

Practice Brochure 2019



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WELLWAY
MORPETH
NORTHUMBERLAND
NE61 1BJ
Tel: 01670 502 333
Fax: 01670 511 931**



**THE SURGERY
WEST VIEW
PEGSWOOD
NORTHUMBERLAND
NE61 6TB
Tel: 01670 515 326
Fax: 01670 500 191**



**THE SURGERY
ALBION TERRACE
LYNEMOUTH
NORTHUMBERLAND
NE61 5TB
Tel: 01670 860 212
Fax: 01670 860 669**



**THE HEALTH CENTRE
BUTELAND TERRACE
NEWBIGGIN
NORTHUMBERLAND
NE64 6NS
Tel: 01670 816 921
Fax: 01670 818 797**

[Email: NORCCG.wellwayenquiries@nhs.net](mailto:NORCCG.wellwayenquiries@nhs.net)

**Updated January 2019
(with help from our Patient Representative Group)**

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



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1.0 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 Wellway Medical Group, Lintonville 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.

Wellway Medical Group has been established in Morpeth for over 100 years. The practice operates from a main surgery in Morpeth and branch surgeries in Pegswood, Lynemouth and Newbiggin. These enable the practice to continue to be at the forefront of service development in Primary Health Care provision within Northumberland. 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

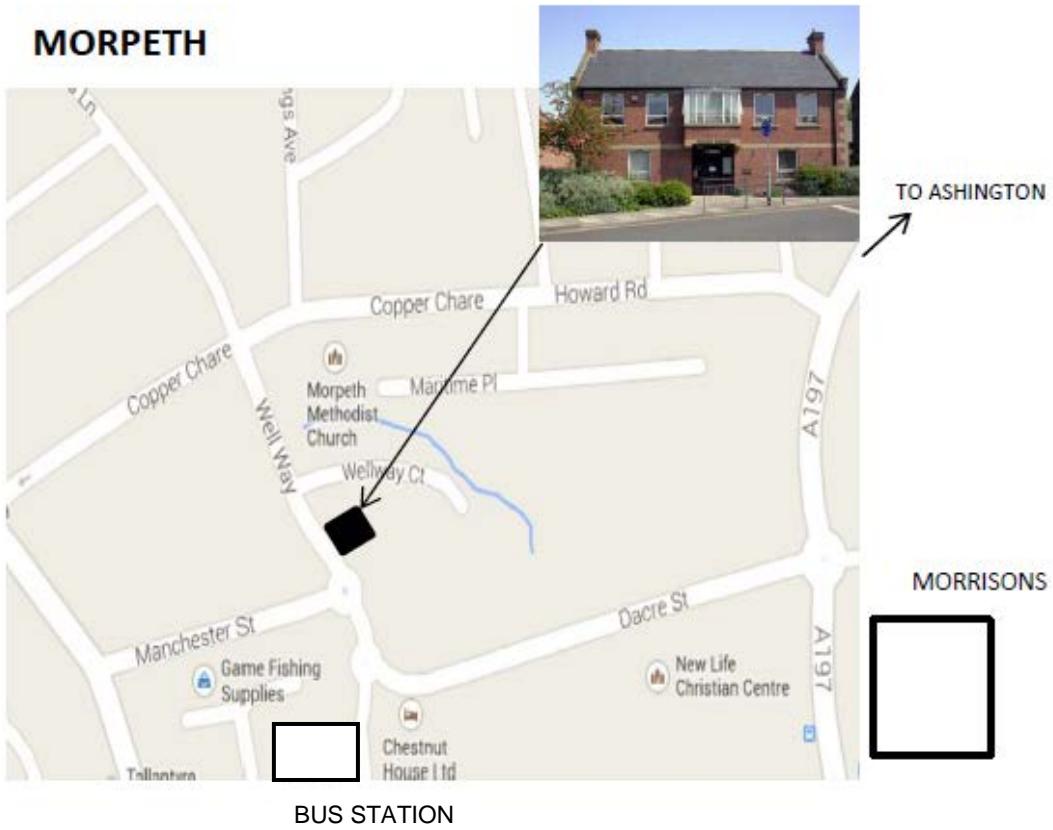
Unfortunately, we are not able to register patients who live outside of our practice boundary, or who move to an address outside of our practice boundary. To enable us to provide the best possible care for all our patients we need to prioritise patients living within our practice boundary, especially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

This practice does not discriminate on the grounds of:

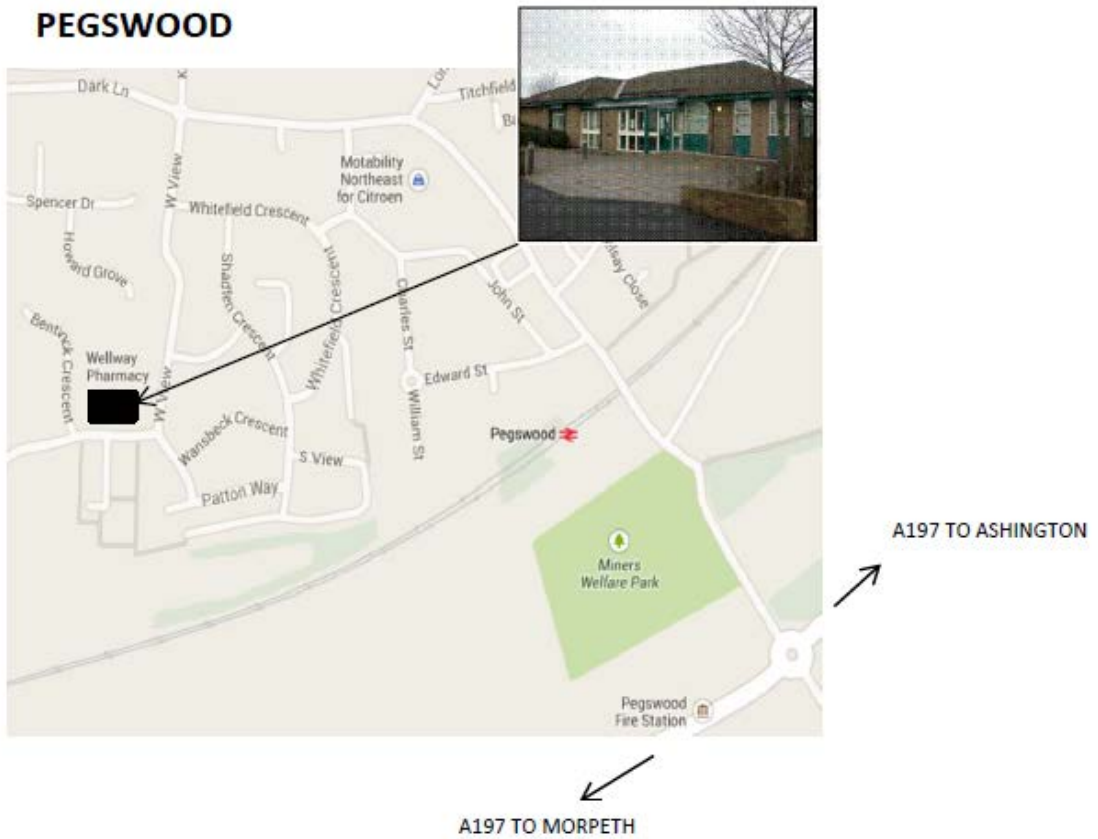
- Race, gender, social class, age, religion, sexual orientation, appearance
- Disability or medical condition
- Any other factor

