

Lintonville Medical Group



Practice Brochure 2020

Lintonville Medical Group

Lintonville Terrace
Ashington
Northumberland
NE63 9UT

Tel: 01670 812 772



Email: NORCCG.lintonville@nhs.net

Website: www.valensmedical.co.uk

Updated January 2020

The Practice brochure will be updated every six months – please refer to most recent version on our website: www.valensmedical.co.uk or request a copy from reception

Our Vision: To deliver high quality healthcare to patients by a highly skilled and motivated constantly improving team within a stable and nurturing work environment

Our Mission: A unified responsive organisation that constantly evolves to improve quality by promoting an environment in which excellence will flourish



Lintonville Medical Group

CQC overall rating

Good

12 August 2016

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1 Welcome to the Practice

Valens Medical Partnership

Welcome to Valens Medical Partnership, a GP Partnership which consists of three Northumberland GP groups all working together to provide a better, wider range of services for all of our patients. Our surgeries include Lintonville Medical Group, Wellway Medical Group and Brockwell Medical Group. By combining the advantages of our existing GP practices, working closely in local communities, with the medical, technical and financial opportunities that a larger scale operation can generate, we're able to deliver exceptional patient care. By sharing best practice and specialist services, our aim is to give our patients a better care experience and provide our staff with an improved, fulfilling working environment.

Lintonville Medical Group was formed in 1968 when a number of Family Doctors in Ashington came together to provide medical services to the community. The original principles of providing patient care of the highest quality through team work as well as being a Teaching Practice are more evident than ever as we form part of the Valens Medical Partnership. Our aim is to continue to provide a first class healthcare service to all our patients.

We welcome new patients who wish to register with us and live within our practice boundary. Requests to join the practice should be addressed to the receptionists who will give you the relevant information and forms.

When you register it would be helpful if you could provide identification – any of the following could be used:

- Driving Licence
- Passport
- Local Authority Rent Card
- Paid utility bills
- Bank/building society cards/statements
- Letter from Benefits Agency/Benefit Book/Signing on Card
- Papers from the Home Office
- P45

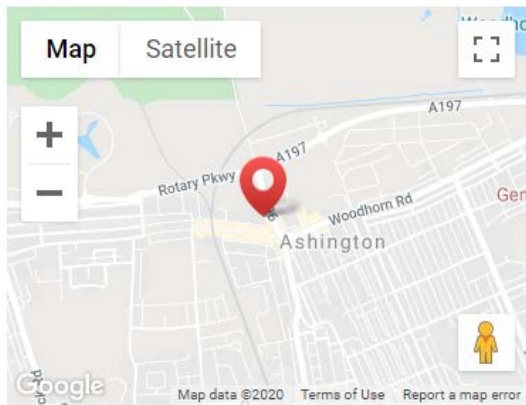
Out of Area Registration

Unfortunately, we are not able to register patients who live outside of our practice boundary, or who move to an address outside of our practice boundary. To enable us to provide the best possible care for all our patients we need to prioritise patients living within our practice boundary, especially as our list is growing so rapidly with the new developments in the area.

This practice does not discriminate on the grounds of:

- Race, gender, social class, age, religion, sexual orientation, appearance
- Disability or medical condition
- Any other factor

