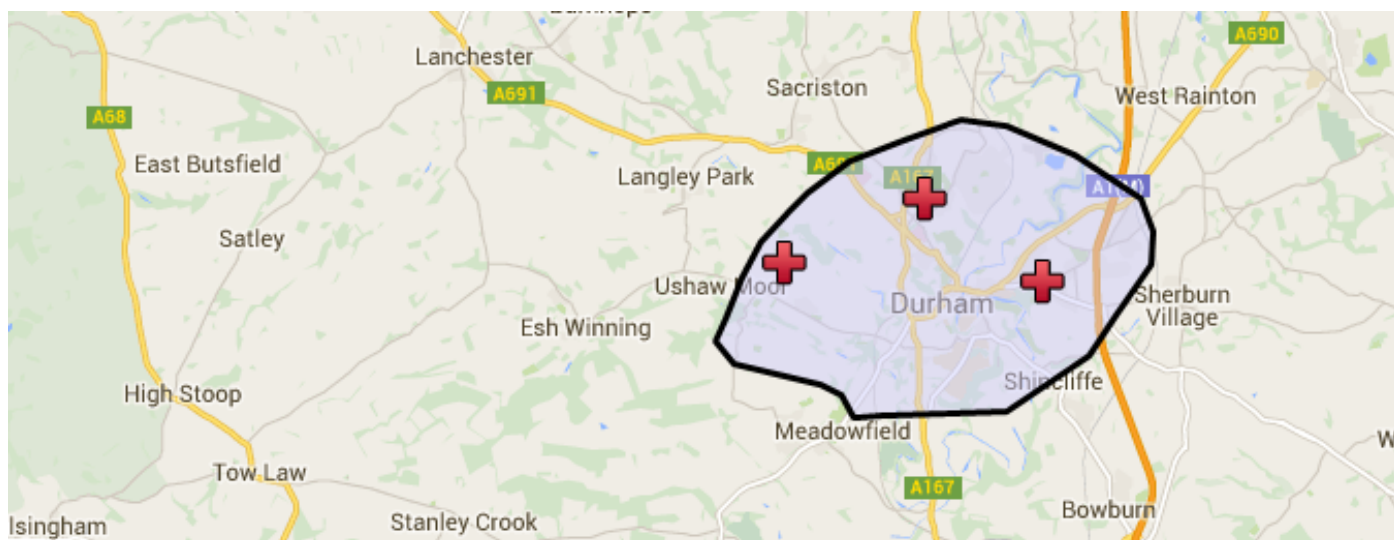
8.45 am until 6.00 pm

Extended Opening Saturday

8.00 am until 1.00 pm



Practice Area

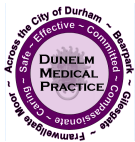


If you have any queries about our Practice Area, please do not hesitate to contact your nearest branch and provide your Postcode. Our reception staff will be happy to advise you.



GP Partners

- **Dr Geoffrey H Welsh** MB BS Newcastle 1987 MRCP
- **Dr Ellen E Osborne** MB ChB Liverpool 1988 MRCP GP Cert.Ed DFSRH
Associate Director, Continuing Practice Department, Postgraduate School of Primary Care, Postgraduate GP Trainer
- **Dr Simon Wild** MB Bch Cardiff 1998 MRCP MRCP, GP Tutor
- **Dr Demetris Nicolaides** MD Budapest 1999 MRCP
- **Dr Jenny Bains** MBChB MRCS ed MRCP Leicester 2000
- **Dr Santhi Bethapudi** MBBS Vijayawada, India 2001 MRCP
- **Dr David Smart** MB ChB Glasgow 1981 MRCP DRCOG
- **Dr Helen Cooke** MBBS (Hons) Newcastle 2009, DRCOG 2011,
CertClinEd Newcastle 2015, MRCP 2015
- **Dr J Martin Ibbott** MB BS London 1981 DRCOG



