

NOTES



**BLACKWELL MEDICAL
CENTRE**

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USEFUL PHONE NUMBERS

Alfreton Library	01773 833199
Amber Valley Borough Council	01773 570222
Bolsover District Council	01246 242424
Blood Transfusion Service	0300 123 2323

CHEMISTS

Blackwell Pharmacy	01773 862363
Boots	01773 833121
Manor	01773 831177
Tesco	01773 724447
Citizens Advice Bureau	08444 111 444
Crime Stoppers	0800 555111
Benefits Helpline	0800 882200
AlfretonLeisure Centre	01773 523325

USEFUL PHONE NUMBERS CONTINUED ..

HOSPITALS

Ripley	01773 743456
Royal Derby	01332 340131
Nottingham City	0115 969 1169
Queens Medical Centre	0115 924 9924
Heanor	01773 710711
Kings Mill	01623 622515
Chesterfield Royal	01246 277271

NHS 111

111

NURSING HOMES

Blackwell Care Home	01773 863388
Amberleigh Manor	01773 860288
Police Station (Hall Street)	0345 123 3333
Rape Crisis Line	0808 802 99 99
Smokers Quit Line	0800 085 22 99
Victim Support	0845 303 0900

BLACKWELL MEDICAL CENTRE PRACTICE CHARTER - OUR COMMITMENT TO YOU

We are committed to giving the best quality of care to help our patients. We can do this by working together - help us to help you. All patients regardless of age, gender, ethnic background, culture, sexual orientation or mental state have the right to have their privacy and dignity respected.

YOUR RIGHTS

To be greeted in a welcoming and caring manner
To have privacy and confidentiality
To be treated with courtesy and respect by all members of the practice team
To see your health records subject to any limitation in the law after discussion with a doctor

OUR COMMITMENT

To answer the phone promptly
If an unavoidable delay occurs during surgery patients will be kept informed
It is our job to give our treatment and advice. In the interest of your health it is important that you understand all the information given to you, please ask questions if you are unsure of anything
To provide emphasis on health promotion and the prevention of illness
To provide quality training for all of our staff
To make every effort to give you full information about the services that we offer through our practice leaflet

HELP US TO HELP YOU

By letting us know if you change your name, address, phone number etc
By requesting a home visit only if you are too ill to visit the surgery and a night visit if you feel it is truly necessary
By requesting your repeat prescriptions 48 hours in advance and not to telephone for a repeat before 11.00am
Each person is responsible for their own health and should take appropriate action with advice on how to prevent ill health
As the receptionists should treat the patients with courtesy and respect so the patients should treat the receptionists
If you have any suggestions or complaints about the care we offer we welcome your comments, Please ask to speak to our Practice Manager

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

WHAT WE WILL DO

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we shall aim to;

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

COMPLAINING TO THE HEALTH AUTHORITY

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and give us an opportunity to improve our practice. This does not affect your right to approach the Health Authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact the Customer Contact Centre:

Post: NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net

Telephone: 0300 311 22 33

SUGGESTIONS

If you have any suggestions to make to improve the practice or its services, a suggestion box for this purpose is situated in the waiting area. Should you have any complaints regarding the practice, please refer to the separate heading "Practice Complaints Procedure" on the previous pages.

Welcome to Blackwell Medical Centre.

We are a practice of three doctors, with Doctors' Parkin and Southcott operating a partnership. Our aim as a practice is to provide a quality, friendly and caring service to all our patients.

This booklet is produced for our patients as a guide to our services and facilities.

The Doctors are available to discuss any patient queries during normal, non-surgery hours. All of the doctors are happy to treat any/all general medical conditions but they each have interests in special medical field.

SURGERY OPENING TIMES

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 12 noon
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

APPOINTMENTS

Doctors and Nurses have an appointment system. You may phone or call in at the surgery during opening times to arrange a routine appointment. We aim to offer a routine appointment within 48 hours, although this may take longer if you wish to see a specific doctor.

There are a number of on the day appointments available from 8.00am daily.

There are also a limited number of emergency appointments available each day. Please telephone at 1.00 pm for an emergency appointment.

The Doctors' time is valuable and it is wasted if a patient does not attend an appointment. Patients who do not attend appointments on a regular basis will be asked to register with another surgery.

Please visit our website www.blackwellmedicalcentre.co.uk

From here you will be able to cancel appointments and order your repeat prescriptions online.

We also offer a text message reminder service.

For details of the above and to sign up for any of the services please enquire at reception.

OUT OF HOURS EMERGENCIES

If you require urgent medical attention when the surgery is closed please dial 111 free of charge. Alternatively if the NHS 111 service is not available in your area please dial 08444 122 239.