2 How to Find Us



Lintonville surgery

Lintonville Terrace,
Ashington,
Northumberland,
NE63 9UT

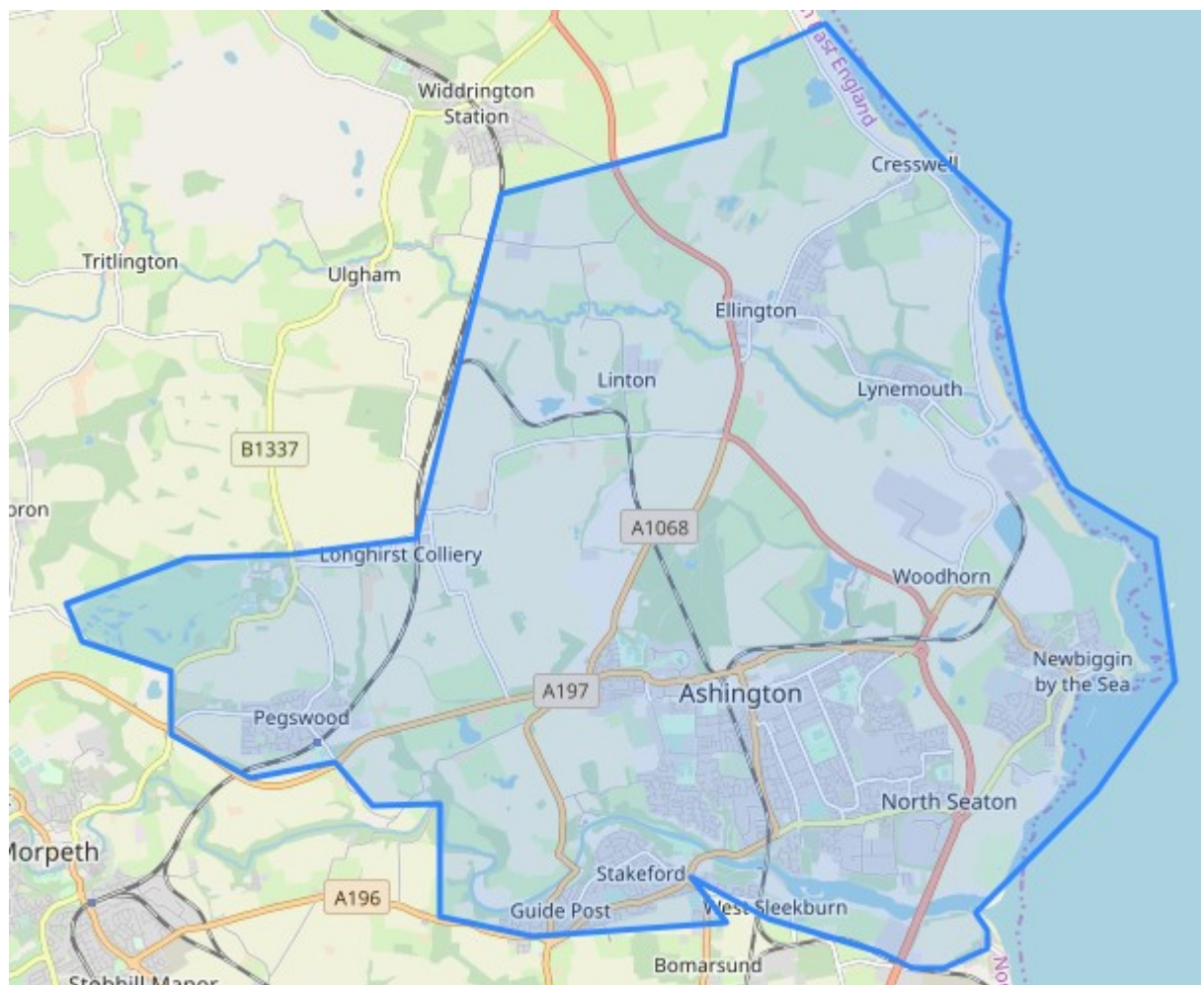
Enquiries and appointments: 01670 812772

Prescriptions: 01670 844300

3 Practice Boundary

The practice boundary indicates the area we cover. If you live within the dotted line indicated on the map then you can register with us. You can also check your postcode on our website

www.valensmedical.co.uk



4 Introduction

How to register with the practice

If you wish to register with Lintonville you can do this by asking the receptionist for a Registration pack to complete and returning to any of our surgeries.

The 'Usual Doctor' System

When you register with the practice NHS England automatically register you onto the practice list and does not give you a named doctor.

The practice allocates all patients, including children and patients aged over 75, a named, accountable GP who is responsible for your overall care at the practice. This is referred to as your 'Usual Doctor'. You will be notified of your usual GP when you hand in your completed registration pack.

The Usual Doctor is normally the doctor that you see most often, however patients have the right to choose whichever doctor they wish and can be requested when arranging telephone assessment of your health problem. The Usual Doctor will review all the medications on a regular basis and will be responsible for monitoring blood results and reviewing letters. The Usual Doctor overviews the care in the background, but would inform other doctors in the practice if they have triggered referrals or investigations regarding results, etc.

Surgery opening times

| | |
|------------------|--------------------|
| Monday | 8.30 am – 6.00 pm |
| Tuesday | 8.30 am – 8.00 pm |
| Wednesday | 8.30 am – 6.00 pm |
| Thursday | 8.30 am – 6.00 pm |
| Friday | 8.30 am – 6.00 pm |
| Saturday | 8.00 am – 12.00 pm |
| Sunday | Closed |

The Practice Team

Our Doctors

| | |
|-------------------|--|
| Dr R Chopra* | MBBS, MRCGP, DRCOG |
| Dr L J Gilfillan* | BScMB, ChB, DGM, DCH, DRCPG, FPCert, FRCGP |
| Dr D Wall* | MRCGP, MBChB |
| Dr C Bignell | MBBS, MRCP, MRCGP, DTM&H |
| Dr J S Bumbra | MB ChB |
| Dr P Chopra | MRCGP MB ChB |
| Dr O Jardine | MB BChir |
| Dr L M Lundean | MB ChB |

