




# Stanley Medical Group

Patient Information and  
Essential Contacts

Telephone **01207 285800**



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## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984.

## Surgery Opening Hours

### Stanley Primary Care Centre

Monday	8.30 am - 6.00 pm
Tuesday	8.30 am - 7.15 pm
Wednesday	8.30 am - 6.00 pm
Thursday	7.30 am - 6.00 pm
Friday	8.30 am - 6.00 pm

### Annfield Plain Surgery

Monday	8.30 am - 12.30 pm
Tuesday	8.30 am - 12.30 pm
Wednesday	8.00 am - 12.30 pm
Thursday	8.00 am - 12.30 pm
Friday	8.30 am - 12.30 pm

Please note you are unable to phone the surgery after 5.30 pm.

Times of clinics vary slightly however we offer morning appointments from 8.30 am till 11.30 am and afternoon appointments from 1.30 pm till 5.50 pm. Further details can be obtained from our Receptionist.

**Early Mornings and Late Night Appointments:** We offer Nurse Practitioner and Nurse appointments on a Thursday from 7.30 am and until 7.15 pm on a Tuesday.

## How to Register

If you live within the area that we cover (see Page 5) you can register with the practice. You will need to call in at our Reception Desk to collect a New Patient Pack. This will contain a GMS1 form, a New Patient Information Form and a Practice Leaflet.

You will need to complete both forms and hand them in to our Receptionist, along with 2 original forms of ID. One must be photographic (i.e. passport or photo driving licence ) and the other must have your CURRENT home address i.e. utility bill, bank statement not older than 3 months. She will copy them and return them straight back to you. You will then be given an appointment with our Health Care Assistant for a new patient check.

Once all of this is done you will then be added to our patient list.

