

HARTINGTON SURGERY
WELCOME TO OUR PRACTICE



**DIG STREET
HARTINGTON
BUXTON
DERBYSHIRE
SK17 0AQ**

TELE: 01298 84315

FAX: 01298 84899

WEB: www.hartingtonsurgery.co.uk

INTRODUCTION

We have produced this booklet to provide you with information about the way the Practice is organised and the services that are provided directly by practice staff or by other members of the Primary Health Care Team. Services will, by necessity, change from time to time but please do not hesitate to telephone the Practice if you want to check the current position

THE DOCTORS

Dr Ashley S J Dawson MBChB BSc Hons MRCGP

Dr Sandra Ives

PRACTICE STAFF

Practice Manager

Julie Coles

Admin Team

Kerry Allsopp

Rachel Moorcroft

Jayne Wilton

Kimberley Allsopp

Nikki Pethurst

Lisa Mellor-Stones

Advanced Nurse Practitioner

Debbie Peach

Practice Nurse

Stephanie Barry

District Nurses

Buxton District Nursing Team

Health Care Assistant

Charlii Upton

Kerry Allsopp

Dispensary

Kay Bennett

Carole Hunter

Kerry Allsopp

Charlii Upton

PRIMARY HEALTH CARE TEAM

RECEPTION STAFF

The Receptionists ease the flow of patients for the Doctors, Nurses and Health Professionals and keep the practice running smoothly. They are here to help you. For example, they can give you results of laboratory tests and can arrange transport for hospital appointments, if eligible.

Sometimes they may need to ask for further details. They are not being nosy and are bound by the same rules of confidentiality as the Doctors and Nurses. All medical information, which is held on your behalf, is governed by the Data Protection Act and staff are vigilant in ensuring that only essential information is made known to other practice staff.

Receptionists are the engine house of the surgery, doing a wide range of administrative jobs, answering telephone calls and greeting patients at the counter. At times there may be slight delays so please be patient until they can attend to you.

PRACTICE MANAGER

The Practice Manager is responsible for the management of the Practice and can be contacted with any queries about practice organisation.

MIDWIFE

The Practice is served by North and South Derbyshire and Staffordshire Midwives. They have access to delivery units at local maternity wards.

COUNSELLORS

The Practice is able to refer to a variety of counselling services.

SURGERY OPENING TIMES

The surgery is open during the following times, except statutory public bank holidays:

Monday - Friday	8:00am – 6:30pm
Thursday	6:30pm – 8:00pm

The above times may be subject to change, please check with Reception.

Please Note: Dispensary will be open from 8:00am on Wednesdays

You may speak to a Receptionist or collect your medication during these times.

SURGERY TIMETABLE

(Please ask at reception)

APPOINTMENTS

We aim to offer a personal and efficient service by offering pre-bookable appointments for non-urgent conditions and reviews, also a limited number of same day appointments, which are reserved for urgent problems and cannot be pre-booked. It would be appreciated if 'non-working' patients could leave early morning and late appointments for people at work who have difficulty coming during normal working hours.

****NEW**BOOKING YOUR APPOINTMENTS ONLINE**

You can book and cancel appointments with our Doctors and Advanced Nurse Practitioner online using Patient Access. Please contact the Surgery to register for Patient Access.

The Practice has the facility to send an SMS text message to confirm the date and time of pre-booked appointments for patients who provide up-to-date mobile telephone numbers. If you are unable to attend a pre-booked appointment for any reason please remember to contact the Reception Team to cancel the appointment.

HOME VISITS

Home visits are for patients who are too ill or infirm to come to the surgery. Please telephone the surgery before 10:00am on the day of the visit and give the Receptionist as much information as possible, so that the Doctor can give the request appropriate priority. A Doctor or Nurse Practitioner will usually ring you back before visiting. If a patient has a temperature or a rash, coming to the surgery will do no harm or endanger others.

It is appreciated if patients can attend surgery if at all possible. This is usually quicker for the patient and makes the best use of the Doctor's time. The large geographical area of the Practice means that you may not necessarily be seen by your own GP.

ACCESSIBLE INFORMATION

Please inform the Practice if you have any communication or information needs relating to a disability, impairment, language or sensory loss. The Practice will endeavour to accommodate your needs.