2.0 HOW TO FIND US

MORPETH

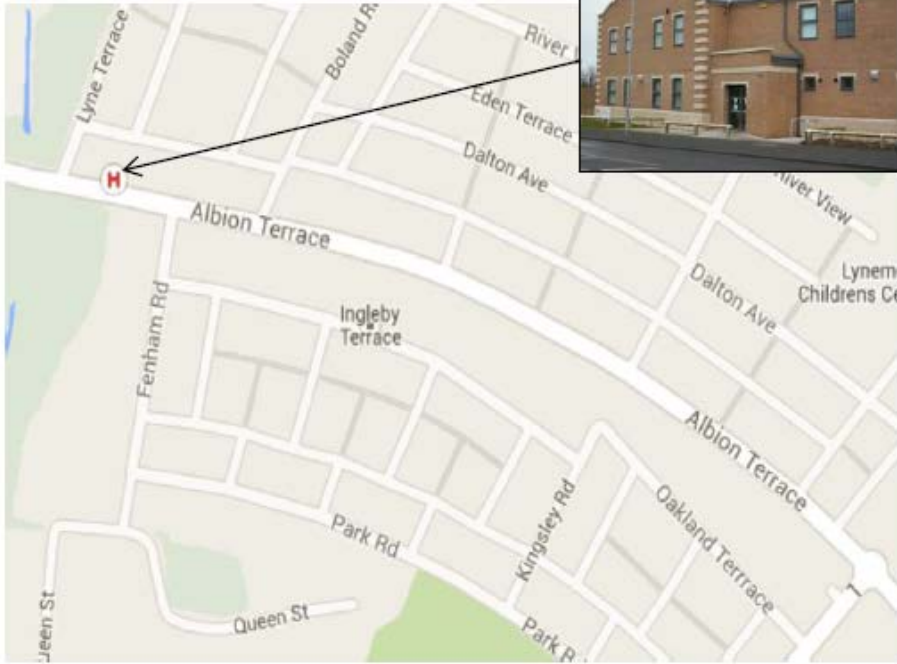


PEGSWOOD



LYNEMOUTH

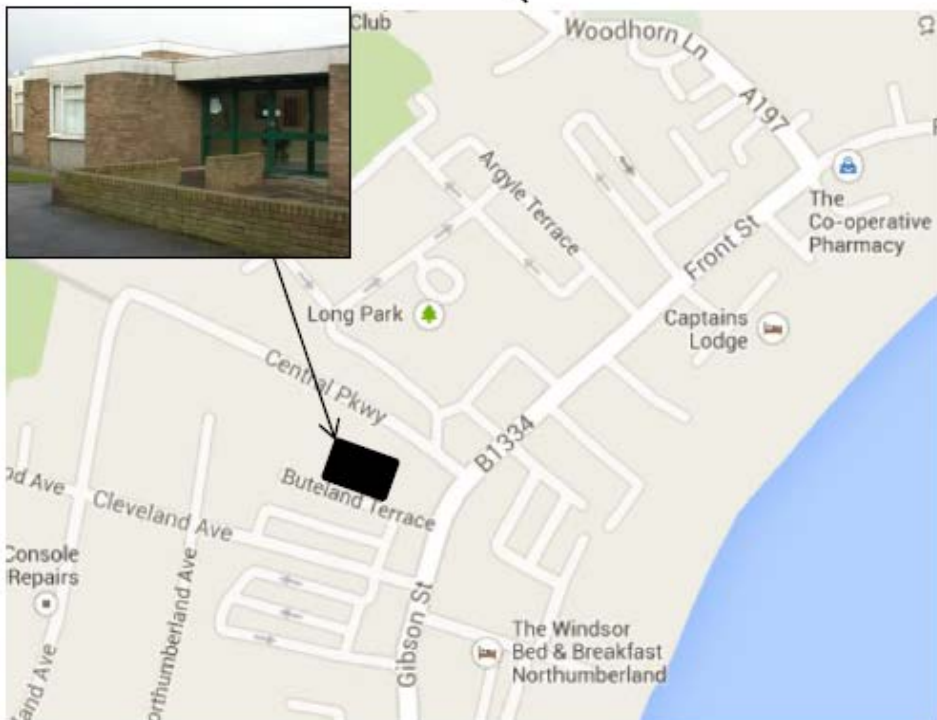
TO ELLINGTON



TO ASHINGTON

NEWBIGGIN

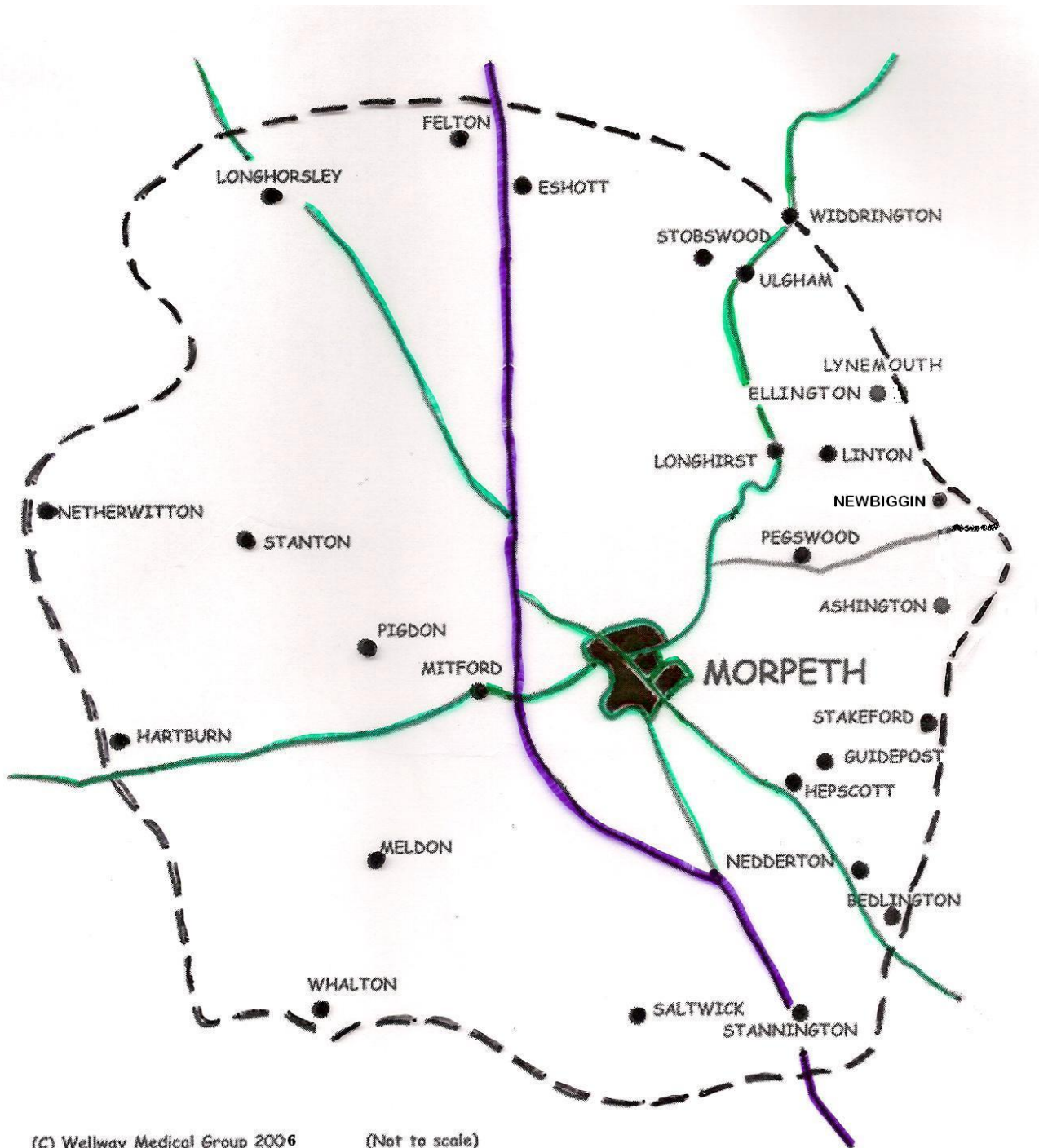
TO ASHINGTON (STH),
LYNEMOUTH & MORPETH



TO ASHINGTON (INTH)

3.0 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.