Meet the Staff

Nursing Staff

Nurse Manager

Tracey Mason

Practice Nurses

Sister Tracey Mason

Ally Bruce

Sister Shaleen Christie

Nurse Practitioner

Alison Barnett

Nursing Assistants

Kathryn Pomphrett

Brenda Lynn

Kayleigh March

Samantha Arkless

Career Start

Practice Nurse

Rebecca Cook

Admin Staff - Bearpark Surgery

Receptionists

Clair McKay (snr)

Norma Clarkson

Gail Henderson

Heather Kenny

Helen Wilson

Jenny Thompson

Secretaries

June Harker

Lisa Crowther

Operational Manager

Lesley Cooper

Administrators

Carol Greenwood - (snr)

Bethany Cave (assistant)

Receptionists Gilesgate Medical Centre

Beverley Thornton (snr), Amanda Shead (snr),

Susan Taylor, Jade Brimlow

Receptionists Framwellgate Moor

Karen Thompson (snr), Denise Buckley, Gillian Lanagan,

Shirley Tindale,

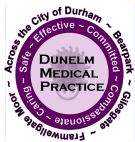
Management Staff

Business Manager

Helen Collier

Development Manager

Rachel Shakir



Nursing Staff Roles

Practice Nurses

The Practice Nurses are all experienced Senior Nurses whose training allows them to offer confidential discussions and advise about all aspects of health. They provide monitoring and management for people with diabetes, asthma, heart problems, epilepsy, chest problems and mental health problems. The Treatment Room Nurse performs smear tests, childhood immunisations and gives health advice and immunisations to those travelling abroad. Appointments can be made via the receptionist.

Nurse Practitioner

The Nurse Practitioner is qualified to prescribe medication and is able to refer patients to any hospital specialty. You can book Routine or Urgent appointments with her. Some of the things she can help you with include:

Ear, Nose and Throat

- Ear discharge/earache
- Sinusitis – facial pain
- Hay fever, nasal blockage
- Tonsillitis
- Swollen glands
- Sore throat

Respiratory

- Flu symptoms
- Chesty cough
- Chest infection
- Asthma
- Laryngitis – hoarse voice and soreness lower than throat

Gastro-intestinal

- Diarrhoea and vomiting
- Simple inflammation
- Gastric indigestion
- Constipation
- Abdominal pains

Skin Conditions

- Rashes
- Allergies
- Stings
- Abscess
- Athletes foot
- Eczema/dermatitis- Inflammation of the skin
- Shingles/chicken pox
- Wound infections

Eye Problems

- Conjunctivitis
- Allergic eye conditions
- Blood shot eyes

Urine and Gynae

- Vaginal discharge
- Vaginal thrush soreness
- Cystitis

Muscular

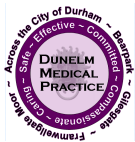
- Back pain
- Soft tissues injuries
- Pulled muscles
- Stiff neck
- Frozen shoulder

Other

- Mastitis
- Tiredness
- Simple medication queries
- Anxiety

Health Care Assistants

The Health Care Assistants support the work of the Practice Nurse by doing blood tests, performing other tests e.g. spirometry and monitoring blood pressure. They provide comprehensive smoking cessation services and can monitor weight loss. Health Care Assistants have completed a University course of study to ensure they are competent in their work.






Booking Appointments

To help you select the best member of the clinical team to see on your visit to the practice, we have produced a visual guide which outlines the sorts of problems and conditions staff are trained to deal with.

This is not an exhaustive list, and nor is it restrictive. As a patient you have a right to ask to see the GP you prefer. However, it is always worth bearing in mind that for some procedures and conditions you may be seen much quicker by another qualified clinician.