(*indicates a GP Partner working in a non-limited partnership)

Our Practice Nurses

| | | |
|-------------|---------------------|---------------------------|
| T Mullin | Practice Nurse Lead | BSc (Hons) |
| S Allison | Nurse Practitioner | BSc, RSC, HE Dip Child |
| A Carr | Nurse Practitioner | BSc (Hons), Dip HE Child, |
| K Dickinson | Nurse Practitioner | BSc (Hons) |

| | | |
|-----------|----------------------|--------------------|
| E Tait | Nurse Practitioner | BSc (Hons), Dip HE |
| A Harding | Practice Nurse | DipHE |
| J Coultas | Healthcare Assistant | |
| S Martin | Healthcare Assistant | |
| A Pollard | Healthcare Assistant | |

Business Leads

| | |
|---|-----------------------------------|
| Patient Services, Engagement & Workforce: | Pauline Ironside |
| Clinical Quality, Clinical Support and Performance: | Karen Zipfell |
| Finance, Governance & Assurance: | Michelle Punton & Freda Smallwood |

HR & Workforce Planning Manager

Sue Glennie, Chartered MCIPD, is responsible for staffing issues for all our surgeries.

Patient Services Co-Ordinator

Lyndsay Harris is responsible for Patient Services staff at all our surgeries.

Administration/Patient Services

We have a dedicated team including secretaries, patient services officers/receptionists and administrators. To ensure that they can assist you as efficiently as possible they may need to ask for further details or check information in your medical records when you telephone the surgery. They are available to help you during surgery hours either by telephone or at the front desk and are bound by the same rules of confidentiality as the doctors and nurses.

Nursing

We have a team of nurses with responsibility for a wide range of services. The following describes in general the different areas covered by the team:

Practice Nursing

Practice Nurses provide a range of services available by appointment. These include chronic disease management such as respiratory e.g. asthma and COPD, cardiovascular disease, hypertension, diabetes, also travel and baby immunisation clinics, lung function and ECG, cervical smears and smoking cessation advice.

District Nursing

The district nurses provide a comprehensive home nursing service and will be pleased to advise on a wide variety of problems. They can help with patients just home from hospital who need wound or other care, patients with disabilities, problems with incontinence, leg ulcers, advice on health care in the home, health problems in the elderly, day centre care, holiday relief, respite care, palliative care and much more besides. They run the treatment room sessions in the surgeries for patients who are not housebound. They also deliver chronic disease management for housebound patients.

Health Visiting

The health visitors are closely involved in the health care of patients, particularly children under five years old and expectant mothers. Their role within any family is to promote the mental, physical and emotional well being of all family members. They have wide range of skills and expertise and are happy to discuss any concerns you may have. Please contact your health visitor if you have a young family and have recently moved to the area.

Midwifery

The midwife carries out ante-natal clinics at Lintonville Medical Group and will see a patient at any time during her pregnancy and postnatal period.

Pregnancy / Ante Natal Care

This is a time when women should receive a very special level of care. The midwife, the health visitor, the doctor and the hospital all contribute to the care of women in pregnancy. When your pregnancy is confirmed you will be given an appointment for the ante natal clinic and your care will be co-ordinated by the midwife.

The Ante Natal Clinic is run by the midwife. A health visitor and a doctor are available on request.

Please be sure to let the surgery know when you come home with your baby so that you may be visited. **Post Natal Examinations** are carried out six weeks after birth for mothers including a check for your baby at the same time.

Mental Health Counselling

This service is provided by Mental Health Matters, you can refer yourself using 0300 303 0700.

Macmillan Nurses

Macmillan Nurses work with the nursing team to support both patients with a life threatening illness and their families.

Orthopaedic Practitioner

An orthopaedic practitioner is available at the surgery following referral by a GP.

| | |
|-----------|------------------|
| Thursdays | 8.30 am – 4.30pm |
| Fridays | 8.30 am – 4.30pm |

Orthopaedic Practitioners help people affected by injury, illness or disability through movement and exercise, education and advice. They maintain health for people of all ages, helping patients to manage pain and prevent disease. They can also refer on to hospital practitioners should the need arise.

Chiropodist

A chiropodist is available by referral or can be booked directly through surgery reception.

GP Registrars and Medical Students

The practice is a training practice for qualified doctors training to be GPs and for Medical Students. You will be informed if there is a medical student with the doctor you are seeing. Please inform the receptionist or GP if you do not wish the student to sit in the consultation. The practice occasionally uses video recording for teaching purposes and you may be asked if you wish to participate.