4.0 INTRODUCTION

NEW PATIENTS

After registering with the practice, we would be grateful if you could make an appointment to see a Nurse within the first month. At this appointment the nurse will carry out a full medical check-up. This will include testing a sample of urine, blood pressure check, appropriate blood tests etc. You will also be offered relevant advice on any aspect of your health.

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.

PRIMARY HEALTH CARE TEAM (PHCT)

In order to meet the increased needs of General Practice, we have an integrated range of primary health care services which are provided by a co-ordinated team of professionals. This allows us to deliver care of the highest quality to our patients.

DOCTORS

Dr Christopher Marr*, MBBS 1982 Newcastle, DCCH, DRCOG, FRCGP
Dr Stephen A Hinchliffe*, BSc, MBChB 1992 Liverpool, PhD, DRCOG, FRCGP
Dr Alistair S Blair*, MBChB 1993 Liverpool, MPH, DCH, FRCGP, DRCOG DTMH
Dr Jacinta Manship*, MBBS 1990 Newcastle, FRCGP, DFFP
Dr Suzanne Renner*, MBBS 1997 Newcastle, MRCGP
Dr Zoe Crichton*, MBBS 1998 Newcastle, MRCGP (Merit)
Dr Caroline Phipps*, MBChB 2006 Liverpool, MRCGP
Dr Anna Lewis, MBBS 2001 Newcastle, MRCGP
Dr Almira Hudson, Mjek i Perg 1997 Tirana, MRCGP, DFFP
Dr Nicola Darrington, MBBS 2008 Newcastle, MRCGP
Dr Kate Harrison, MBBS 2009 Newcastle, DFRH, MRCGP
Dr George Calder, MBBS 2008 Newcastle, MRCGP
Dr Emma Baines, MBBS 2008 Newcastle, MRCGP
Dr Dietrich Reimold, State Exam Med 1996 Frankfurt, MRCGP
Dr Tamara Moks, MBChB 2013 Aberdeen, MRCGP

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

All of the doctors have undertaken at least four years Post Graduate training course specialising in General Practice.

DIETICIAN

A Dietician is attached to the PHCT to provide advice and guidance on all aspects of nutrition and healthy eating. Specific advice is available for diabetics. Appointments with

the Dietician are available via the GPs.

HEALTH VISITORS

Wellway Medical Group has Health Visitors that hold the additional Health Visiting Certificate qualification who cover all our practice area.

MIDWIFERY TEAM

Our Midwives work with the doctors to provide care and advice during pregnancy and after childbirth via antenatal clinics, classes and home visits.

NURSING STAFF (Practice and Community)

All our nurses are registered with a professional body. Their names, speciality and qualifications are all listed on our website. They have a wide range of responsibilities and duties with differing areas of special expertise and interest, providing quality of care in chronic disease management and health promotion. In addition, the Community Nurses provide care to patients in their own home, e.g. following hospital discharge. They also carry out Treatment Room duties.

PODIATRY

A podiatrist is attached to all four surgeries. The podiatrist can carry out home visits for housebound patients who are unable to attend the clinic due to immobility. The Chiropodists are supported by a Footcare Assistant who conducts sessions at the main surgery. Times of sessions can vary from month to month.

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

Natalie Martin is responsible for reception staff at all our surgeries.

5.0 OPENING HOURS

Surgery	Times
Morpeth	Mon, Tues, Wed, Thurs, Fri: 8.00am to 6.30pm
	Mon & Fri 6.30 - 8.00 pm Extended Access Hub
Lynemouth	Mon, Wed: 8.00am to 6.30pm
	Tuesday: 8.00am to 7.00pm
	Thursday: 8.00am to 1.00pm
	Friday: 8.00am to 5.00pm
Pegswood	Mon, Tues, Wed, Fri: 8.00am to 5.00pm
	Thursday: 8.00 – 12.00
Newbiggin	Monday-Thursday: 8.00am to 6.30pm
	Friday: 8.00am to 5.00pm

The Patient Services Team are contactable by telephone from 8.00am to 6.00pm Monday to Friday. Extended hours appointments are available by arrangement. All telephone calls are recorded

Doctor Appointments:

The Practice operates a system called 'Doctor First', which gives our patients same-day access to a doctor. If you want advice about a health problem, or an appointment, when you call us the receptionist will take some brief details and the doctor will call you back for a telephone assessment. If, after speaking with you, the doctor thinks you need to come into the surgery, they will make an appointment for you, 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. A list of our doctors and their current working days is available on our website and is displayed in our waiting rooms. Our reception staff can also advise you of this information when you call.

