

# Dipton Surgery



**[www.diptonsurgery.co.uk](http://www.diptonsurgery.co.uk)**

**If you would like to register with this practice please complete our application form enclosed (or you can download our New Patient Questionnaire from [www.diptonsurgery.co.uk](http://www.diptonsurgery.co.uk))**

**A separate application is needed for each member of the family.**

**You will be registering with the practice and not an individual GP**

**01207 571222**

## **Contents**

- **Application to join Dipton Practice & Identification**
- **Welcome**
- **Opening Times**
- **Practice Appointment System**
- **Home Visits**
- **Test Results**
- **Out of Hours arrangements**
- **Repeat prescriptions**
- **Practice Team**
- **Clinics & Services**
- **Comments, Suggestions & Complaints**
- **Practice Policies**
- **Confidentiality**
- **Young people 11-19 years**
- **Voice Recording of Calls**

## Dipton Surgery Front St Dipton Stanley DH9 9DA

Please complete the information below if you wish to join this practice. Hand into the receptionist with your medical card and identification see next page for acceptable forms of identification. An appointment will then be arranged for a health check with the nurse.

Thank you.

Name.....

Address & Post Code.....  
.....e mail .....

Telephone Number.....Mobile.....

Date of Birth..... Place of Birth ..... Ethnicity.....

Main spoken language.....

Previous Address..... Previous Doctor.....

Are you Employed ? Yes/No Occupation.....

Are you Married? Yes/No Number of Children.....

Are you disabled or Housebound? Yes/No. If Yes –how?.....

How many units of alcohol do you drink weekly?.....

Do you smoke? Yes/No If yes how many daily.....

Height..... Weight.....

Are you on any Prescription Drugs? If yes please list them

1.....2.....3.....4.....

Are you allergic to any drugs? If yes please list them.

1.....2.....3.....4.....

Previous Illness (Please tick)

Chest Problems..... Diabetes..... Blood Pressure..... Anaemia.....

Heart Attack/Angina..... Epilepsy.....Operations.....

Immunisation (Please tick)

Diphtheria..... Whooping Cough..... Tetanus.....

Rubella.....Polio.....

Date of last Cervical Smear test.....

**Register for Online services**, Booking appointments, order prescriptions

**Yes.....No.....**

Nominate your Pharmacy for Electronic Prescriptions .....

Summary Care Record Information given to patient

I wish to have a summary care record created **Yes.....No.....**

Are you a Carer **Yes.....No.....**

## Registering with The practice-New Patient Identification

This document has been prepared by the NHS Counter Fraud Service and approved by the Department of Health. It gives GP practices a handy checklist on how to minimise patient registration fraud.

1. New patients (whether registering permanently or temporarily).

Will be asked to provide a combination of the following documents for identification:

- birth certificate
- marriage certificate
- medical card
- driving licence
- passport
- local authority rent card
- paid utility bills
- bank/building society cards/statements
- National Insurance number card
- payslip
- letter from Benefits Agency/benefit book/signing on card
- papers from the home office
- P45.

The following documents are easily obtained and will not be accepted as proof of identity if presented in isolation:

- library card
- video rental card
- health club card
- private rent book.

2. Proof of Address is also required

## WELCOME TO DIPTON SURGERY

Dipton Surgery serves the patients of Dipton and surrounding villages extending to Stanley DH9 Post Codes .Patients in Burnopfield with NE16 post codes are also in our catchment area.

This practice is owned by Dr Jon F Levick and is part of the The Oakfields Group. The Practice team is lead by Dr Pratim Sarkar. A Female GP Dr Claire Tilley joined the team in January 2017. Nurse Practitioner and Prescriber Julie Davison assists the Doctor she can assess all women's health problems. We also provide a Practice Nurse, Health Care Assistant and an administration team of a manager and six receptionists.

Dipton Surgery is a new purpose built surgery which opened in February 2011 with the capacity to bring care closer to home for all of our patients.

We offer a full general practice service and run specialist clinics and also minor surgery. At this practice we aim to treat all our patients courteously and in complete confidence. **All patients over 75 years are entitled to have a consultation every three years.**

### Accessible Premises

Dipton Surgery is accessible to people with mobility difficulties, including wheelchair users. We also have a hearing loop.