Disabled Access

The entrance to the waiting area and all consultation rooms are wide enough to accommodate a wheelchair. All consulting rooms, toilets and baby changing facilities are on ground floor level and can be reached without negotiating steps.

Parking

There is limited parking available adjacent to the practice with a small number of designated disabled bays. The practice cannot accept responsibility for theft or damage to parked vehicles.

Public Transport

The Ashington bus station is located opposite the practice on Lintonville Terrace.

5 Doctors' Appointments

Appointments

If you would like an appointment or health advice from a GP please call the surgery, our receptionist will take some brief details and contact details and the doctor will call you back for an initial telephone consultation. If, after speaking with you the doctor thinks you need to come into surgery, they will make an appointment for you; this is usually on the same day.

If you would like to speak to, or be seen by a particular doctor, please call us on one of their usual working days. Our reception staff can also advise you of this information when you call.

If you call before 11:00 am, the doctor will call you back that morning and arrange to see you if required.

If you call after 11:00 am, the doctor will call you back in the afternoon and arrange to see you if required.

If you call after 3:30 pm with an urgent problem, the doctor will call you back as soon as possible. If the problem is not urgent, you may be asked to call back the next morning.

Home Visits

Home visits are for those who are too ill to attend surgery. If you cannot come to the surgery and need the doctor to visit please telephone call your surgery, the receptionist will take the details of your visit request and the doctor will call you back to discuss the problem and assess the urgency. Children with common childhood illnesses, colds and temperatures can be brought with complete safety to the surgery. Remember that the doctor can see 3 or 4 patients in the surgery in the time it takes to do one house call- so please be considerate.

Home visits are usually made late morning or early afternoon- please state if your request is for an URGENT visit.

Out of hours

If you wish to contact a doctor outside of surgery hours please ring the GP out of hour's service directly on **111**.

Valens Extended Access Hub

The hub operates outside of your GP practice's opening hours. It is run by Valens Medical Partnership's multidisciplinary team of health professionals and offers a limited number of same-day appointments with GPs and Advanced Nurse Practitioners (ANPs). Pre-bookable practice nurse appointments are also available every weekday evening and on Saturday mornings.

Hub Opening times

Monday to Friday 6.30pm to 8pm

Saturday mornings between 8am and 12 (midday).

The hub operates from our existing practice locations in Ashington, Cramlington and Morpeth.

Who runs the hub?

Valens hub services are run by Valens Medical Partnership. Our extended access hub service is part of a national NHS programme to enable NHS patients to access primary care services in the evenings until 8 pm and at weekends.

The hub is staffed by clinicians from Valens Medical Partnership's three local practices. They know Valens patients well. All records of consultations are passed back to a patient's home practice in real time through our integrated clinical systems.

What appointments are offered?

Any registered patient from Lintonville, Brockwell and Wellway practices can book a telephone consultation with a GP or Advanced Nurse Practitioner or pre-book a clinic appointment to see a practice nurse. They have full access to your patient record (subject to you giving your consent for this – further information available on our website www.valensmedical.co.uk)

6 How to get healthcare advice & assistance when the surgery is closed

Out of hours services are available when the practice is closed during the hours of Monday to Thursday 6.00 pm – 8.00 am

Weekends: 6.00 pm on Friday to 8.00 am on Monday.

What to do when Lintonville Medical Group is closed:

- if you need medical help fast but it's not an emergency call 111
- if it's a life-threatening emergency call 999

NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency.

- calls to 111 are FREE from landlines and mobiles
- NHS 111 is available 24/7, every day of the year

When to call 111

- You think you need to go to A&E or to another NHS urgent care service
- The surgery is closed and you need healthcare advice
- You don't know who to call for medical help

When to call 999

Call 999 for life-threatening emergencies such as:

- Major accident or trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness
- Severe chest pain

During normal practice opening hours the practice remains your first point of contact for all requests.

More information about NHS 111 can be obtained from NHS choices at www.nhs.uk

7 Repeat Prescriptions

Patients on long term medication may be issued with repeat prescriptions without seeing the doctor each time. Repeat prescriptions will not normally be issued for antibiotics, Calpol or other medications not used on a regular basis.

To obtain repeat prescriptions:

1. Return the Request Form side B attached to your last prescription to the surgery and put into box provided at reception.
2. By post and if you require prescription returned by post please enclose a stamped addressed envelope.
3. Telephone: Lintonville prescription line (01670 844300)
4. Please give 48 hours' notice for your repeat prescription and make sure you have the names of the medication required to help reception staff process your request. You may be asked to make an appointment to see the doctor for a review of your medication. This is important for your health and safety to ensure medication is appropriate. Failure to attend for review of medication will lead to cancellation of repeat prescriptions. Medication will be issued on an NHS prescription unless you specifically request a private prescription when you order.