Dunelm Medical Practice Choose the right staff to see

HEALTHCARE ASSISTANT 	Injections Taking bloods Foot examinations Having blood pressure taken
NURSE 	Annual review for you long term conditions Vaccinations and Immunisations For your smears Ear Syringing
NURSE PRACTITIONER 	Chest Infection Simple skin problems Water Infection Sore Throat and coughs and colds
DOCTOR/REGISTRAR GP	Long term conditions Complex medical and problems Unexplained symptoms Any other health concerns

We see patients by appointment only, to try and cut your waiting time to a minimum.

You may choose to see the Doctor of your choice and will be offered the first available appointment. If you feel that your problem is more urgent and cannot wait, please let the receptionist know and they will advise the duty Doctor of the situation. A decision will then be made about who the most appropriate clinician is to see you, and when.

All appointments at each surgery can be made either in person or by telephone.

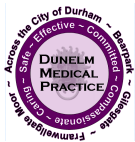
We will always see urgent cases on the same day but this could involve waiting until you can be fitted in between booked appointments.

All appointments at each surgery can be made either in person or by telephone.

Pre-booked appointments- these can be booked up to two weeks in advance and should be used:

- if you have a long term medical condition which requires you to see the Doctor at regular intervals.
- if you need to see the Doctor for a repeat sick note or medication.
- if you wish to see the Doctor regarding a condition which is not urgent.

We now offer a text message reminder service for all appointments, if you are interested in receiving this service please make sure the reception team have your current mobile number.



Booking Appointments

On the day booking – appointments are not released until 8.45am at Gilesgate and Framwellgate Moor and 8.30am at Bearpark and can only be booked on the day.

These should be used if you are suffering from a condition which you feel cannot wait until the next bookable appointment. *You may not be offered an appointment with the Doctor of your choice.*

Saturday Surgery- Available for all our patients who cannot attend the surgery during the day. The Practice provides pre booked appointments on Saturdays from 8.00am until 1.00pm at our Framwellgate Moor branch.

Emergency Appointments- if there are no appointments left and you feel that your problem is so urgent you cannot wait until the next available appointment please let the receptionist know. You will be asked to give some indication of the problem, as the doctor requires this information. You will then be given a time to come to surgery and you may have to wait before you are seen by the duty Doctor.

Cancelled appointments - If you are unable to keep an appointment for any reason, please contact the Surgery and let us know. This will then let us re- allocate the appointment to someone else. Failure to do so simply denies others access to appointments.

How to speak to your Doctor by telephone

There are a number of telephone consultations each day. Please telephone the surgery to request a telephone consultation appointment.

DNAs

DNA stands for Did Not Attend and refers to patients who book appointments then fail to attend them. These patients also fail to ring the practice to let us know they will not be attending. This denies other patients with potentially serious problems and conditions the opportunity to use this appointment.

As soon as you become aware that you are unable to attend an appointment **please contact the practice** so we can release it for another patient. The practice policy for DNAs is as follows:

If a patient fails to attend **three or more** appointments at the practice (either with GPs, nurses or health care assistants) over a one year period we will send them a letter reminding them of their responsibilities to attend their appointments. We will also inform them that if they fail to attend two more appointments in the subsequent twelve months we will make arrangements to remove them from the practice list.

Violence/Aggression

Aggression and violence towards staff is Unacceptable

We are committed to providing :

- The highest standard of health care and advice for our patients
- Making patients safe and welcome

In return we expect patients, service users and visitors to treat our staff with respect

We will not tolerate

- Displays of verbal or physical aggression
- Sexual Harassment
- Violence
- Discriminatory behaviour
- Racial Abuse
- Intimidation

Where such unacceptable acts occur, our staff are empowered to take appropriate action to deal with the situation. This may lead to a request for Police assistance.

The Practice will consider commencing proceedings or support staff in private proceedings against people behaving in a violent or threatening manner.

If a patient is violent towards a member of staff or another patient they will be asked to stop. If the behaviour persists we may exercise our right to have them immediately removed from our list.