#### Address

Dipton Surgery  
Front Street  
Dipton  
Stanley  
County Durham DH9 9DA

Telephone 01207 571222

Website [www.diptonsurgery.co.uk](http://www.diptonsurgery.co.uk)

## **DIPTON SURGERY OPENING TIMES**

**MONDAY – FRIDAY 8.30AM – 6.00PM**

**GP AVAILABLE BY APPOINTMENT (TELEPHONE OR FACE TO FACE)**

**MONDAY AM & PM**

**TUESDAY AM & PM**

**WEDNESDAY AM & PM**

**THURSDAY AM**

**FRIDAY AM & PM**

**NURSE PRACTITIONER AVAILABLE BY APPOINTMENT TELEPHONE OR FACE TO FACE**

**MONDAY AM & PM**

**TUESDAY AM & PM**

**THURSDAY PM**

**FRIDAY AM & PM**

**PRACTICE NURSE**

**TUESDAY AM**

**WEDNESDAY AM & PM**

**FRIDAY AM & PM**

**HEALTH CARE ASSISTANT**

**MONDAY – THURSDAY**

### **Late Surgery**

From the 1<sup>st</sup> July 2014 our late surgery will run concurrently with Oakfields Health Centre, on Wednesdays from 6.30 – 8.15pm, at **Oakfields Health Centre**. This will allow Dipton Surgery patient's access to the healthcare assistant with GP support at Oakfields Health Centre.

## Practice Appointment System

For appointments, Please ring Dipton 01207 571222 or call into the practice.

All Telephone Calls are recorded for training and monitoring purposes.

### Appointment System

The Practice encourages all patients to have a telephone appointment with the GP or Nurse Practitioner in the first instance. This means that you will be accessed by a clinician and then offered a face to face appointment dependant on urgency and availability and by the correct member of the team. In many instances your problem may be resolved following a telephone appointment.

We hope that this system of both telephone and face to face appointments will improve the service we provide. We will continue to monitor waiting times and your feedback to ensure that this is the case.

We offer many online appointments for the GPs & Nurse Practitioner. Telephone and face to face appointments can be accessed using your personal login details. Please call into reception with identification to register for online services.

**Appointments with a Practice Nurse or the Health Care Assistant can be made by reception staff.**

**CANCELLATION OF APPOINTMENTS** - If you don't need your appointment please cancel it. Appointments can be cancelled online.

## Home visits

Requests for home visits should always be made as soon as possible after the surgery opens.

Please come to the surgery whenever possible, we do try to reserve home visits for patients who are either genuinely too ill to come to the surgery or housebound.

The doctor has all the equipment, the facilities for examination, your medical records and the staff to assist at the surgery, which enables him to assess your illness more accurately.

## Test Results

### X RAYS /BLOOD RESULTS

Tests results are returned to our surgery via computer from the laboratory. The time it takes to receive results varies.

If the result is not entirely normal we will ask you to make an appointment with your Doctor or speak to your Doctor on the phone. Please ring for your results after 7 days. Please do not assume that if we don't contact you that all of your results are normal. It is always advisable to call to make sure that the doctor does not want to arrange further tests or see you again.

Please allow enough time for the result to be sent to us, as a guide:

- Routine Blood Tests – 3-5 working days (some more complex tests may take longer as they may have to be sent to a different lab – your GP will advise you when they arrange the test)
- X-Rays – 2-3 weeks
- Ultrasound Scans – 2-3 weeks
- Urine tests and Swabs for infection – 5 days
- Smears – 6 weeks

Please phone 01207 571222



## Arrangements for calling the GP when the Surgery is closed

### What to do when the GP practice 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 should call 111 when:

- you think you need to go to A&E or to another NHS urgent care service
- your GP 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.

Out-of-hours services are provided during the following periods when the surgery is closed: **6pm – 8.30am , weekends and Bank Holidays**

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

## Repeat Prescription Requests

This practice aims to turnaround requests for repeat prescriptions in 24 working hours. The pharmacy on occasions needs to order medication therefore it is advisable to order prescriptions 48hrs in advance.