# The Practice Team

## General Practitioners



**Dr John Bisson**

Partner

MBChB 2001,  
DRCOG



**Dr Kit Nicholls**

MBChB 1989



**Dr Jessica Price**

MBBS Newcastle 2007,  
MSc (Sports & Exercise Medicine),  
MRCGP



**Dr Rebecca Charlton**

MBBS Newcastle 2009,  
DRCOG, DFSRH, MRCGP



**Dr Claire Corlett**

MBChB Leeds 2008,  
MRCGP



**Dr Jane Margetts**

MBBS (Merit) 2006 Newcastle,  
DRCOG 2010, DFSRH 2012,  
MRCGP 2013

## Management Team

**Sue Elsbury** - Business Manager / Partner

**Kath Storey** - Practice Manager

## The Nursing Team

Brenda Scott - Nurse Practitioner

Mandy Leathard - Nurse Practitioner

Beverly Hodgson - Nurse Practitioner

Jeanette Seymour - Practice Nurse

Gemma Fletcher - Practice Nurse

Stacey Ball - Practice Nurse

Lynn Torode, Kelly Green & Donny Crozier - Health Care Assistant

## Admin Team

Susan Meredith & Jane Lumley - Secretary

## Reception and Data

Allison

Leah

Keeley

Ann

Carole

Lisa

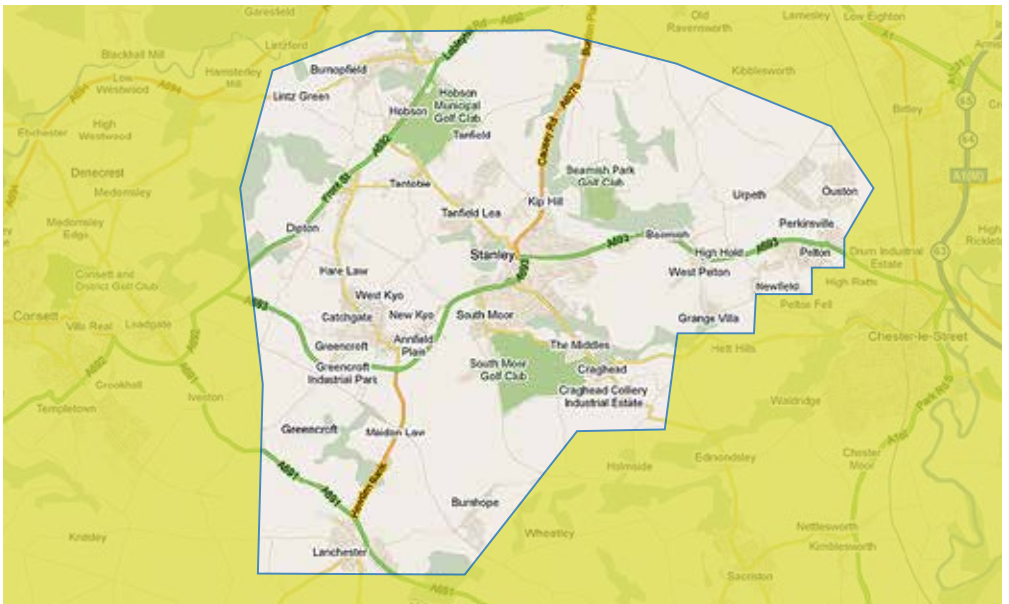
Caroline

Elaine

Jane

Julie

## Area That We Cover



## How to Book an Appointment

- You can expect to have a GP or Nurse Practitioner consultation within 2 working days if your condition is non urgent, however you may have to wait longer if you are requesting a particular GP.
- We always try to accommodate your choice of practitioner however we may suggest that you see another practitioner or service if this is more appropriate to your needs, for example:
  - You can directly book with our Physiotherapist if you have a problem with your joints, you are experiencing muscular pain, or if you are suffering from a sprain or back pain.
  - Our Nurse Practitioner is available for consultations for any of the conditions listed on page 7. Please note that she has the ability to refer to hospital and prescribe most medications.
  - All of the pharmacies in Stanley and the surrounding areas operate a Minor Ailments Scheme and can offer advice and treatment. Please note that treatment is free if you are exempt from prescription charges. A full list of conditions can be found on page 10.
- You can choose to have a ‘face to face’ consultation or a ‘telephone’ consultation. If you choose the telephone consultation, you will be given an appointment slot and the GP or Nurse Practitioner will ring you back on your preferred telephone number (Please allow 15 minutes either side of your appointment for unavoidable delays in the clinic or surgery).
- Urgent cases are seen on the day by either GP or Nurse Practitioner, however you may be asked to leave details with the receptionist and the GP or Nurse Practitioner will ring you back to assess the urgency, avoiding any delay.

We are constantly trying to improve our appointment system, and we may try alternative ways of signposting you to the right person, to ensure you are seen quickly and conveniently. Therefore it may be beneficial to give some indication of why you are attending to our receptionist. She can help you decide who is the most appropriate person. Please be reassured that any conversation is strictly confidential.

## Nurse Practitioner Service

Our Nurse Practitioner is available for consultations for any of the following complaints / issues. She can also prescribe certain drugs, if appropriate to your condition:

- Bites & Stings
- Colds or Flu Symptoms inc. Fever
- Contraception /  
Emergency Contraception
- Conjunctivitis (Eye Infections)
- Cystitis
- Earache
- Headaches
- Muscle Sprains
- Rashes
- Sore Throats
- Water Infections
- Vaginal Irritation / Discharge
- Skin Infections
- Indigestion
- Rectal Bleeding / Piles
- Menstruation Problems
- Ring Pessaries

## Nursing Services

- Cervical Smears
- Asthma / Diabetes / Healthy Heart
- Ear Syringing
- Removal of Stitches
- Baby Immunisations
- Stop Smoking Services
- Well Woman / Well Man
- Mental Health Reviews
- Family Planning
- Swabs
- High Blood Pressure
- Blood Samples
- Routine Injections
- Travel Vaccines
- New Patient Medicals
- Epilepsy Reviews
- Weight Reduction Advice

## Repeat Prescriptions

You may order your repeat prescriptions by any of the following options:

- a) Electronic Transfer of Prescriptions (ETP). To do this you have to nominate a preferred pharmacy. When we process your prescription, it will transfer automatically to your chosen pharmacy electronically. **This is our preferred option** as it is much quicker, it saves paper and it is very safe. Further details can be obtained from [www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Documents/eps-patient-information-sheet.pdf](http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Documents/eps-patient-information-sheet.pdf)
- b) **Ordering on line by logging on to:**  
**[www.stanleymedicalgroup.co.uk](http://www.stanleymedicalgroup.co.uk)**
- c) Leaving your itemised computer slip with pharmacy of choice and they will drop it off here and collect the following day.
- d) Leaving your tear off slip in the box on the wall or with our receptionist  
All medications on repeat prescription need to be reviewed at least annually by the doctors. You may receive a request to come in for a review. Similarly, we may indicate to you that you require something else (e.g. blood pressure or cholesterol review) and we would be grateful if you could make an appointment if requested to do so.

**Please note that we do not accept requests for repeat prescriptions over the telephone.**

Prescriptions handed to the surgery before 12 noon will be ready for collection after 1.00 pm the following day.

## Home Visits

Please ask for a home visit only if the patient is too ill to attend surgery, giving brief details of the problem to the receptionist. A GP or Nurse Practitioner will ring you back before visiting to prioritise the call and offer telephone advice if appropriate. If possible please telephone before 10.30 am.