WHEN THE SURGERY IS CLOSED

If medical advice is required when the Surgery is closed, please telephone 111 to contact the Out of Hours service provider. You will be asked to provide limited information in the first instance to enable your call to be prioritised. This will be followed as soon as possible by a clinician calling you back who will give appropriate advice based on the information that you have given. If you are calling on behalf of someone else please have relevant information available, such as, address, date of birth, current medication and the name of their GP. If considered necessary you will be referred to a duty Doctor or Nurse Practitioner who will contact you and, either give further telephone advice, or ask you to attend a local centre or in appropriate circumstances visit you at home. If a home visit is agreed, be prepared to give the exact location and if in an isolated location, the ordnance survey grid reference number. If you need medication urgently please be prepared to travel to Chesterfield to collect it.

REPEAT PRESCRIPTIONS

You may use 'Patient Access' a simple, secure, automated online prescription ordering facility to order your repeat prescriptions. Dispensary staff will be able to provide full instructions to enable you to register for 'Patient Access' or

- fax your request to **01298 84899**
- bring it to the surgery and place it in the box located next to the door in the porch entrance area
- telephone the request between the hours of 11.00am and 6.30pm by selecting option 2 for Dispensary.

The prescription will be ready for collection 48 working hours from the time of request as your medication may need to be specially ordered. You may collect prescriptions between the hours of 8.00am and 6.30pm Monday-Friday.

By following these points it will prevent you from running out of medication at inconvenient times. If you need medication urgently during surgery hours please contact the dispensary.

RESULTS OF TESTS

Please telephone the surgery for the results of any test that you have had. It would be helpful if you could telephone in an afternoon when the telephone lines are a little quieter. Please allow one week for blood tests, two weeks for X-rays and at least six weeks for cervical smears. The Reception Staff are able to give our results that have been reviewed by a Clinician. They are not able to comment on, or interpret results.

ELECTRONIC ACCESS TO MEDICAL RECORDS

Patients who are registered to use 'Patient Access' to electronically order repeat prescriptions and to make appointments can also benefit from the added facility which enables access to view their personal medical records. The system is very secure and requires personal identification numbers and passwords before access is allowed.

If you would like to register to use this facility please contact the Practice.

HOSPITAL REFERRALS

You will be offered a choice of hospitals that specialise in the area of medicine required. You will be given the opportunity to choose where you wish to be seen and to make an appointment at a convenient time.

NEWLY REGISTERED PATIENTS

In order that we can establish your current health all newly registered patients should make an appointment with the Practice Nurse for a new patient health check and with a clinician, if on current medication, as it normally takes a few weeks for your previous medical record to be forwarded to us.

NON NHS SERVICES

There are many services requested by patients which fall outside the NHS and, for which, fees are levied. This includes certain categories of drugs for which there are private fees, driving medicals and insurance company reports.

Reception staff will advise you if a service is outside the scope of the NHS and a fee is being levied.

FITNESS CERTIFICATES

You do not require a fitness certificate for any illness lasting seven days or less. For absences shorter than seven days you should complete a self-certification form available from your employer. For any illness lasting longer than seven days you will need to make an appointment with a doctor.

GP CLINICAL INTERESTS

In relation to the Freedom of Information Act none of the General Practitioners have been trained beyond the scope of Standard General Practice.

WEBSITE

For up-to-date information about the Practice, please visit the Practice Website: www.hartingtonsurgery.co.uk

PATIENT PARTICIPATION GROUP

The Practice has a long established Patient Participation Group. The Group meets twice a year to support the Practice and put patients at the front of local healthcare. Any registered patient is welcome to join the group.

For further information, please contact the Practice.

AGENCIES PROVIDING SERVICES IN PARTNERSHIP WITH THE PRACTICE

The Practice has close and effective relationships with the following bodies:-

Hospitals

Stepping Hill Hospital, Stockport

Chesterfield & North Derbyshire Royal Hospital

Newholme Hospital, Bakewell

St. Oswalds Hospital, Ashbourne

Macclesfield District General Hospital

North Staffordshire Royal Infirmary

Derby Royal Hospital

Cottage Hospital, Buxton

Cavendish Hospital, Buxton

NHS England

Derbyshire and Nottinghamshire Area Team

Derbyshire Mental Health Confederation

Social Services Department

Derbyshire County Council

Staffordshire County Council

RANGE OF SERVICES PROVIDED BY THE PRACTICE

(For further information on services provided – please ask at reception.)