Dipton Surgery does not accept repeat prescription requests over the telephone. To offer a safer and more efficient service the practice now offers alternative ways to order your prescription:

- Post or hand in your prescription counterfoil at Reception
- Call in to the practice with your counterfoil or a written request
- Ask your nominated pharmacy to order your prescription
- Use Systmonline our internet access service (call into reception for a password)
- Fax your prescription from home or work to 01207 570070

### **We have made this decision for the following reasons:**

- To avoid mistakes
- To avoid blocking the phone lines when patients are trying to make appointments
- To make the staff more available to you in the surgery

### **Allow your community pharmacy 48hours for collection**

**Prescriptions are for one month's supply only. Pre Payment certificates can be purchased online at**

**<https://www.ppa.org.uk/ppa/ppcdd/patient.do> or collect a form from your pharmacy.**

## **The Practice Team**

### **THE DOCTORS**

**Dr Pratim Sarkar (MBChB)**

**Dr Claire Tilley**

### **NURSING TEAM**

#### **Nurse Practitioner & Nurse Prescriber**

**Julie Davison RGN Bsc (Hons) Nurse practitioner**

#### **Practice Nurse**

**Julie Redshaw RGN**

**Mandy Kimber RGN**

#### **Health Care Assistant Level 3**

**Kay Marshall**

### **ADMINISTRATION**

**Practice Manager - Jeanette McGeary**

### **HEALTH CARE PROFESSIONALS ATTACHED TO THE PRACTICE**

**An extended primary care team, Health Visitor, District Nurse, Midwife, Podiatrist, Dietician, Counsellor and Community psychiatric Nurse and Physiotherapist support the practice**

## **Clinics & Services**

### **ANTENATAL CLINIC**

The Midwife sees patients by appointment as follows: Every Tuesday afternoon.. New expectant mothers will meet the Midwife at this appointment and be supported by them during pregnancy. The practice Nurse and GP will assist when necessary to ensure the wellbeing of mother and baby.

### **CHILD HEALTH**

Immunisations are carried out by the Practice Nurse. The Child health Department will let you know when these checks are due.

### **COUNSELLING & COMMUNITY PSYCHIATRIC NURSE**

We have a counsellor and CPN attached who carry out sessions from the practice. The GPs or Nurse Practitioner will refer you when necessary to assist you through any difficult periods in your life.

### **DIETICIAN & DIABETIC PODIATRY**

The practice has a dedicated dietician. Clinics are held fortnightly at Dipton. You will be referred by either the GP or Nurse as appropriate.

The practice has a podiatrist who visits the practice monthly to attend to our diabetic patients.

### **SEXUAL HEALTH AND CONTRACEPTION**

The Doctor and Nurse Practitioner give sexual health and contraceptive advice. A full range of services are available at the surgery including emergency contraception, and implant fitting. We offer pre-pregnancy counselling.

### **HEALTH PROMOTION**

Health checks, including screening for heart disease with blood pressure and cholesterol checks, are available by making an appointment with the Practice Nurse.

### **MINOR SURGERY**

We undertake a range of minor surgery procedures.

### **SPECIALIST CLINICS**

We offer appointments to monitor patients with chronic diseases for Diabetes, Asthma, Hypertension, Respiratory Disease and Heart Disease.

### **WELL WOMEN SERVICE**

Women have routine cervical smears with the Practice Nurses. All women between 25 and 64 will be invited for these when they are due. You are also welcome to see a Practice Nurse for a well woman check. It is helpful if you let our receptionist know if you want a smear or well woman check when you make an appointment.

### **PHYSIOTHERAPY**

The GP or nurse practitioner will refer you physiotherapists if you need this service. Clinics are local in Stanley & Shotley Bridge

## Comments & Complaints

The Practice Manager is responsible for handling comments, suggestions and complaints about any service provided by the Practice.

All constructive comments and suggestions will be considered by the practice. We operate a Practice Complaints Procedure, and all complaints, should, where possible be addressed in writing to the Practice Manager. Forms to enable you to do this are available from Reception. Your complaint will be acknowledged within three working days, and we aim to have investigated it within ten working days of the date on which you raised it with us.

Full details of the procedure are available at [www.diptonsurgery.co.uk](http://www.diptonsurgery.co.uk) or from reception.

## Practice Policies

### ZERO TOLERANCE

The Practice has a zero tolerance policy on abusive behaviour, verbal or aggressive. Staff members will liaise with the Local Police if any such threat arises. Any patient who is involved in any behaviour of this sort will be removed from our list. Patients with problems should speak to the practice manager to resolve any issues in a calm and acceptable way to both parties.

### PRIVACY

If you feel that you would like additional privacy when attending the surgery, please ask the receptionist and we will do our best to assist.