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

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

If you call after 3:30pm 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.

Nurse Appointments:

Our Practice Nurses and Health Care Assistants offer appointments at all sites. The majority of appointments are made by the practice for regular reviews of patients with long term conditions.

Morpeth: Evening appointments with nurse until 7.00 pm on
Monday and Tuesdays
Saturday morning appointments with nurse once a month

Lynemouth: Evening appointments with nurse until 7.00 pm on Tuesdays

If you arrive late for a nurse appointment we will try to fit you in, however, you may need to wait until the end of the clinic. If we cannot fit you in, or you are unable to wait, you will be asked to make another appointment.

If you are unable to keep an appointment, please inform reception as soon as possible, so the appointment can be given to another patient.

Morpeth Reception: 01670 502333

Pegswood Reception: 01670 515326

Lynemouth Reception: 01670 860212

Newbiggin Reception: 01670 816921

CALLER ID ON TELEPHONES

If your home number does not accept CALLER ID WITHELD numbers please inform reception so they can note this on your records, and advise reception of an alternative number we can contact you on. This is because we use a telephone system with multiple lines and extensions, so our number may not be displayed when we ring you back.

Usual Working days for Wellway Doctors (as at 04/01/19)

Name	Male/ Female	Main Surgery	Mon am	Mon pm	Tue am	Tue pm	Wed am	Wed pm	Thu am	Thu pm	Fri am	Fri pm
Dr A S Blair	M	Lynemouth										
Dr G Calder	M	Morpeth										
Dr Z Crichton	F	Newbiggin										
Dr N Darrington	F	Lynemouth										
Dr K Harrison	F	Pegswood										
Dr A Hudson	F	Pegswood										
Dr A C Lewis	F	Newbiggin										
Dr J Manship	F	Newbiggin										
Dr C Marr	M	Morpeth										
Dr T Moks	F	Newbiggin										
Dr C Phipps	F	Morpeth										
Dr D Reimold	M	Morpeth										
Dr S Renner	F	Lynemouth										

Remember we now offer same day access - if you want to see a particular doctor, please call us on one of their working days

HOME VISITS

When requesting a home visit, please try to call before 11.00am wherever possible.

Home visits are available for patients who for example are housebound or are so unwell they are unable to attend the surgery

When you call us, the receptionist will take the details of your request and the doctor will call you back to discuss the problem and assess the urgency.

The doctor will either advise you about the self-management of your complaint, or arrange for you to see a doctor, nurse, health visitor or whoever is the most appropriate person to deal with your health problem, either by a visit or an appointment.

LATE ARRIVALS

If you arrive late for a doctor's appointment we will try to fit you in, however, you may need to wait until the end of the clinic. If we cannot fit you in, or you are unable to wait, you will be asked to call us again on another day.

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.

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 8pm 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 Brockwell, Lintonville 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).

6.0 HOW TO GET HEALTHCARE ADVICE & ASSISTANCE WHEN THE PRACTICE 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 Wellway 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

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>

7.0 REPEAT PRESCRIPTIONS

- Morpeth 518511
 - Pegswood 518380
 - Lynemouth 862447
 - Newbiggin 816921 Option 3
- } Answer machine available
24/7

The practice operates a computerised repeat prescription service for patients taking regular medication. Requests may be made by telephoning one of the numbers above or calling weekdays at the surgery after 10.00 am.

Depending on the type of medication the GP may request you attend the surgery /arrange a telephone appointment for a prescription review every few months.

Please note that the GP reserves the right to withdraw the repeat prescription if a patient fails to have a review without good reason. This is intended to ensure medications are prescribed only as necessary and safely and in keeping with the practice policy. You will be notified in advance of any such changes.

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.***

Wellway 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.

Requests in Person (Using your Repeats Slip):

These are on the right hand side of your green prescriptions. By ticking the box of the item that you would like prescribing and leaving it at Morpeth, Pegswood, Lynemouth or Newbiggin surgery, we can arrange for a prescription to be issued and then taken to a chemist of your choice.

It is necessary to give us **48 hours' notice** for repeat prescriptions so they can be prepared and sent to the chemist for you to collect.

PLEASE ORDER PRESCRIPTIONS WELL IN ADVANCE

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

8.0 SERVICES PROVIDED

BABIES/CHILD HEALTH DEVELOPMENT CHECKS

All babies and children will be offered health and development checks at 8 weeks, 7-9 months, 2 years and 4 years by your GP or Health Visitor. A hearing test is given at 7-9 months for babies who did not receive a neonatal hearing test.

CERVICAL SMEARS

We advise all women to have regular smear tests. If you have not had a smear test for 3 years (women aged 25-49 years) or 5 years (women aged 50-64 years) please make an appointment to have this done. We will then remind you to have this repeated as necessary. All routine smears are carried out by our nurses.

