

Lintonville Medical Group



## PATIENT LEAFLET

Lintonville Medical Group  
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Northumberland  
NE63 9UT

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## BOUNDARY MAP

### MARKED BY BLUE LINE



If you need to register with another Practice, You can obtain information regarding this by telephoning NHS England, Patient Information on 0300 311 2233 or from the internet [www.nhs.uk](http://www.nhs.uk) following the links to NHS Choices which provides information on General Practices so you can choose which one to register with.

**Patient Advice and Liaison Service (PALS)** focuses on improving the service to NHS patients. The service aims to:-

- Advise and support patients, their families and carers
- Provide information on NHS Services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf

The service is confidential and can be contacted on

**Telephone No: 0800 – 032-02-02 (Freephone)**

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

## The Family Medicine Chest

### Remember:

1. Your Chemist can give advice about medicines
2. Always read the instructions on the packet and check the date
3. Keep all medicines in a box or cupboard with a lock
4. Keep all medicines well out of reach of children
5. If in doubt contact the Practice

### Soluble Aspirin Tablets

For adults (not for children). Good for headaches, colds, sore throats and painful bruises.

### Paracetamol Mixture

For relief of pain or fever in young children

### Sedative Cough Linctus

For dry or painful coughs – but not coughs caused by common cold

### Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs

### Vapour Rub

For steam inhalations and useful for children with stuffy noses or dry coughs

### Ephedrine Nose Drops

For runny noses in children over 1 year old. Use before meals and at night, but no longer than 4 days.

### Antiseptic Solution

One teaspoon diluted in warm boiled water for cleaning cuts and grazes

### Antiseptic Cream

For treating septic spots and grazes

### Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

### Dressing Strips

For minor cuts

### 3” Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints

### Cotton Wool

For cleaning cuts and grazes

### Opening Hours:

Mon, Wed, Thurs & Friday 08:30 - 18:00 Tues 08:00—20:00 Sat 08:00 - 12:00

**Extended Access Hub:** 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.

### Weekends and Bank Holidays – Surgery covered by the Out of Hours Service (OOH)

Education Afternoon. Please see our website and Electronic Patient Information Board for dates.

Closed from 12 noon - re-open at 17.00 – 18.00 for pre-booked appointments.

### Appointments:

Available throughout the day. Please note the surgery is always busy in the morning, especially Mondays and after Bank Holidays. **Please note all telephone calls are recorded for training and your protection.**

### Home Visits:

Requests should be made before 11.00am the same day.

### Emergencies:

**CALL AN AMBULANCE TELEPHONE 999 or 111 BEFORE CALLING THE DOCTOR** if you require help for severe chest pain, bleeding, patient has collapsed or is unconscious.

### Out of Hours Cover: Provided by the 111 service

Monday, - Friday 18:00 – 08.00 (six until eight o'clock)

Weekends and Bank Holidays

### Telephone Numbers: (All Calls are Recorded)

**Lintonville Medical Group**

**01670 812772**

**111 Advice and out of hours service**

**111**

**Overseas Visitor Healthcare Helpline**

**0207 210 4850**

**Emergency:**

**999 or 111**

### Merger—Valens Medical Partnership

On 1 April 2017, Lintonville Medical Group joined forces with two other GP Practices in Northumberland Brockwell Medical Group and Wellway Medical Group to form Valens Medical Partnership. As the NHS changes, merging some of our management functions will help us collectively deliver the highest quality of care. Your local practice is still your local practice. You are still registered with your doctor at your usual practice. Nothing has changed and you don't need to do anything. You can still contact us in all of the usual ways.

## INTRODUCTION

The **Government** and some **General Practitioners (GP's)** have a contract which establishes the **Terms and Conditions** for working as part of the **National Health Service**. Lintonville Medical Group is contracted to NHS England. The contracted General Practitioners are **Independent Contractors** and are referred to as **The Partners** of the Practice. When you register with Lintonville Medical Group you register with the Practice not with a GP. All doctors within the Practice have access to an individual's medical record, ensuring continuity of care.

## LINTONVILLE MEDICAL GROUP AND PARTNERS

In 1968 Lintonville Medical Group was formed as a non-limited partnership through the amalgamation of several single based General Practitioners. The current Partners are:- Dr R Chopra, Dr L J Gilfillan and Dr D M Wall.