REMOVAL FROM THE PRACTICE LIST

THE DOCTORS

DR TIM PARKIN, MB ChB 1989, MRCGP 1994, DRCOG 1993, DFFP 1994, FRCGP 2006

Dr Parkin is a GP Partner and is based at Limes Medical Centre in Alfreton. He attends Blackwell regularly and has a particular interest in occupational medicine. Appointments can be made with Dr Parkin for HGV/PSV, Taxi and other medicals; additionally he undertakes a range of minor surgical procedures, including vasectomy operations. He is also a GP trainer.

DR. SIVARAM SATHASIVAM. BMedSc,MD(2000) DRCOG

Dr Sath is a salaried GP and works at the practice Mondays, Tuesdays and Wednesdays. His special interests are general Medicine, geriatric medicine and also holds a certificate in palliative care.

Generally patients will only be removed from the practice list if:

1. They move out of the practice area
2. They are physically violent towards a doctor or member of staff or attached member of the CCG.
3. They give racist abuse orally or physically
4. They give verbal abuse or make threats to a doctor or any other member of staff, or attached member of the CCG.
5. They cause physical damage to practice premises or property.
6. They fraudulently obtain drugs for non-medical reasons.
7. They steal from the practice premises or member of staff.
8. There is an irretrievable breakdown in the doctor-patient relationship.
9. They persistently fail to attend appointments

Removing a Patient from the practice list is not something that is done automatically or immediately. Protocols are in place within the practice for each of the above incidents.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or anyone working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs Zoe Cooper (Practice Manager) or any of the doctors. Alternatively, you may ask for an appointment to discuss your concerns. The complaints procedure will be explained to you and we will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

HOW TO REGISTER AS A PATIENT

Unless exceptional circumstances arise, the practice operates an open list for patients living within the recognised practice area. The practice will accept patients regardless of their age and sex, their sexual orientation, appearance, ethnic background, social class, political and religious beliefs, and of their health, any disabilities or medical conditions.

CHOICE OF PRACTITIONER

The practice doctors work on a pooled list principle. Patients can request to be seen by the practitioner of their choice and when no preference is stated they are asked which doctor they normally see. The Reception Staff will then allocate them to that doctor preferentially. Where a patient wishes to exercise the right to request an appointment with their preferred practitioner, they must understand that they may have to wait for some time until an appointment is available.

ACCESS TO HEALTH RECORDS

All applications for access to records (whether paper based or electronic) of living persons are now made under the Data Protection Act (DPA) 1998. Under section seven of the DPA, applicants have the right to apply for access to health records, although the practice also has the right to refuse disclosure under certain circumstances.

The practice has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information. Written authority from the patient may be requested for a person (for example a solicitor or relative) to make an application on their behalf. For more detailed information on this, please refer to the DPA. All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1998. This Act protects data held on the computer system.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

ADVANCED CLINICAL PRACTITIONER KIM BARRINGTON—HINES

Bsc(Hons) Health professional Studies, Dip in Childrens Nursing, Dip in Adult Nursing

Kim joined Blackwell Medical Centre in 2015. She has a background in A&E where she worked for 7 years. In 2005 she began her career in primary care and has worked in 4 GP surgeries gaining experience and further qualifications on the way.

ADVANCED CLINICAL PRACTITIONER LINDSEY PARKER

Advanced Diploma Adult Nursing

Lindsey joined the practice in 2016 and has been a qualified nurse for 10 years. She has a strong infection control background and an interest in Mental Health. She is coming to the end of her Msc in Advancing Professional Practice which she has been studying at Sheffield Hallam University for the past 3 years. Her qualifications include Respiratory management, minor illness, paediatrics and infection control. Her specialist interest is Mental Health.

THE HEALTHCARE TEAM

PRACTICE MANAGER

Mrs Zoe Cooper

PRACTICE NURSES

Lorraine Moakes and Carol King.

HCA

Joanne Brown

RECEPTION STAFF

There is a team of multi-skilled staff who are fully trained to deal with all your queries. They look after appointments, prescriptions and administrative duties on the patients' behalf.

DISTRICT NURSES

The District Nurses are based at The Hub, South Normanton. Tel: 01629 533758. Or you can leave a message for them with reception.

COMMUNITY MIDWIFE

The community midwife can be contacted at Clay Cross Clinic Tel: 01246 868875

HEALTH VISITORS

The Health Visiting Team are based at The Hub, South Normanton. Tel : 01773 814302.

COUNSELLOR

Please ask at reception for details.

PHYSIOTHERAPIST

Mr. Tim Storr. MSc, MCSP. For details of treatments please ask at reception.

HEALTH PROMOTION

The practice believes in prevention of disease by promoting healthy living.