CHILD IMMUNISATIONS

Immunisation protects not only your young baby and child, but other children and adults as well. It is quick, safe and simple. Your Health Visitor will discuss and advise you concerning the immunisation your child or baby will need. Immunisations are given at 8, 12 and 16 weeks, 13-15 months, 3½ years and 4 years of age. The immunisations are given by a trained practice nurse.

CONTINENCE

We have trained staff who can advise you on all matters relating to continence problems.

FAMILY PLANNING

Advice on all aspects of family planning/emergency contraception is given during normal surgery hours by nurses who have been specially trained in this area, or with the doctors.

HEALTH PROMOTION CLINICS

Sessions are held throughout the week by the nursing team for:

Chronic Obstructive Pulmonary Disease*

Asthma

Diabetes*

NHS Health Check* (You'll be invited for an NHS Health Check every five years if you are between 40 and 74 years old, as long as you don't have an existing vascular condition)

Over 75s Health Check* (for patients who do not already attend for an annual review)

Annual checks for those patients with problems of hypertension (raised blood pressure), stroke, ischaemic heart disease (angina), myocardial infarction (heart attack) or transient ischaemic attack (mini-stroke)*

(*indicates you will be called or recalled to these clinics automatically by our computer system)

Wellway Ease of Access Services

We at Wellway believe that all care should be delivered equally, however some of our patients find it difficult to access some of our routine services through a disability or impairment that they have, which makes using these services difficult. We as a practice have developed new ways of working so that these difficulties can be overcome to allow all of our patients to get the best care possible.

Not many of our patients are aware of the range of help options available to them, so we have decided to list these here in order for patients to be able to choose the option that best suits their needs.

- **Large Print**—This can be made available for all documentation from the surgery i.e. clinic letters.
- **Hearing Loops**—These are available at each reception area and are portable, so they can be taken into the consulting room with you for your appointment at the surgery.
- **Easy-Read Documents**—These are available for a range of documents, including ‘how to make a complaint’ and the ‘friends and family test questionnaire’.
- **Front-facing waiting rooms**—These are beneficial for those patients who are hard of hearing and can easily see the Doctor/Nurse calling them in.
- **Same-day GP Appointments**—Our Dr First system allows patients to speak to a Doctor on the day that they need to and an appointment is given on that same day, so there are no long waiting times.
- **Choice of Appointments**—With the Dr First system, patients are given an appointment that is at the best time for them to come. This makes it easier if arrangements need to be made for a carer or family member to attend the appointment with the patient.
- **Home Visits**—These are done by the Doctors and are available to patients who cannot attend the surgery through illness or disability.
- **‘In House’ Services**—We offer many treatments ‘in house’ at Wellway that are normally only available via a referral to an external service. We offer services such as, Podiatry, Minor surgery and therapeutic joint injections.
- **Carer Support**—We have recently introduced annual reviews for patients who are carers. This is so that we can help to support those who look after someone.
- **Alerts on Our Clinical System**—We have alerts on our clinical system that are designed to inform us if a patient has an impairment or disability that we need to be aware of, for instance sight impaired. This allows us to tailor any resources or advice that is given, to the individual, based on their needs. Please inform reception if you have any such needs, so that an alert can be added.
- **Interpreters**—We can arrange for an interpreter to be present at any appointment that you have at the surgery. This includes Sign-language.

HEALTH VISITOR DROP-IN SESSIONS

These are open access sessions for clients/families who wish to access health advice and support.

- Lynemouth Surgery Wednesdays 9.30 – 11.00 am
- Morpeth (NHS Centre) Tuesdays 1.00 – 2.30 pm
- Pegswood Surgery Thursdays 9.00 – 10.30 am
- Newbiggin Health Centre Tuesdays 9.00 – 10.30 am

MINOR INJURIES

If your injury is not serious, rather than going to an A&E department you can be seen at the Practice. This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

A minor injury is considered to be a cut, bruise, sting, twisted joint or other non-life threatening minor condition.

MINOR SURGERY

Minor surgical procedures including the removal of moles and cysts are carried out in Lynemouth Surgery. Appointments for suitable procedures can be made by seeing your doctor. Joint injections and cryocautery are carried out at all the surgeries. Please note that benign skin lesions cannot be removed on the NHS for cosmetic reasons only.

NHS SERVICES

As a Personal Medical Services practice our contract to provide NHS services to our registered patients is with NHS England (CNTM & DDT), The Old Exchange, Barnard Street, Darlington, Co Durham, DL3 7DR

Our contract includes the normal general practice services which are now called “essential” and “additional” services. We also provide several “enhanced” services such as cervical cytology, childhood immunisations, influenza and pneumococcal vaccinations and minor surgery. Details are available from elsewhere in this leaflet or a receptionist. Details of other medical services in this area are available from NHS England.

NON - NHS SERVICES

Certain services provided by your doctor are not covered by the National Health Service and you may be asked to pay a fee, e.g. pre-employment medicals, private certificates, private medical insurance claims, fitness to drive medicals. If you have any queries about fees, please contact reception.