We welcome you to Lintonville Medical Group and aim to provide a comprehensive range of health care. The information provided in this booklet will enable you to make the most effective use of the wide range of services offered as part of the National Health Service.

### General Practitioners (Doctors) at Lintonville Medical Group

Male:		Qualified	Year
Dr R Chopra	MBBS MRCGP DRCOG	Newcastle	1984
Dr L J Gilfillan	BSc MBChB DGM DCH	Manchester	1983
Dr O Jardine	MBBCh	Cambridge	2008
Dr J Bumbra			

Female:		Qualified	Year
Dr C Bignell	MBBS MRCP MRCGP DTM&H	Newcastle	2007
Dr P Chopra	MRCGP, MBChB	Edinburgh	2010
Dr D M Wall	MRCGP MBChB	Glasgow	2000

As we have both male and female Doctors, we will always try to accommodate your personal preference.

### Nursing Team:

S Allison Nurse Practitioner, BSc Nursing Studies Northumbria 2004, RSC HE Dip Child, Independent Prescriber  
 A Carr Nurse Practitioner, BSc (Hons), Dip HE child, Independent prescriber  
 K Dickinson Nurse Practitioner, BSC Honours, Nurse Practitioner, Independent Prescriber  
 Z Stewart Practice Nurse, Master in Nursing Honours

### Available Direct from your Chemist

<b>Brolene Eye Ointment:</b>	for sticky eyes that are common with a cold
<b>Chloramphenicol eye Drops or Ointment</b>	for sticky eyes that are common with a cold
<b>Gaviscon Liquid or Tablets:</b>	for hiatus hernia and heartburn
<b>Imodium capsules:</b>	for control of diarrhoea
<b>Citric acid Tablets:</b>	for relief of cystitis
<b>Pripsen Sachets:</b>	for treatment of worms
<b>Piriton Tablets:</b>	for itchy or allergic rashes and hay fever
<b>Dioralyte, Rehydrate and Rehydration Fluids:</b>	for diarrhoea or vomiting
<b>Hydrocortisone 1% Cream:</b>	for application to allergic rashes and insect bites
<b>Cerumol or almond oil ear Drops:</b>	for waxy ears. Please never "POKE" things into ears
<b>Canesten Cream:</b>	for athletes foot or thrush
<b>Canesten pessary:</b>	for treatment of vaginal thrush
<b>Nicotine patches and gum:</b>	for help to stop smoking
<b>Ibuprofen Gel:</b>	for relief of muscular pains and sprains
<b>Paracetamol or Co-Codamol:</b>	painkillers
<b>Cough bottles:</b>	for dry or productive coughs
<b>Laxatives:</b>	for relief of constipation
<b>Emergency Contraception</b>	

**All staff** Including Reception Smoking Advice – assistance to stop smoking

and referral to specialist clinics.

Midwife	Antenatal
Prescriptions	48 hour repeat prescription ordering service.
Mental Health Nurse	Assessment and Case Management
Podiatry Service	Foot Management (Diabetics given priority)
Dietician	Nutritional Advice and Weight Management (Diabetics given priority)

Health Care Assistants

Phlebotomy, routine birthday checks for patients with specific conditions e.g. high blood pressure, anaemia, check blood pressure, urine, height, weight and give advice on healthy living. Routine six monthly and annual checks on diabetic patients, foot pulses and perform well person checks, flu vaccinations.

### Student Training

From time to time the Practice undertakes intervals of training for students. These may be Nurses, Midwives, Health Visitors or Medical Students who attend the health centre as part of their ongoing training. These students are always supervised and their time spent here is essential to their future

### Pharmacy First – Minor Ailments Scheme (Normal Trading Hours)

Any Pharmacist is able to give advice and/or treatment for conditions such as:-

Athlete's Foot	Constipation	Cough or cold
Diarrhoea	Fever; headache or earache	Hay Fever
Head Lice	Nasal Congestion	Oral Thrush
Sore Throat	Threadworm	Vaginal Thrush
Tummy Upset/Indigestion		

### NHS 111

**This service is available 24 hours a day, 7 days a week, 365 days a year.**

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation or if your GP surgery is closed.

Call 111 if you need medical help fast but it's not a 999 emergency.