SystemOnline Prescription Requests:

Please access our online Repeat Prescription service (www.valensmedical.co.uk) once you have registered for this service – Section 9.

*Please note: It may take more than 48 hours to process an on-line request so please allow extra time when ordering on-line medication. **Only repeat medication is displayed online. If you cannot see an item please contact reception.***

Lintonville Medical Group, along with all other practices in the area, is required to prescribe medications from the North of Tyne Formulary. This specifies the range of prescribable medicines and is designed to encourage safe, effective and economical prescribing.

We run a computerised system to issue repeat prescriptions which have already been agreed with your doctor. At regular intervals these medications are reviewed and you may be contacted to discuss this. On occasion it may be necessary to change or stop a medication for reasons of clinical safety. Prescriptions are LEGAL documents. When a patient or patient's representative (i.e. family member or friend) come to collect a prescription from the Surgery, the Receptionist will ask for verification of Name, Date of Birth and Address. The prescription will then need to be signed for by the patient or the patient's representative to confirm collection.

How long does it take to get a repeat prescription?

Patients on long term medication may obtain repeat prescriptions on request without seeing the doctor. Your medication details are held on computer, thus enabling us to supply the prescription accurately. Repeat medication should be ordered well in advance and not treated as an emergency, unless an unavoidable situation has occurred.

To help us provide a safer and more accessible service for all patients these guidelines should be strictly observed:

- Please do not leave your request until the last minute i.e. when you are down to your last pill, or even none at all.

- Please allow **2** full working days between submission of your request and its availability for collection from the surgery. It may take longer if a doctor needs to check something with you or another clinician or you have ordered your medication on-line.
- Please allow an extra day if your prescription is sent direct to your nominated chemist before collecting your medication from them as the chemist will also require additional time to dispense your medication.
- Please allow extra time if ordering specialist medication.
- If you have recently been to a hospital appointment and your medication has changed, the hospital doctors should issue you with a prescription for an initial course of the new drug.

The table below indicates when your repeat prescription will be ready for collection, either in person or by your nominated chemist, depending when the request was made;

| Day Request Made | Prescription Ready for Collection from the Surgery |
|-------------------------|--|
| Monday before midday | Wednesday |
| Tuesday before midday | Thursday |
| Wednesday before midday | Friday |
| Thursday before midday | Monday |
| Friday before midday | Tuesday |
| Saturday | Wednesday |
| Sunday | Wednesday |

8 Services Provided

Clinics

Diabetic- These clinics are held regularly by appointment only, You will be invited by the practice.

Respiratory- These clinics are held regularly by appointment only, You will be invited by the practice.

Cardiovascular Disease- These clinics are held regularly by appointment only, You will be invited by the practice.

Hypertension- These clinics are held regularly by appointment only, You will be invited by the practice.

Family Planning – Advice is given by consultation with the doctor or practice nurse at a routine surgery appointment.

Travel Advice and Vaccinations - This is a practice nurse run clinic. Please make an appointment at least one month before travel. Young children may be asked to see a doctor for their vaccinations. Patients may need to be referred to a private travel clinic in Newcastle. (They may charge for their services.)

NHS Health Check Clinics –Everyone between the ages of 40-74 years, who has not been diagnosed with heart disease, stroke, Type two diabetes and kidney disease will be invited for a check once every five years. The check is to assess patient’s risks of developing the above conditions. Personalised advice may be given and treatment or medication may be prescribed.

Cervical Smears – There is a 3 yearly recall system for female patients between 25 & 49 years and 5 yearly for 50- 65 years with more regular smears if indicated by previous results.

ECG- Patients are referred by the doctor. Also the nurse can refer for 5 yearly routine ECG for patients diagnosed with CHD or hypertension.

Smoking Cessation- Patients are assessed by the practice nurse for this programme, a plan is agreed and full support is given throughout the stop smoking attempt.

Minor Surgery- The doctors perform minor operations including the removal of various skin lumps, cysts, moles and the freezing of warts and verrucae. These are usually carried out in specific clinics at the surgery. Initial consultation is by routine appointment at the surgery with the GP.

Health Promotion and Illness Prevention

For Children

The practice provides Child Health Surveillance for all children under 5 years of age. This will be carried out by a health visitor or nursery nurse in clinic or at a home appointment when your child is 3– 4 months, 1 year old and 2 years and 3 month. The Doctor will carry out your baby's 6 – 8 week assessment and you will be given an appointment for this. The Health Visitor can be contacted by telephoning 01670 841133.