PREGNANCY CARE

Prior to pregnancy, it is worth discussing your health with your GP. They can advise you on specific issues including taking folic acid to help reduce the chances of having a baby with a spinal cord problem (eg Spina Bifida). The folic acid should be taken from 12 weeks before your pregnancy starts, up to when you are 12 weeks pregnant.

Our GP's and midwives can advise you on other lifestyle issues for pregnant women, especially important if you have Diabetes, Epilepsy, Asthma or Depression.

Your first contact with your midwife will be at a pre-booking session.

- Morpeth/Pegswood patients:
 - Monday, 9:15 am Ashington Sure Start Children's Centre (patients asked to phone 819988 first)
- Lynemouth/Newbiggin patients:
 - Mondays 1:00pm, Tuesdays 9:00am, Wednesdays 9:00am at Sure Start, Alexandra Road, Ashington (patients asked to phone 819988 first)
 - Thursdays, 1:30pm Sure Start, Newbiggin Children's Centre, Cleveland Avenue, Newbiggin

All women need to attend these sessions for information, advice and to receive maternity notes.

The ante-natal clinics run by the midwives are held:

- | | | |
|-------------|-----------|--------------------|
| • Morpeth | Tuesdays | 9.00 am – 1.00 pm |
| • Pegswood | Mondays | 2.00 pm – 4.00 pm |
| • Lynemouth | Tuesdays | 9.15 am – 12.15 pm |
| • Newbiggin | Thursdays | 9.00 am – 11.00 am |

9.0 GENERAL INFORMATION

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.

COMPLAINTS, COMMENTS & SUGGESTIONS

Your thoughts regarding the care we deliver to you at Wellway Medical are important to us. Your comments help us improve who we are and find ways to better meet your needs and those of others. If you would like to share your experiences, good or bad, speak with a staff member

Concerns and queries

You may wish to address your concern or query to a member of staff or the person in charge of the service you are attending. Any member of staff will assist you with queries or problems. If they can't resolve your problem they will find someone who can.

Making a Complaint

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.

CONFIDENTIALITY/COMPUTER & TEST RESULTS

All patient records on file or computer are confidential. In order to maintain confidentiality, laboratory results and x-ray results will only be given to patients themselves or to parents of children if appropriate. You may give written permission for us to discuss your results with your relatives, without this the result remains confidential.

When you attend the surgery if you wish to speak to the receptionist away from the reception area, please indicate this and the receptionist will take you to a quiet area.

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.

ACCESSIBLE FACILITIES

All surgeries are accessible to wheelchair users. Consulting and treatment rooms are on the ground floor except some services at Lynemouth where there is a lift. Accessible toilet facilities are available.

GP TRAINEES & MEDICAL STUDENTS

The practice was one of the original five training practices which started the Northumbria Vocational Training Scheme in 1969 and we have been a 'training practice' ever since. Fully qualified doctors gain special experience of general practice during their 6 month period with us and this includes conducting surgeries, doing home visits and attending special clinics. At all times these GP Trainees are supervised by one of the regular GP's. You can expect them to provide a full range of GP services. If they are not certain about what to do, they will ask more senior colleagues for advice. Please note, your medical records may be used for training purposes. If you have any objection to this, you should inform the surgery at your earliest opportunity. We also have medical students with us from time to time as part of their studies and they sit in with one of the doctors during surgery. Please tell the receptionist if you wish to see the doctor alone. You will be informed if a medical student is sitting in with a doctor.

PATIENT PARTICIPATION GROUP

Wellway 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).

REMOTE ACCESS TO OUR CLINICAL SYSTEM – SYSTMONE

SYSTMONLINE - Practice Guidelines

Using SystmOnline, 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 SystmOnline account remains secure. You are able to terminate or reset your SystmOnline 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 SystmOnline 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 *Wellway 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 *Wellway Medical Group* is a child-safe practice. *Wellway 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 *Wellway Medical Group* adheres. This policy will enable *Wellway 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. *Wellway 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 *Wellway Medical Group* can work to prevent abuse and know what to do in the event of abuse.

Dr Suzanne Renner is our Lead GP for all Safeguarding issues.

TELEPHONE CONVERSATIONS

All telephone calls coming into each surgery are recorded and used for staff training purposes.

VIDEO CONSULTATIONS

Occasionally consultations are recorded, with your written consent. Such recordings are purely for training purposes within the surgery and confidentiality is maintained at all times.

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

Wellway 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, well being or health.

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

10.0 WELLWAY MEDICAL GROUP PATIENTS CHARTER

WHAT YOU CAN EXPECT FROM YOUR DOCTOR – OVERALL AIM

To continue to provide the highest quality health care service to meet the ever-changing needs of our patients.

ACCESSIBILITY

- We will ensure that the surgeries are clean, comfortable and readily accessible and maintained in line with current modern practice.
- We will provide an appointment system which aims to give you same-day access to a doctor.
- Waiting times at the reception desk will be kept to a minimum and, on arrival at the surgery; you will be informed of any expected delays to your appointment.
- We will continue to use a mobile telephone, which allows the doctor on-call to be contacted urgently in case of emergencies. This will not require a patient or relative to make more than two telephone calls.
- You will be able to consult any other member of the practice team, e.g. community nurse, practice nurse or health visitor for advice about any health problem or health promotion.