- You think you need to go to [A&E](#) or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call or it is out of hours.
- You need health information or reassurance about what to do next

### REGISTERING WITH THE PRACTICE

#### New Patient (Permanent Resident)

If you live within the Practice Boundary Area (see map on inside back cover) and wish to be registered at Lintonville Medical Group, the receptionist can provide the appropriate NHS Form. You can use any of the following documents as ID. Passport, Utility Bill, Payslip/P45, Bank/ Building Society Statements, Driving Licence, Local Authority Rent Card, Home Office or UK Borders Agency Papers, Letter from Benefit Agency/ Benefit book/Signing on Card

[You have the right to express a preference of practitioner.](#)

#### Child (Baby) Registration

If you are registered with the Practice and would like to register your child, please bring their **medical card and birth certificate** as soon as possible and complete the appropriate NHS form. If you have a new baby and wish to register them at the Practice, then please bring your baby's **birth certificate** to the Practice as soon as possible after leaving hospital to complete the appropriate NHS Form.

#### Visiting Patient (Temporary Resident)

- If you are visiting the area or are an EU resident and require medical services you must advise the receptionist who will ask you to complete the appropriate NHS Form. You must provide proof of identity either a **passport, driving license or birth certificate.**

## APPOINTMENT SYSTEM and HOME VISITS:

The surgery has a new appointment system called **DOCTOR FIRST** that should help you get the appointment you need.

If you want to ask about or be seen for a health problem, you can now have an appointment by telephone and speak directly to the Doctor on the day that you call.

### This is how it works:

1. Call us on the surgery telephone number (01670 812772)
2. A member of our team will ask you for your name and telephone number.
3. They will ask you to say generally what your health problem is. You don't have to tell them if you don't want to. But if you can, it helps the doctor to decide whom to prioritise for call back based on clinical need.
4. If you think you might need a home visit, please say so when you speak to a member of the team. If the doctor thinks you need to be seen at home, they will arrange this when you speak to them during a telephone consultation. **A home visit request should still be made before 11.00am.**
5. You can then talk to the doctor about your health problem in the same way you do if you came into the surgery for your appointment.
6. If the doctor thinks you need to come into the surgery to be seen, they will make the appointment for you.
7. The doctor will call you back as soon as they can. If there is a strong reason for this to be between certain times then tell us and, where possible we will try to arrange that for you.

### Why is the surgery offering telephone appointments?

We have learnt from patient and national surveys that it can be difficult to get an appointment. [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

By offering telephone appointments and giving advice this way we can support everyone to speak to, or see, the doctor on the day that they call.

Many patients don't need to come into the surgery to be seen at all; their problem can be dealt with by telephone. This gives the doctor more time to see patients who need appointments in the surgery. The doctor makes the appointments, and can judge how much time you might need and give you a long or short appointment. This helps appointments to run on time. We also know that when patients make an appointment on the day that they call, they are more likely to keep the appointment.

### •What will happen?

During your telephone call with the doctor, they will ask questions to help them make a decision about whether you need to be seen in person or not. For example, if the doctor needs to look at something or examine you, you will be asked to come into the surgery for an appointment.

### •Will I be seen quicker if I come into the surgery

We no longer give out face to face appointments, a telephone call back would still be offered over the desk, so it is usually more convenient for you telephone first.

## ACCESSING GENERAL MEDICAL SERVICES

All consultations are strictly by appointment only.

1. If you require urgent assistance, please visit or telephone the Practice.

### Services Available following a Consultation

Doctor	Minor Surgery Gynaecological Procedures Contraception Advice
Practice Nurse	Asthma, Diabetes and Ischaemic Heart Disease Management Travel Advice and Immunisations Tetanus, Hepatitis Health Promotion
Treatment Nurse	Dressings
District Nurse	Home Visiting for:- Dressing, Injections, Blood Tests, Catheterisation, Care of Terminally ill Asthma, Diabetes, Ischaemic Heart Disease Management Home assessments Continence Advice and assessments
Health Visitors/ Paediatric Nurse	Baby Checks Pre School Health Checks Post Natal Clinics and General Child Care Advice Parenting Group Low Cost Safety Equipment for families.

If you do wish to make a complaint, please advise a member of staff who will assist you. However, we do have forms that can be completed should you not wish to speak with anyone.