## Test Results

Your blood results should take approximately 3-4 working days to process. You **do not** need to book an appointment with your GP. He / she will always contact you if they need to discuss anything with you. **(Please ensure we have an up to date telephone number).**

Test results will only be given to the patient themselves (or a parent in the case of children). If you wish anyone else to receive your results, you will need to discuss this with us first and provide written consent before we will do this. This is to protect patient confidentiality.

## Stop Smoking Services

The Practice offers advice and support for those who wish to give up smoking. You can book directly into a clinic via our Reception team.

## Minor Ailments

There is a NHS minor ailment service available at community pharmacies. You can receive treatment for a \*variety of minor ailments direct from the chemist and you do not need to see a GP or nurse. If you are exempt from prescription charges, you will not have to pay for a prescription.

**You may wish to know that emergency contraception is FREE from for all pharmacies.**

For more details contact any of the pharmacies below:

Boots	01207 232353
Taylor's	01207 232344
Lloyds	01207 233845
Dixon & Hall	01207 235281
Asda	01207 288810
Ashchem	01207 234392

\*Hayfever, Sore Throat, Diarrhoea, Head Lice, Athlete's Foot, Vaginal Thrush, Dry Cough, Chesty Cough, Thread Worms. (Please contact your pharmacy for further details).

## Patient Self Check-In

We have introduced a patient self check-in screen therefore we are asking patients to check in this way. This system lets us know that you have arrived without having to wait in the queue. The aim is to speed up your waiting time however it will also allow the receptionist to spend more time dealing with more important queries. It is situated on the wall opposite reception. If you need assistance please ask our receptionist.

## Direct Access Physiotherapy

If you have any of the following problems you can book directly to see one of our Senior Physiotherapists:

Joint pain / Muscular pain / Back pain /Sprain.

Initially you will be given a 15 minute appointment for an assessment, then you may be asked to return for further appointments if the Physiotherapist suggests that this would be beneficial to help with your complaint. Our Physiotherapy Team are available daily and an appointment can be made with our Reception Team, either at the Reception Desk or over the telephone, normally within 7 days.

## Medical Students

The Practice is involved in the training of Medical Students. As part of the training, consultations may be videoed for analysis. This will only be performed with your written consent and we respect your right to refuse without prejudice. We abide by strict GMC guidelines on the viewing and erasing of the tapes. If you would prefer to see your GP or Nurse without the student present then please inform our reception staff.

## Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair. We also have reserved parking bays for those patients who can display a disabled badge. We can also arrange interpretation and translation services in person or by telephone for patient's who do not speak English. Please let us know if you need this service when booking your appointment.

## Children & Young People 13-18 Years

We are able to offer a range of services for young people:

- Confidential Advice - with friends or relatives, also the ability to speak to someone on your own if you prefer
- Emotional support
- Self Harm
- Wellbeing (stress, anxiety, depression, relaxation)
- Healthy lifestyles
- Sex and Relationships advice
- Stop Smoking
- Drugs and Alcohol advice
- Pregnancy testing and choices
- Contraception (emergency, the pill, implants, the injection)
- C-card – free condom scheme
- Chlamydia and Gonorrhoea testing

**And any other issue that is bothering you!**

**Your Right to Confidentiality** - You have the right not to have any information about you passed on to anyone outside the practice (like your parents, teachers, social workers etc), without your knowing about it and agreeing to it. The only time this may be different, is if you tell us that you or someone else is in a dangerous situation and our telling someone else might prevent you or them from being harmed. If a member of our team felt that they had to pass on information without your permission, they would still inform you of what they were going to do.

## Out of Hours

### What to do when the Surgery is Closed

All Out of Hours assistance will be handled by the Out of Hours' Service. To obtain this service please telephone 111. This service is provided by County Durham & Darlington Foundation Trust. The call will be triaged and dealt with in a timely manner, depending on the urgency of your condition.

**Emergencies - In the case of a life-threatening emergency, dial 999 for an emergency ambulance.**

## Protected Learning Time

The Reception Desk will close at 12:00 noon and the telephone lines will transfer to Out of Hours arrangements at 12:45 pm on the 3rd Thursday for protected learning time for all staff. This allows staff the opportunity to attend training courses appropriate to their role. If you need a Doctor before the surgery re-opens, normal out of hours apply - 111.

## Access to Medical Records

### Access to Health Records under the Data Protection Act 1998

The Data Protection Act 1998 gives every living person, or an authorised representative, the right to apply for access to their health records.

A request for your medical health records held at Stanley Medical Group should be made in writing (e-mails also accepted) to the data controller who is Kath Storey (kathstorey@nhs.net).

Under the Data Protection Act 1998 (Fees and Miscellaneous Provisions) Regulations 2000, you may be charged a fee to view your health records or to be provided with a copy of them. You can obtain full details from our Receptionist.