INFORMATION AND ASSISTANCE

- The practice staff will be courteous when dealing with you.
- A patient's privacy will be respected - though our receptionists have been trained to ask specific questions when dealing with an appointment request.
- An area will be available for confidential conversations between yourself and reception staff.
- All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.
- Patient records will at all times be secure and confidential.
- We will provide an up to date and informative practice brochure.
- We will arrange for you to obtain repeat prescriptions when needed and any requests will be dealt with as quickly as possible. We reserve the right however, not to issue a repeat prescription if we feel that it is not needed. Special arrangements will be made if the repeat prescription is required urgently.

HEALTH PROMOTION

- We are committed to a policy of promoting good health and preventing disease. There will be no smoking allowed anywhere in the surgery buildings in order to ensure a smoke-free environment. This includes electronic cigarettes. Smoking cessation clinics are available.
- All children, whose parents have given consent, will be fully immunised.
- We will provide a range of health education leaflets and give advice wherever possible to facilitate health and wellbeing.

UNDERSTANDING AND COMMUNICATION

- All members of the practice PHCT (Primary Health Care Team) are appropriately trained in communication skills.
- Any referrals to other agencies e.g. hospital consultants, social services etc will be dealt with quickly and efficiently. Normally, any referral letter will be sent within five working days.
- A clear procedure has been adopted for recording the results of referrals or tests and passing this information to the patient.
- The GPs and staff are keen to encourage suggestions from patients which lead to improvements in the ability to provide high quality primary care.
- The practice operates a Complaint Procedure to ensure that any complaints received are dealt with effectively. A copy of Valens Medical Partnership's Complaint Procedure is available on request.
- Information given in confidence to a doctor may have to be shared with other doctors or helping agencies, if it is in the best interest of the patient. Where this occurs, the information

will be strictly controlled and only released on a need to know basis.

WHAT YOUR DOCTOR CAN EXPECT FROM YOU – OVERALL AIM

- You should value your health and seek to maintain a healthy lifestyle and minimise health risks.
- You should value the members of the practice team as professional advisers.
- You should extend the same courtesy and politeness to the practice team as you would expect to receive. We will not accept violence, racial, sexual or verbal harassment and follow the NHS Zero Tolerance guidelines.
- You should request your repeat prescription at least 2 working days in advance to avoid unnecessary delay in treatment.
- You should regard home visits as a service for the genuinely housebound and more seriously ill. Their misuse can disadvantage those in genuine need. If you feel that a home visit is necessary, please make your request before 11:00 am if possible.
- Advice and suggestions for treatment should be valued and respected, although you have the right to reject any advice.
- You should make every attempt to keep your appointments and where you cannot do this, you should contact the practice as soon as possible.

11.0 USEFUL TELEPHONE NUMBERS

HOSPITALS

Wansbeck General Hospital & Northumbria Specialist Emergency Care Hospital	0344 811 8111
Morpeth NHS Treatment Centre	01670 500920
St George's Park	0191 2130151
Royal Victoria Infirmary, Newcastle } Freeman Hospital, Newcastle }	0191 233 6161
North Tyneside District General Hospital	0344 811 8111
Queen Elizabeth Hospital, Gateshead	0191 482 0000

NHS 111 111

AGE UK - NORTHUMBERLAND 01670 784800

RELATE (Marriage counselling) 0191 232 9109

REACH (Rape crisis centre) 0191 2219222

CHILDLINE 0800 11 11

NORTHUMBERLAND RECOVERY PARTNERSHIP 01670 396303

SAMARITANS 116 123
(Ashington) 0845 7909090

ALCOHOLICS ANONYMOUS 0191 5214400

CITIZENS ADVICE BUREAUX
Morpeth / Ashington 0344 4111444

POLICE
Emergency 999
Non-emergency (call) 101
Non-emergency (text) 07786 200814
Outside England and Wales 01661 872555

CHEMISTS
Wellway Pharmacy, Morpeth 01670 510005
Wellway Pharmacy, Pegswood 01670 515615
Boots, Oldgate, Morpeth 01670 512252
Boots, Bridge St, Morpeth 01670 513389
Boots, Stobhill Pharmacy, Morpeth 01670 512697
Boots, The Mount, Morpeth 01670 515727
Murray, Lynemouth 01670 860355
Co-op, Front St, Newbiggin 01670 811001
Co-op, Cleveland Terrace, Newbiggin 01670 816799

SOCIAL SERVICES DISTRICT NUMBERS

Morpeth/Bedlington	01670 536400
Ashington/Newbiggin/Lynemouth	01670 536400
Intake Team	01670 536400

NORTH OF TYNE PATIENT ADVICE & LIASON SERVICE 0800 0320202

TALKING MATTERS NORTHUMBERLAND

<http://www.tmnorthumberland.org.uk/about-talking-matters/> 0300 3030700

CARERS NORTHUMBERLAND 01670 320025

NATIONAL DEMENTIA HELPLINE 0300 222 1122