If you have not already made a complaint to the Practice, you can discuss your concerns with the Patient Advice and Liaison Service (PALS) PALS Freephone: 0800 032 0202 Email: [Northoftynepals@nhct.nhs.uk](mailto:Northoftynepals@nhct.nhs.uk)

If you wish to make a formal complaint you may do so by contacting our Patient Engagement Officer or if you do not feel comfortable dealing direct with the practice you can contact the commissioner of services. NHS England is the commissioner of primary care services (such as GP and dental practices) and if you prefer you can send your complaint about these services to NHS England at Tel:0300 311 22 33 Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) In writing: NHS England, PO Box 16738, Redditch, B97 9PT

### **EUROPEAN LAW AND EUROPEAN ECONOMIC AREA (EEA) RESIDENTS REQUIRING NECESSARY TREATMENTS**

EEA residents who are 'insured' persons are covered for 'all necessary treatment' during temporary stays in other EEA countries on the same terms as locally insured residents of the country being visited – as long as travel has not been specifically to receive treatment. It is at the discretion of the local GP to determine if treatment is "necessary" or can wait until patient returns home. You may be asked to provide an E111 form.

If visiting from elsewhere in the world, you may be seen by a GP but there will be a charge for the consultation.

### **NON-EMERGENCY AMBULANCE TRANSPORTATION TO NHS HOSPITAL**

Non-emergency ambulance transport can be provided to patients who have a medical or mobility need. It is important that patients only use this service if they have no other means of getting to hospital, or if their medical condition

determines it. If you need non-emergency patient transport, please contact the North East Ambulance Service Call Centre on 0191 264 8870. This service is

available Monday – Friday, 9am – 5pm. Contact should be made as soon as you receive notification of your appointment time at the hospital.

### **PATIENT CHOICE**

If you and your GP decide that you need to see a specialist for further treatment, as from January 2006 you can now choose where to have your treatment from a list of hospitals or clinics that are available. A leaflet is available in the Practice or you can log onto [www.nhs.uk](http://www.nhs.uk)

For all other appointments, such as Nurse appointments visit the Practice or telephone 812772 and select option 1. If you have had a medical test at the Practice or the Hospital, you can telephone and ask if it has been returned. The Doctor must view and comment on your result and you may be asked to make an appointment to discuss the findings.

### **CANCELLING AN APPOINTMENT**

#### **CANCELLATION BY THE PATIENT**

**Please advise the Practice if you are unable to keep an appointment**, as it could be given to someone else. Please let the Practice know **at least 1 hour before your appointment time**. The Practice now records those patients who 'Did Not Attend' (DNA) on their medical records and a letter will be sent if you DNA without a reason. Habitual failure to attend will result in patient removal from the Practice Register.

#### **CANCELLATION BY THE PRACTICE**

Please note it may be necessary for the Practice to cancel your appointment.. We will try to give you ample notice and offer an alternative appointment.

#### **CONSULTATION**

Whilst every effort is made to keep to appointment times, this is not always possible and we will try to keep you informed of any delays. Appointments are for individuals, should you have other members of the family who need attention with you, they require a separate appointment and cannot be seen with you. Always notify the receptionist of your arrival at the surgery. **If for any reason you are unable to keep your appointment, please telephone to cancel in good time so that the appointment can be offered to another patient.**

#### **ACCESS TO MEDICAL RECORDS**

You may wish to see your medical records please contact the practice for further information.

#### **REMOVAL OF PATIENTS FROM THE PRACTICE REGISTER:**

The Practice adheres to the NHS Zero Tolerance Guidelines as set out by the Secretary of State whereby we can withhold NHS Treatment from persistently violent and abusive patients. Violent patients and those who threaten violence will be removed from the Practice List immediately. Those who are verbally abusive may be given a warning or may be removed from the list at the discretion of the Partners.

#### **Change of Name, Address or Telephone Number**

If you change either your name or those of your children, or telephone number, please come to the practice to complete a Change of Details Form. Correct information is essential so your records are up to date. **Please note: If you move out of the Practice Boundary Area, you will need to register with another Practice.**

## PRESCRIPTIONS

### Generic Prescribing

The doctors prescribe medicines using their chemical name, which may be different from the name you are familiar with. This is known as generic prescribing.