Our full policy regarding Violent and Aggressive patients is detailed on our website on the Practice Policies page at:

http://www.dunelmmedicalpractice.co.uk/Policies15/Violent_and_AggressivePatients-Oct2015.pdf

Home Visits

Wherever possible we would ask you to attend the surgery for assessment as facilities are far better here for examination and treatment.

Occasionally the reception staff will ask the doctor to triage the appropriateness of home visit requests over the phone to ensure our resources are being correctly used.

Home visits are generally reserved for

- Housebound
- Elderly
- Nursing home, or terminally ill patients

We encourage parents to bring their children to the surgery for assessment. Lack of transport is not a criteria for a home visit. It is the responsibility of the patient or their relatives to organise transport. It is usually possible to get to the surgery with help of a neighbour, friend, relative or even a taxi.

If it is impossible for you to get to the surgery and you require a home visit, please contact the surgery before 10.30am.

If an emergency, or if in doubt, the receptionist will arrange for you to speak to the Doctor directly.



If we are closed

We are not open after 6pm on an evening, Monday to Friday . However, we offer a Saturday session at our Framwellgate Moor site from 8.00am until 1.00pm which patients from all branches can book into.

North Durham CCG is responsible for commissioning all Out Of Hours services across the area. The free phone, single point of access number to use if you require medical advice about an urgent problem that cannot wait until normal surgery hours is 111.

All calls to 111 will be dealt with by experienced North East Ambulance Service (NEAS) call handlers who will efficiently assess callers' need to ensure they receive the right service, first time. The service will continue to manage calls and direct patients to the most appropriate service during the Out Of Hours period until practices take their calls back. Callers to the 999 number who require urgent care will be transferred to the 111 service.

Patients are advised that, when calling 111 - Urgent Care, your telephone call may be recorded.

Your nearest Urgent Care Centre is based within University Hospital of North Durham.

In an Emergency you should dial 999 for an ambulance.



When it's less urgent than 999



Whether you have an illness or an injury, it's important to make sure you choose the right service.

Is it a real emergency?

Self care Many illness and injuries can be treated at home Ensure you are well stocked with: <ul style="list-style-type: none"> • Paracetamol • Anti-diarrhoea medicine • Rehydration mixture • Indigestion remedy • Plasters • Thermometer 	Pharmacist For confidential medical help and advice To find your local pharmacy go to: http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10
GP Surgery For non life threatening minor illnesses and injuries To find your local GP Surgery go to: http://www.nhs.uk/Service-Search/GP/LocationSearch/4	Call 111 If you need urgent medical attention but it is not life threatening and your GP practice is closed or you are unable to get an appointment. Call 111, 24 hours a day and they can direct you to the best place for treatment: <ul style="list-style-type: none"> • GP Out of Hours • Minor Injury Service/Urgent Care Centre • Minor Emergencies
A&E For LIFE THREATENING EMERGENCIES ONLY University Hospital of North Durham, North Road, Durham, County Durham, DH1 5TW	

Your **local Pharmacist** is able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

The **Accident and Emergency Department**, at University Hospital of North Durham, is open at all times.

Please use it for accidents and emergencies only. There is a Casualty Department dedicated to Emergency ENT problems at Sunderland District Hospital and a specialised Emergency Eye Department at Sunderland Eye Infirmary.


Repeat Prescriptions

If your Doctor wishes you to be on regular medication, details of the medication will be entered on to our computer. The computer will be used to issue your repeat prescriptions, which will be monitored by your Doctor on a regular basis. When you have about one-week supply left of medication you can obtain your repeat prescription in the following ways:

- by handing in your request at the Surgery
- by posting your request to the Surgery. If you enclose a stamped addressed envelope your prescription will be posted to you, but please allow for the time it takes to return it by post.

You can also register to use our Online service to request your prescriptions—SystemOnline.





BOOK REQUEST REGISTER

Did you know that you can order your prescriptions and book appointments online or by using a mobile phone app?