If your baby is unwell please arrange to see the doctor during normal surgery hours. In addition there are regular groups for breastfeeding support, baby massage, weaning advice and postnatal groups.

Childhood immunisations

Immunisation sessions are held regularly and you will be sent an appointment when immunisations are due. Please contact your health visitor for the recommended schedule of immunisations.

Healthy Living

Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Please feel free to discuss general health and ask for advice from our nursing team. The following suggestions may help you to improve the quality and length of your life.

Smoking

This is the single, largest preventable cause of ill health in this country. It is a major cause of cancer, heart disease, angina and chest disease.

Diet

A healthy diet not only helps control weight but may also lower blood cholesterol levels and helps reduce the risk of heart attacks. Maintaining a healthy diet combined with weight reduction can prevent type 2 diabetes mellitus. Dietary advice can be obtained from the practice nurses. Leaflets about health eating are available at the surgery.

Exercise

Regular exercise helps prevent heart disease as well as reducing weight and gives a sense of wellbeing. If you are overweight or out of condition please ask for advice before starting vigorous exercise.

Blood pressure

High blood pressure can, in the long term, increase the risk of strokes and heart attacks. Lowering blood pressure may reduce these risks. Treatment does not always require tablets. All adults are advised to have their blood pressure checked at least every five years. If you have not had yours checked recently please ask the doctor or the nurse.

Cervical Smear Tests

Cancer of the cervix can be prevented and all female patients between the ages of 25 and 65 are advised to have regular smear tests. These are important because they can detect early signs of the disease when it is easily treated.

9 General Information

Confidentiality

If you need to discuss anything which is of a confidential nature please tell a receptionist who will make arrangements accordingly. All patient records on file or on the computer are confidential. In order to maintain confidentiality results will be given to patients or to the parents of minors if appropriate. Occasionally, medical students and practice approved research workers will have access to patient records. They will be required to observe the same rules of confidentiality as members of staff. If you object to your medical records being used in this way please inform the practice manager and your notes will be marked accordingly. In some circumstances it is necessary for us to share information about you. We will only do this if it is in your interest or in the interest of public health. Whenever practical we shall remove details which identify you and will seek your permission first. Please be assured that UK law strictly controls the sharing of sensitive personal information. Anyone who received information from us is also under a legal duty to maintain confidentiality. The Practice is registered under the data protection.

Data Protection

When you register with this practice your details are passed to Northumberland Care Trust which will update its records accordingly then arrange for transfer of your medical records from your previous doctor. In addition other parts of the NHS may have access to your personal information from time to time, for example if you are receiving hospital treatment the hospital will require details of your relevant medical history.

How sharing information in your medical records can help the NHS to provide better care

A modern information system has been developed by the NHS in England, which will make increased use of information from medical records with the intention of improving health services. You may have heard this system referred to as care data.

One of the main aims of the new system is to allow the NHS to make better use of the routine information collected when you visit your doctor. The system complies with strict confidentiality rules and the law.

This service will provide joined-up information about the care received from all of the different parts of the health service, including hospitals and GP practices. The Health and Social Care Information Centre (HSCIC) is working with NHS England to deliver the care data service.

Separate to care data, information that does not identify you may be made available to approved researchers in a secure system called the "Clinical Practice Research Datalink" or CPRD. This system is not new but it is important you understand that this happens.

For further information please either access this from the following websites or call into the surgery for information:

Patient leaflet: <http://www.england.nhs.uk/wp-content/uploads/2013/08/cd-leaflet1.pdf>

NHS England: <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx>

Confidentiality – Information Sharing

The practice complies with the Data Protection Act (1998) and Access to Medical Records Act (1990). Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you access other services, e.g. from social work, occupational health. This requires your consent.
- When we have a duty to others e.g. in child protection cases.

- Anonymised patient information will also be used at local and national level to help plan services e.g. for diabetic care.

However, no outside agency will be given any information from your records without your permission e.g. insurance companies or solicitors.

You have the right to see your own records upon written request.

Remote Access to our Clinical System – SystemOne

SYSTEMONLINE - Practice Guidelines

Using SystemOnline, you can now view, book and cancel appointments from home, work or on the move through the internet as well as order repeat medication, view test results and see a summary of your medical record and detailed records .