### Repeat Prescription

If you are taking regular medication your doctor may decide to start a repeat prescription for it. This means that you will be able to order regular medication without having to see a doctor every time. However, at certain intervals you will need an appointment to check your progress and to review your medication. When appropriate, you will be asked to make an appointment. When ordering please allow up to 48 hours for the prescription to be completed. Certain medications are not appropriate for repeat prescriptions and your doctor will let you know if this is the case.

### Acute Prescription

If you have been given a prescription for a specific illness, this is known as an **Acute Prescription** and cannot be re-issued.

## ORDERING A REPEAT PRESCRIPTION

### ..... by telephone:

You can telephone the Practice and speak to a member of staff during opening hours, or you can leave a message on the answering service 24 hours 7 days a week.

You will need to know:-

1. Patient's full name and date of birth (or NHS Number)
2. Patient's address
3. Patient's telephone number or contact telephone number
4. Medication required
5. Collecting Pharmacist, if this service is used.

### ..... by post or visit

A Repeat Prescription Box is located at reception. Please remove the right hand section from your last prescription identifying which medication you require.

### ..... via the Internet

A 24 hour ordering service of repeat prescriptions is available on the internet. If you are interested, please ask for information at reception.

Information on suspected adverse reactions to drugs can be found at [www.yellowcard.gov.uk](http://www.yellowcard.gov.uk).

## Look After Yourself – 5 ways to help yourself to live a healthier lifestyle

1. Be a non-smoker
2. Watch your weight
3. Take regular exercise
4. Eat a high fibre low fat diet
5. Drink alcohol in moderation

## PRACTICE FACILITIES

### ACCESS TO LINTONVILLE MEDICAL GROUP

Our building is designed to suit the needs of disabled patients. We have toilets with disabled access. Entry to the building is by an automatic door. The Practice is modern and spacious; wide doors provide access to all medical services. There are male, female toilets, an easy access toilet as well as baby changing facilities.

**If you wish to discuss a matter in confidence a quiet room is available, please ask at reception.**

### Parking

There are only a few parking spaces with a small number designated for those with physical disabilities to be used only by patients whilst attending the Practice. This is not a public car park and vehicles are left entirely at the owner's risk.

### Waiting Areas

These have been provided, however **children must be supervised by their parent or guardian at all times.** The Practice welcomes children but asks that you help to respect the feelings of other patients by helping children to play quietly and not to run around the building. Patients who attend the Practice are often quite poorly.

### Comments and Compliments

If you are satisfied with our service or have suggestions for improvements, please let us know, a box has been placed in reception for these.

**Complaints** We always try to provide the best service possible, but there may be times when you feel this has not happened or that things could have been handled in a different manner. We hope you will allow us to look into, and if necessary correct any problems that you have identified. The Practice has clear guidelines and treats all complaints seriously.



## Data Protection and Access to Medical Records

When you register as a patient you will be asked to fill in a patient registration form. Your details are then passed to NHS England who will update their records and arrange for the transfer of your medical notes from your previous Practice. Other branches of the National Health Service may have access to your personal information from time to time, for example, if you are receiving hospital treatment. If we are asked for a medical report, eg. for insurance purposes, we will only produce this with your prior written consent. You have the right, subject to any limitations in law, to see your medical records. Please ask at reception and an appointment will be made. It may be necessary in some cases for a representative to be named to act on behalf of the patient, forms are available at reception for this to be arranged. Information on Data Protection and the Freedom of Information Act can be found on the following website:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk).

## Quality of Care:

The standards of care provided to patients are regularly assessed by external visitors on behalf of the NHS. Standards of record keeping and care may be inspected by looking into patient records (on paper or computer). All information held about you in your medical records is governed by the Data Protection Act. No information will be released without your consent unless we are legally obliged to do so or 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. If you object to this please inform us by writing to the Practice.

## Here to Listen Not to Tell

**We provide a confidential service to all our Patients, including under 16's. This means that you can tell others about your visit but we won't.**

## Copy Letters

If you require a copy of any letters sent from the Practice about you or your dependants, please discuss this during your appointment and it can be arranged. Collection of these letters will be from the Reception Desk and normally take between 10 – 14 days.