You can register for this service by asking at reception. You will require some proof of identification—for example a passport, driving licence or utility bill and then the receptionist will issue you with the a User name and Password.

The system is easy to log onto and simple to use and allows you to book selected appointments at any time of the day. It also provides the ease and convenience of being able to order your repeat prescriptions without having to drop a request slip in to the practice.

Register today to start enjoying the benefits

Electronic Prescription Service

Our practice uses the Electronic Prescription Service which allows patients to nominate a Pharmacy to have their prescription sent to.

Rather than having to take a printed prescription to the chemist, your prescription will be sent electronically and you can then pick this up without having to visit the practice first.

The service is easy to sign up to and can save patients a lot of time.





Patient Forum

Practice Policies



Medical Records

The Access to Health Records act 1990 gave you the right of access, subject to certain exceptions, to health information recorded about yourselves, and, in certain circumstances, about others within manual records. The Data Protection Act (DPA) 1998 came in to force in March 2000 and repealed most of the 1990 Access to Health Records Act. All applications for access to records, paper based or electronic, of living persons are now made under the DP 1998.

For deceased persons, applications are made under selections of the 1990 access to health records act which has been retained. These selections provide the right of access to the health records of deceased individuals for their personal representative and others having a claim under the estate of the deceased.

Under section seven of the DPA, you have the right to apply for access to your health records. Provided that a fee has been paid and a written application is made, the Practice is obliged to comply with a request for access subject to certain exceptions. However, the Practice also has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information.

The Practice is computerised and all information held on the computer is kept in accordance with the Data Protection Act. As with other medical records, all the information held by computer is completely confidential.

A form designed to be used by patients and their representatives is available to download from our website or at the reception of each site.



Practice closure dates

The practice will be closed for Protected Learning time from 12 noon on the following dates in 2017:

Thursday 19th January
Thursday 16th February
Thursday 16th March
Thursday 20th April
Thursday 18th May
Thursday 15th June
Thursday 20th July
Thursday 17th August

Thursday 21st September
Thursday 19th October
Thursday 16th November
Thursday 21st December

BANK HOLIDAYS

Details of Bank Holiday closures are available on the website.



Non NHS Work

We are happy to undertake, by appointment, medical examinations and reports for insurance companies, employees, solicitors, fitness to do certain sports, elderly drivers etc. This work is outside the NHS system and a charge will be made in line with the BMA recommended scale.

A full list of costs is available on the practice website at:

<http://www.dunelmmedicalpractice.co.uk/website/A83030/files/Non-NHS-fees%2023.06.15.pdf>



Contraception

We are happy to arrange a full range of services for all our patients. These include fitting of the coil and arranging sterilisation. For details please ask our receptionists .



Child Health

We maintain a register of all children less than 5 years. For the convenience of mothers the 8-week check on the baby's development and first immunisations are carried out at the same time as the post-natal examination. The Health Visitors work in teams to provide services for children under 5 years and their families.



Cervical Smear Tests

Regular smears help prevent cervical cancer by picking up the early changes which can easily be treated. If you have not had a smear test in the last three years, please make an appointment with the Practice Nurse.



Minor Surgery

We offer a range of minor surgical procedures, which can be preformed in our treatment rooms by the Doctors with the help of our Practice Nurses. This may often save an unnecessary visit to the Hospital. Your Doctor can arrange this as appropriate.



Vaccination

Vaccination is vital. It provides life-long protection against serious infectious diseases, (some potentially fatal). Your children will be sent appointments to attend sessions at the Surgery when they are due. If you cannot attend, or miss a session, please make another appointment with the Practice Nurse at a more convenient time.



Other Local NHS Services

North Durham Clinical Commissioning Group is responsible for planning, designing and paying for a range of local NHS services. These services include planned and emergency hospital care, rehabilitation, most community services and mental health and learning disability services.