If you wish to register for this service, please read the following guidelines:

- Applications forms can be requested from receptionists at all branches
- The practice will only accept signed applications from individual patients (so for example, a wife cannot request online facilities on behalf of her husband except in agreed exceptional circumstances). If you wish to proceed with this service, please approach a member of the Reception Team.
- All patients will be expected to produce photograph ID as part of the registration process (Passport or Photo Driving License) when collecting passwords.
- It is your responsibility to ensure that your SystemOnline account remains secure. You are able to terminate or reset your SystemOnline account at any time by writing to the surgery.
- Abuse of the system will result in patient access to the service being revoked; you will still be able to book appointments through our receptionists. We would consider inappropriate use as: sending inappropriate or abusive messages, booking appointments and not using them more than twice a year, booking appointments for other family members using your name.
- When ordering repeat medication via SystemOnline please add the required destination of your prescription into the comments box. NB There is a maximum of 5 items which can be requested on one page, if ordering more than this, you will need to repeat the process for the remaining medications required.

If you wish to proceed with this service, please contact a member of the Patient Services Team.

Safeguarding Children

Valens Medical Partnership has a Safeguarding Children policy to which Lintonville Medical Group adheres. The aim of this policy is to ensure that, throughout the practice, children are protected from abuse and exploitation. This work may include direct and indirect contact with children (access to patient's details, communication via email, text message and phone). We aim to achieve this by ensuring that Lintonville Medical Group is a child-safe practice. Lintonville Medical Group is committed to a best practice which safeguards children and young people irrespective of their background and which recognises that a child may be abused regardless of their age, gender, religious beliefs, racial origin or ethnic identity, culture, class, disability or sexual orientation.

As a practice, we have a duty of care to protect the children we work with and for. Research has shown that child abuse offenders target organisations that work with children and then seek to abuse their position. This policy seeks to minimise such risks. In addition, this policy aims to protect individuals against false allegations of abuse and the reputation of the practice and professionals. This will be achieved through clearly defined procedures, code of conduct and an open culture of support. All our staff are regularly trained and updated in Child Protection.

Safeguarding Adults

Valens Medical Partnership has a policy for safeguarding vulnerable adults to which Lintonville Medical Group adheres. This policy will enable Lintonville Medical Group to demonstrate its commitment to keeping safe patients who are vulnerable adults and other vulnerable adults with whom it comes into contact with. Lintonville Medical Group acknowledges its duty to respond appropriately to any allegations, reports or suspicions of abuse. It is important to have the policy and procedures in place so that all who work at Lintonville Medical Group can work to prevent abuse and know what to do in the event of abuse.

Dr Lindsay Gilfillan is our Lead GP for all Safeguarding issues.

Newly Registered patients

All new patients are offered an appointment for a new patient interview which is offered to all patients over 5 years of age. One of our Healthcare Assistants or Practice Nurses will carry out the appointment and should take no more than 15 minutes during which time you will have your height, weight, blood pressure checked and urinalysis and if necessary lifestyle advice. If you have a current medical problem you should make an appointment to see a GP as well as your appointment with the Practice Nurse.

Patients aged over 75

Patients over 75 years of age are encouraged to attend for a review at least once a year. A home visit will be offered if the patient requests this.

Medicals

Medical examinations for insurance, HGV, PSV, pre-employment, etc are carried out at Brockwell. If you need an appointment for a medical examination please remember to mention the purpose of the appointment to the receptionist and remember to bring the necessary forms with you. A fee will be charged. Fees for medicals may be paid by the insurance company or your employer. A fee will be charged if you do not attend your appointment.

Private Medicine

None of the doctors have private patients. If you are a member of a private medical scheme please let us know so that should you need a referral to a specialist the necessary arrangements can be made. There is a range of fees payable for filling in forms, private sick notes etc. A list is available for your inspection at the reception desk.

Patient Participation

We welcome recommendations from patients for improvements to the services we offer. At all times we try to offer the best primary health care and will respond as effectively as possible to your comments.

Access to Patient Records

All information held about you in your medical records is governed by the Data Protection Act (1998) and the Access to Medical Records Act (1990). No information will be released without your consent unless we are legally obliged to do so or if it is in the best interest for your medical care. Anyone who receives information from us is also under a legal duty to keep it confidential. A leaflet is available from reception which gives a more detailed explanation.

You have a right to access your own medical notes. Copies of your medical notes may be obtained after the relevant consent forms have been filled in. There will be a charge for photocopying in these circumstances.

Access to Referral Letters

In line with the Best Practice in the NHS, we now offer you copies of referral letters made on your behalf to consultants. If you would like a copy of a referral letter, please tell the doctor who is making

the referral and the letter will be available for you to pick up at the relevant reception in 3 working days.

Accessible Information Standard

The Accessible Information Standard aims to make sure that people who have a disability or sensory loss have access to information that they can understand and any communication support they might need.

Should you have any requirements or know of a patient who needs support please let the Practice know and we will help provide support whether that is by providing information in large print or putting a patient in touch with British Sign Language (BSL), an interpreter, email or braille.