Should you wish to discuss diet, exercise, reducing alcohol intake, stopping smoking or any similar issue please make an appointment with one of the doctors or nurses. Advice is also available from:

Derbyshire County Stop Smoking Service
Addaction (drug and alcohol service)

0800 085 22 99
01773 744544

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group who help to develop and improve on practice services. We are always looking for new members (particularly in the under 70's). If you are interested in joining the group please inform reception.

BLACKWELL MEDICAL CENTRE PERFORMANCE STANDARDS

Blackwell Medical Centre aim to provide patients with a service to the following standards.

Emergency Problem.	Seen immediately
Urgent Problem.	Appointment within 24hrs
Routine Problem.	Appointment within 48hrs
See Specific Doctor.	Appointment within one week- Full -time Doctor and two weeks if Part-time Doctor
Repeat Prescriptions.	Ready within 48 hours
Reports and Forms	Completed within one week

PRESCRIPTIONS

Repeat Prescriptions may be ordered by telephone on 01773 819246 after 11.00am Mon-Fri. You may also hand in the computerised slip from the back of your prescription at reception. If you enclose a stamped addressed envelope we will be happy to post it back to you. You can also order repeat prescriptions online. Please ask at reception. Local chemists also provide a collection and delivery service.

Blackwell Pharmacy	01773 862363	Boots	01773 833121
Manor	01773 831177	Tesco	01773 724447

HOME VISITS

Home Visits are for patients either too ill or too infirm to come to the surgery. Please attend the surgery if possible. If you cannot attend, visit requests should be made before 10.00am each day. For urgent visits, the receptionist may ask you to speak to the doctor who is on call.

TELEPHONE ADVICE

Should you require to speak to a GP you can leave a message at reception and you will be called back the same day.

CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

Please notify us of any change in your personal details so we can amend our records accordingly. It is essential that we have your telephone number as we may need to contact you. In order to provide the level of services we wish, we have to have a practice boundary which will limit the distance that we can travel for home visits. In some cases when you move and it is outside our boundary, it may be necessary to ask you to re-register with another practice nearer to your new home.

TEMPORARY RESIDENTS

If you are away from home and need medical help, you can do this by asking to see the nearest doctor as a temporary resident. We will be happy to see friends/relatives staying with you if they need to see a doctor.

CAR PARKING AND DISABLED ACCESS

The practice has suitable access, and reserved parking for disabled patients. We have a small car parking facility at the rear of the surgery for the use of patients attending the surgery.

**PLEASE DO NOT PARK IN PLACES RESERVED FOR DOCTORS OR NURSES.
PATIENTS PARKING IN THE RESERVED DISABLED SPACES MUST HAVE A VALID BADGE DISPLAYED**

CLINICS

CHILD HEALTH SURVEILLANCE

Child immunisations are carried out on an individual appointment basis.

MINOR SURGERY

Sessions are alternated by Dr Parkin and Dr Southcott. These sessions will be carried out at Limes Medical Centre in Alfreton. Please ask at reception for details.

DIABETIC CLINIC

Nurse Lorraine holds diabetic reviews on an individual appointment basis..

ASTHMA CLINIC

Nurse Carol holds asthma reviews on an individual appointment basis.

TRAVEL ADVICE/VACCINATIONS

The surgery offers a comprehensive service through the Practice Nurses. Please ask for details at reception.

SMOKING CESSATION

Speak to your clinician or a member of our reception team. The number for the Derbyshire County Stop Smoking service is 0800 085 22 99

FAMILY PLANNING

A confidential service is available with the doctor of your choice or the Nurse Practitioner who can offer information and/or advice on contraception and sexual health matters. The Practice Nurses also offer cervical screening for female patients. Alternatively you can contact the family planning clinic at the Primary Healthcare Centre, Church Street Tel: 01773 546800.

HYPERTENSION

Held on an individual appointment basis.

CORONARY HEART DISEASE

Held on an individual appointment basis.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE

Chronic Obstructive Pulmonary Disease check ups done by Nurse Carol during normal surgery.

Get the Right Treatment

Every year, millions of us visit our GP with minor health problems that can be easily resolved without a doctor's appointment.

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. By visiting your pharmacy instead, you could save yourself time and trouble.

Self-care

Keeping a well stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet. Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe.

Your Local Pharmacist

Pharmacists offer professional free health advice at any time - you don't need an appointment. From coughs and colds to aches and pains, they can give you expert help on everyday illnesses. They can answer questions about prescribed and over-the-counter medicines. you can talk in confidence. They may suggest you visit your GP for more serious symptoms. It is possible to purchase many medicines from the chemist without a prescription.

NHS CHOICES



NHS Choices (www.nhs.uk) is the official website of the National Health Service in England.

NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, videos and tools, helping you to make the best *choices* about your health and lifestyle, but also about making the most of *NHS* and social care services in England.

Website

**Find our surgery website at-
www.blackwellmedicalcentre.co.uk**

With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours, our staff, newsletter and how to register, you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.