Email: nduccg.northdurhamccg@nhs.net

Telephone 0191 389 8600

<http://www.northdurhamccg.nhs.uk/>



Physiotherapy

We provide physiotherapy services directly to our patients as a NHS service. A Physiotherapist holds sessions to treat and advise patients. Initial contact follows an appointment with the Doctor.



Counselling

Durham Counselling and Training Cooperative (DCTC) provide a range of talking therapies to all patients registered at all three of our sites over eighteen years of age. The services provide an opportunity for patients who feel they would benefit from exploring areas of concern in their lives with a counsellor. These may include: family, marital, relationship or work difficulties; anxiety, stress, depression, grief/loss or abuse issues.

Initial contact follows a referral from the Doctor, GP Registrar or a member of the nursing team. Appointments will be available on a Tuesday, Thursday and Friday.



Community Matrons

The practice staff works with the Community Matron team. They provide housebound patients with specialised needs, assessment care and referral to other specialist services as appropriate. Doctors and practice nurses refer patients to the community matrons when appropriate.



Health Visitors

Health visitors work in teams and provide services and advice to all age groups. They can offer confidential discussions and advice on all aspects of health.



Community Nurses

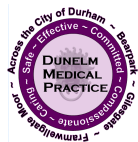
Community Nurses are attached to the Practice. District nursing teams comprise of registered General Nurses and Nursing Assistants and take over nursing care of patients recently discharged from Hospital and those needing continuing care at home. Contact details for the District Nursing Teams are available via each surgery.



Community Midwives

Maternity Care - If you think you might be pregnant, please see us as soon as possible. We work in cooperation with the Community Midwives and hold antenatal clinics every week.

During these clinics, post-natal checks combined with babies' 8-week development checks and first immunisations are also performed. We usually send you an appointment to attend with your baby for this combined check.



Summary Care Record

The purpose of the Summary Care Record is to ensure that anyone treating you has basic but important information about you - especially when care is unplanned, urgent or during evenings and weekends.

A roll out programme to existing patients begins in March/April 2010 and all patients will be sent an information pack with a leaflet explaining the Summary Care Record. A PDF copy of the leaflet is accessible below.

<http://www.dunelmmedicalpractice.co.uk/website/A83030/files/Summary%20Care%20Record%20letter.pdf>

Patients can get additional information from www.nhscarerecords.nhs.uk

For new patients our new patient registration process will ask if you wish to have a Summary care record and your preference will be recorded on your personal record. Parents of children up to the age of 18 years will be required to make this decision on their behalf.



Regulatory Bodies

Our practice is regulated by the Care Quality Commission (CQC) who can ask for information about patients and staff alike. We must comply with their requests.

Our clinicians are also regulated by various professional bodies such as the General Medical Council (GMC) and Nursing and Midwifery Council (NMC).

www.cqc.org.uk

www.gmc-uk.org

www.nmc-uk.org

www.england.nhs.uk



Teaching and Training

Dunelm Medical Practice is a well established teaching practice committed to the training of young doctors and medical students.

At any one time there can be up to six or seven doctors General Practice Registrars in training attached to the practice.

General Practice Registrars (GPRs) are qualified doctors who have decided they wish to train specifically as GPs. They are usually attached to the practice for between six to twelve months as part of their three year training programme.

During their attachments the doctors in training may wish to video record their consultations with patients to help improve their knowledge and performance. You will be asked by the reception staff prior to your appointment whether you agree to this and of course you are free to decline. If you agree you will be asked to sign a written consent form. Any video recording involving you will be destroyed or erased after its training use.

From time to time Trainers will sit in with GPRs during their consultations to assess their progress.

Dr Osborne, Dr Welsh, Dr Wild and Dr Bethapudi are GP Trainers who are responsible for supervising the training of doctors in the practice.

For certain weeks of the year medical students will also be attached to practice to gain invaluable experience of General Practice and will sit in during consultations. They will be supervised by Dr Osborne and Dr Welsh.

Student nurses or midwives may also be present during your practice nurse or ante-natal appointments.