Further information can be obtained on the NHS website: www.england.nhs.uk/accessibleinfo Charities including Action on Hearing Loss, CHANGE, Sense and the Royal National Institute of Blind People (RNIB) will also be able to provide further support.

If you have any information or communication needs please inform reception who will record this on your medical records.

Carers

The role of a Carer is demanding and in recognition of the physical and psychological strains this can place upon an individual we have access to information/advice services. If you are a Carer and need help, you can raise this with a receptionist, doctor, nurse or our "Carers Champion". There is useful information available on the Carers Northumberland website: www.carersnorthumberland.org.uk

Change of Address Details

If you move house or change any other details e.g. name, telephone number, please let us know as soon as possible. It is essential that your doctor has the correct, up-to-date information in the event that he/she needs to contact you. If you are changing your name, we will need proof of the change, ie marriage certificate or change of name deed.

Chaperone

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Practice Complaints Procedure

If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering you have a problem. You should address your complaint in writing to Patricia Rigg, Patient Engagement Officer, Valens Medical Partnership, Lintonville Medical Group, Lintonville Terrace, Ashington, NE63 9UT. She will make sure that we deal with your concerns promptly and in the correct way.

You can find the full procedure on our practice website or ask any of patient services staff for written details of the procedure.

Removing Patients from the Practice List

The most common reason for removing a patient from our practice list is that the patient has moved outside the practice area and the doctor is no longer able to fulfil the obligation to visit if required.

Other justifiable reasons to remove a patient include violence, theft or other unreasonable behaviour. These are very rare and exceptional circumstances and only ever used only as a last resort. We will always try to work with our patients to resolve any problems and issue a warning if there is a possibility that they may be removed. We will always try to give a reason for removing a patient

We will never remove patients from our list because of:

- Making a complaint or raising a concern
- Costly treatment
- Suffering from any particular clinical condition or disability
- Their race, gender, social class, age, religion, sexual orientation, appearance

*A copy of the policy is available on request.

Inappropriate Behaviour

Lintonville Medical Group is committed to maintaining a work environment where employees can undertake their duties safely without inappropriate behaviour being directed towards them by patients. Our staff have a right to work, as patients have a right to be treated, in an environment that is safe and secure without the use of inappropriate words or behaviour causing distress and/or constituting harassment. Inappropriate behaviour may result in a warning letter or ultimately removal from the practice list.

Zero Tolerance Towards Violence

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will follow the guidelines provided by the local team of NHS England. - this may include calling the police depending upon the scale of the abuse and may ultimately lead to removing the patient from the practice's list.

Definition of Violence

Any incident where a GP, members of staff, or others are verbally abused, threatened or assaulted in circumstances related to their work, involving explicit or implicit challenge to their safety, wellbeing or health.

If a patient is identified in any of the criteria listed above they will be removed from the practice list.

Practice Boundary

The area covered by the practice is covered in Section 3 of this brochure.

What to expect:

At the Reception Desk

We will offer you a courteous welcome by a patient services officer who will help you to make the best use of our services. Our patient services officers are normally your first contact during surgery hours whether calling by telephone or visiting the surgery and are skilled in helping you. You are guaranteed confidentiality at all times. If you wish to speak to any member of the team privately, please ask.

Appointments

You may have a consultation with any member of the team. If you are in any doubt as to which member of the primary health care team you wish to see please ask the receptionist. We will try to meet your requests for appointments at time to suit you.

Home visits

If for reasons of ill health you cannot come to the surgery please contact the surgery and you will receive an initial telephone consultation with the GP. Home visits are usually done over the lunchtime period although urgent requests are dealt with as appropriate.

Surgeries and Clinics

These will normally start on time and we aim to see you within 20 minutes of your appointment time. Please appreciate that delays are sometimes unavoidable but when this happens we will endeavour to keep you informed. If you have been waiting over 30 minutes please inform the receptionist.

Help us to help you by making responsible use of the service in consideration of other patients, for example:

Home visits are for patients too ill to visit the surgery.

Please try to keep your appointment. If you cannot, then tell us as soon as possible.

Request your repeat prescriptions before your medication runs out.

Treat all of our staff with courtesy.

Please advise us of improvements you think we might be able to make to our facilities and organisation.

Change of address or phone number(s) - please let us know your new details promptly.

Patient Participation Group

Lintonville has a Patient Participation Group (PPG) that supports the practice on its mission to continuously improve. The group is involved in annual patient surveys and in advising the partners on subjects relevant to our patients' experience of care at the practice. This is your group, if you wish to join please visit our website for further details; www.valensmedical.co.uk. We welcome new members of all ages (and you can join without coming to the meetings).