SUGGESTIONS / COMPLAINTS

We offer a Practice Complaints Procedure to deal with comments, suggestions and complaints about the services we provide.

If you have a good idea about how we can improve the service that we offer there is a suggestion box located in the Reception area.

Our aim is to give you the highest possible standards of service and we will deal promptly with any problems that may occur.

If you are unhappy with anything that has happened to you at the Practice please ask to speak to the Practice Manager, or put your complaint in writing to:-

Julie Coles
Practice Manager
Hartington Surgery
Dig Street
Hartington
Buxton
Derbyshire
SK17 0AQ

All complaints:

- are handled efficiently
- are properly investigated
- are treated with respect and courtesy
- receive advice and assistance to understand the complaints procedure
- receive a timely and appropriate response and are told the outcome of the investigation or complaint, and what action has been taken in the light of the outcome of the complaint

Should a patient wish to escalate an unresolved problem to NHS England they can do so by the following means:

➤ **By post**

NHS England
PO Box 16738
Redditch
B97 9PT

➤ **Electronically using the NHS England email address**

england.contactus@nhs.uk

Please write '**For the attention of the Complaints Manager**' in the subject line.

➤ **By telephone**

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

The spine is a complex arrangement of bones separated by gristly discs which act like shock absorbers. Most back pain is caused by injury and by taking pain-killing tablets most backaches will resolve in a few days. If it does not, or if your back pain is accompanied by pain down your legs and arms, you should consult your doctor.

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods.

They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which could lead to localised irritation. Keep your eye open for red marks appearing on the pressure points such as heels, elbows, buttocks and hips and, if they begin to appear, inform the doctor before they get worse.

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks.

If you have a headache or are feverish, take aspirin and paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date.

Children may return to school seven days after the outbreak of the most recent crop of spots.

MUMPS

Symptoms are painful swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date.

If the pain is severe you should consult your doctor.

NOSEBLEEDS

Sit in a chair, lean forward over a basin or bowl with your mouth open. Pinch your nose firmly with your thumb and first finger. You should pinch the fleshy mobile part just below the bony bridge itself. Keep your nose pinched for approximately ten minutes.

Avoid hot drinks for a few hours after that. Try also not to wipe your nose too much, or to sneeze. If the bleeding persists, consult your doctor.

SPRAINS

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes. A bag of frozen peas is ideal for this. This will reduce blood flow to the sprained area and, therefore, minimise bruising and subsequent swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until the discomfort has subsided. If possible, keep the sprained joint raised. This will make it more comfortable and less swollen.

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts longer than eight hours or increases in intensity you should consult your doctor.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun. Always wear a high factor sun cream to prevent sun burn.

HEAD LICE (NITS)

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac in the wound.

TEMPERATURE

A high temperature occurs commonly even with mild infection. In small children, it is important to stop the temperature rising too quickly and children should be given paracetamol syrup which may be bought from the chemist. If they still appear hot, they should be gently sponged down with tepid water in order to cool them. If a temperature is very high and does not come down with the above treatment or the child appears very unwell with the temperature, you should consult your doctor. A child or adult with a temperature will not come to any harm by being wrapped up and brought by car or pram to the surgery.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean, dry dressing.

DIARRHOEA

In adults, diarrhoea is usually caused by a virus infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine mixture can be taken. In both cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs very careful attention. Most babies have loose bowel actions during their first six months due to their predominately liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking baby off solids and feeding it with a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint.

If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach-ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

To avoid dehydration you should drink large quantities of water, diluted fruit juice or thin soup. If you are still vomiting, stick to water only. Try sipping it, frequently, in small amounts. Consult your doctor if you continue to be sick for more than 24 hours (six hours in the case of babies and infants).

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm, and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant may contact their doctor.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. Measles is most infectious from two or three days before the rash appears until eight or ten days after that date.

Though the rash is very dramatic, measles is accompanied by more upsetting symptoms. The whites of the eyes and inside the nose become sore, red and watery. A cough develops and many patients also suffer from earache. Paracetamol syrup and simple cough linctus will help. The patient will also find comfort staying away from bright sunlight in a shaded room.

If the symptoms are very distressing contact your doctor.

PLEASE NOTE:

Immunisations can prevent this distressing and sometimes even dangerous disease.

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the surgery website:

www.hartingtonsurgery.co.uk