## Suggestions, Problems and Complaints

We aim to provide a high quality service and we are very interested to hear how our systems could be improved. If you are unhappy with any aspects of our service or treatment, please contact any of the Doctors or Practice Managers who will be happy to listen to your suggestions or concerns. The majority of complaints can usually be rectified within the practice. Our complaints policy is available on request.

In order to resolve things as quickly as possible, it is important that you inform us of any event as quickly as possible, ideally within 6 months.

## Rights and Responsibilities of Patients

It is our aim to provide the highest standards of health care to all patients registered with our practice. We aim to involve you in decisions about your health care and to treat you with dignity and respect without discrimination. At all times we aim to respect your rights to privacy and confidentiality. All data held about you will only be accessible to those involved in your health care.

In return we expect our patients to play their part in helping us deliver high quality care, in particular:

- We expect you to attend appointments you have booked. Please contact us if you are unable to attend so that we can offer the appointment to someone else.
- In accordance with the NHS Policy of Zero Tolerance, we will not tolerate verbal or physical assault towards any member of staff or fellow patients. Any such episodes are likely to result in the Police being called and the removal of your name from the Practice List.
- Please note all telephone calls are recorded for training and security purposes.

## Non NHS Services

The NHS provides most health care to most people free of charge. However the following reports / certificates / forms will attract the following fees. In most cases we can inform you of the likely charge due when you ask for the paperwork to be filled in.

Type of Service		Amount Charged
<b>Certificates and Forms</b>		
Private Sick Note		£15
Shotgun Licence		£75
Immunisation or Freedom from Infection Certificate		£10
Private Health Scheme Form eg BUPA PPP		£50
Sickness/Accident/Holiday cancellation		£20
Short Certificate for fitness school/employment/sport (no examination)		£15
More Detailed Pro-forma - As Above		£30
<b>Medical Examination Forms &amp; Reports</b>		
Pro-forma - no exam		£75
Detailed written report - no exam		£90
HGV/PSV:	Patient Paying £90	Local Auth. Paying £120
Examination and report of fitness for sport etc		£90
Housing Support Letter:	Patient Paying £10	Local Auth. Request £25
<b>Access to Records (under Data Protection Act)</b>		
Computerised Records		£10
Manual or combination		£10 - Determined by PM
Photocopy of medical records		10p per sheet
<b>Private Blood Tests</b>		
Blood Test - excluding lab fee		£20

## Useful Contact Numbers and Websites

Emergency Ambulance	999
Out of Hours Doctors	111
University Hospital North Durham	0191 333 2333
Freeman Hospital	0191 233 6161
Queen Elizabeth Hospital	0191 482 0000
Royal Victoria Infirmary	0191 233 6161
Minor Injuries Unit Shotley Bridge Hospital	01207 594472
Shotley Bridge Hospital Switchboard	01207 594400
Gentio-Urinary Medicine at University Hospital North Durham	0191 333 2927
CHILD LINE	0800 1111
Lloyds Pharmacy	01207 233845
Dixon & Hall Pharmacy	01207 235281
Boots Pharmacy	01207 232353
Taylor's Pharmacy	01207 232344
Asda Pharmacy	01207 288810
Derwentside MIND	01207 284723

Diabetes	<a href="http://www.diabetic.org.uk">www.diabetic.org.uk</a> <a href="http://www.diabetes.about.com">www.diabetes.about.com</a>
Coronary Heart Disease	<a href="http://www.bhf.org.uk">www.bhf.org.uk</a> <a href="http://www.familyheart.org">www.familyheart.org</a>
Asthma	<a href="http://www.users.globalnet.co.uk">www.users.globalnet.co.uk</a>
Smoking	<a href="http://www.doh.gov.uk">www.doh.gov.uk</a>
Mental Health	<a href="http://www.mind.org.uk">www.mind.org.uk</a> <a href="http://www.moodgym.anu.edu.au">www.moodgym.anu.edu.au</a>
Teenage Health	<a href="http://www.talktofrank.com">www.talktofrank.com</a>
General Patient Information	<a href="http://www.patient.co.uk">www.patient.co.uk</a>
NHS Choices	<a href="http://www.nhs.uk">www.nhs.uk</a>
NHS Direct	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>



# Stanley Medical Group

Stanley Primary Care Centre,  
Clifford Road, Stanley,  
County Durham, DH9 0AB.  
Tel: **01207 285800**

Annfield Plain Surgery,  
16 Front Street, Annfield Plain,  
County Durham, DH9 8HY.  
Tel: **01207 214849**

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

Part of Derwentside Healthcare Ltd

Co-Commissioned by North Durham Clinical Commissioning Group  
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United Kingdom