## Advice on How to Stop Smoking

If you would like to stop smoking, the Health Action Zone has set up specialist clinics that you may attend. For more information and to make an appointment at one of the clinics please call: **Wansbeck General Hospital: Telephone 01670 813135**

## REMEMBER

**Check your medication before holidays, Bank Holidays and weekends. The Practice requires up to 48 hour's notice to issue a prescription.**

## General Practitioner (Doctor) or Nurse Review Appointment

Once a patient has seen a GP or Nurse (Clinician) they are often required to be seen again either within a few weeks for a medical review or as an annual health check for a known illness or condition. Patients will be advised when to contact the Practice again or invited to attend. A record is made in the Patient's medical record to indicate when they should be seen again.

## Nurse Practitioner

The Nurse Practitioner is an autonomous decision making clinician for patients with undifferentiated and undiagnosed problems. This role is to complement the work of GP's.

## Practice Nurse

Practice Nurses with the support of Health Care Assistants now provide health care checks for patients with known medical diagnoses. They have been given specialist training to monitor and assist with the management of your condition. Practice Nurses also provide travel immunisations as well as Health Screening Clinics and advice on contraception.

## Treatment Room Nurse

Dressings, Ear Syringe

## Health Visiting Services

Health Visitors only provide appointments at the Practice by invitation. If you require assistance or wish to see a Health Visitor, you can telephone 01670 841133.

## Carers

If you have a carer or are a carer, please ensure the Practice is aware of this.

If you are a carer did you know that under the Carer and Disabled Children Act 2000 that have a right to a Social Services Assessment? Please ask Reception for further information. Carers Northumberland also provide information and support for carers and can be contacted on

Tel: 0844 800 7354 (Direct Dial: 01670 320025)

Email: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)

## Child Immunisations

Child Immunisation is provided at the Practice. Babies and children should have the following immunisations

Diphtheria, tetanus, pertussis (whooping cough), polio, Hib and Men C

At 8 weeks  
12 weeks  
16 weeks

HiB and MenC 13 months – 15 months

## Pre School Booster and MMR between 3 & 5 years or before starting school

### Babies 6 –8 Week Check

We provide check up for babies at 6 weeks check at the Practice with a Clinician. You will receive an appointment letter from the Practice at the appropriate time. Health Visitors now carry out an additional check in the home.

## Medical Training Practice

Lintonville Medical Group is a training Practice for all disciplines however we also have trainee General Practitioners who work in the Practice and are known as GP Registrars. They are fully qualified doctors who wish to specialise as General Practitioners.

## Video Session

To enhance ongoing training for clinicians, consultation sessions are sometimes video recorded. However, patients are asked when they attend for appointments whether they would allow this and a signed consent form is required.

## Chaperones

When visiting the Practice for an appointment, it may be necessary that an intimate examination needs to take place. If you are seen by a Doctor who is the same sex as yourself but you would prefer a chaperone to be available in the consulting room for this examination, please advise the Practice when making the appointment and one will be provided. If during the consultation you would wish the presence of a chaperone, please mention this. If you are in an appointment with a Doctor of the opposite sex a chaperone will automatically be provided. If you do not wish to have a chaperone present on this occasion, then a new appointment will be booked for a Doctor of the same gender. Please note both the patient and the Doctor can request a chaperone at any time.

## Patient Services Officers

Our administrative staff have the very difficult job of keeping the Practice running smoothly. They are here to welcome you and to help you with any administrative or non medical aspects of your treatment. The Patient Services Officers are fully trained, competent and caring. They may ask you to give a reason for your appointment. This is to ensure you are seen by the most appropriate person and for the clinician's information. The Patient Services Officers are bound by the same rules of confidentiality as the clinicians, but if you do not wish to give a reason, please say so.

## The following information will help you to assess the most suitable clinician at the Practice:-

Clinician	Condition or Self Referral
Doctor	Complicated medical condition
Nurse Practitioner	Uncomplicated illnesses
Practice Nurse	Holiday Vaccination Repeat Contraception Cervical Cytology (Smears) Childhood Immunisation
Health Care Assistant	Health Screening (Male and Female) Flu Vaccination (October) Health Care Check Chronic Disease Management Clinics Spirometry
Paediatric Nurse	Baby Clinic

## Non General Medical Services

The Practice is often asked to provide insurance, employment, fitness to drive and certain other medical reports. As well as private notes for employment, health insurance forms and other similar services which are not considered to

be part of the National Health Service provision. There will be a fee for all requests for these services following the British Medical Association Guidelines. Please ask before you book an appointment on the cost .