### CARERS

Do you look after a relative, partner, friend or child who cannot manage without help because of illness, age or disability.

#### If so ....

#### You are a Carer

This practice recognises that patients need information help and support to continue caring for as long as they wish to do so.

Please complete our form (downloadable @ [www.diptonsurgery.co.uk](http://www.diptonsurgery.co.uk) or from the

receptionist) if you would like us to mark your records hand it into the receptionist  
.For more information please visit the Durham County Carers Centre website

## **CONFIDENTIALITY -YOUR INFORMATION AND WHAT YOU NEED TO KNOW**

Your doctor and other health professionals caring for you keep records about your health and treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and records about your health and any treatment, care you have received
- Details and records about the treatment and care you receive
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals, or those who care for you and know you well.

### **Your records are used to guide professionals in the care you receive to ensure that:**

Your doctor, nurse or any other healthcare professionals involved in your care has accurate and up-to date information to assess your health and decide what care you need so full information is available if you see another doctor, or are referred to a specialist or another part of the NHS there is a good basis for assessing the type and quality of care you have received your concerns can be properly investigated if you need to complain

### **Your information may also be used to help us:**

- Assess the needs of the general population
- Make sure our services can meet patient needs in the future
- Review the care we provide to ensure it is the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Pay your GP, dentist and hospital for the care they provide
- Audit NHS accounts and services
- Prepare statistics on NHS performance
- Investigate complaints, legal claims or untoward incidents

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organization with legitimate interest, including universities, community safety units and research institutions. Where it is not possible to use anonymous information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services.

This will only be done with your consent, unless the law requires information to be passed on to improve public health.

Everyone working for the NHS has a **legal duty** to keep information about you confidential.

You may be receiving care from other organisations as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit.

We only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

**Anyone who receives information from us is also under legal duty to keep it confidential**

We are required by law to report certain information to the appropriate authorities. This is only after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence

**Further Information**

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

# Young people 11-19years You're Welcome

Young People aged 11- 19 years You're welcome!

## **Here To Listen Not to Tell - Confidentiality**

We provide a confidential service to all young people including under 16's. This means that you can tell others about this visit but we won't. You can be seen on your own or with a friend for support.

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

You can ask for an appointment with a male or female clinician.  
The Practice has a male GP A female GP or a Female Nurse practitioner.

## **Health Issues For Young People**

If you are concerned about any of the issues listed below, the practice can give you advice and guidance.

- Giving up Smoking
- Healthy eating & Weight Management
- Alcohol misuse
- Drugs or substance Misuse
- Mental Health or psychological wellbeing
- Sexual health

The practice offers

- Chlamydia screening
- Contraception
- C-Card Free Condoms (with information and guidance on correct use)
- Emergency Contraception
- Pregnancy testing
- Advice and referral if your pregnant and Don't know what to do
- Antenatal Care

## **Sexuality**

**Worried about your sexuality** , Are you Gay, lesbian, Bisexual, Trans or not too sure For more information ring LGBT helpline 03003300630 or email [lgbt@disc-vol.org.uk](mailto:lgbt@disc-vol.org.uk)

## **Parents**

As a practice we would encourage parents/carers to discuss key health issues with their children. Useful resources can be found at :  
[www.fpa.org.uk](http://www.fpa.org.uk) or [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)



## **Pregnant Not Sure What to Do?**

Do you need someone to talk to?

Need support after Termination of pregnancy?

**Contact Nurse- Counsellor Trudy Oliver  
At Ward 10 Bishop Auckland Hospital**

On 01388 455110

Mon, Wed, Thurs & Friday 09-00 – 1600hours

**All girls/women and partners welcome from any area**

## Voice Recording of Telephone Calls

Dipton Surgery uses the telephone systems of the surgery to communicate with patients to a high degree. For medical legal reasons we record all telephone calls to and from the surgery. To protect the privacy of any call and the confidentiality of information only the GP Nurse Practitioner, together with the practice manager will be able to access the recordings for the previous 6 months.

Access to the recordings will only be made when there is a specific training need and are not for the benefit of patients. Should any message need to be accessed then it will only take place when there are two of the above people in agreement as to the need to access the message.

A written record of the access will be kept. It is envisaged that it would be extremely rare that there will be any need to listen retrospectively to any call and we wish to reassure all our patients that this will occur only when there is a specific training need. If any patient has a concern please contact the practice manager.

