

EXTENDED ACCESS

This is a new service, commissioned by NHS England (part of the Government's General Practice Forward View' Programme) which has enabled collaborative working. The 9 Chesterfield GP Practices (The Brimington Surgery; Calow & Brimington Practice; Chatsworth Road Medical Centre ; Chesterfield Medical Partnership; Inspire Health—previously known as Avenue House & Hasland Medical Centre Partnership; Newbold Surgery; Royal Primary Care; The Surgery @Wheatbridge; Whittington Moor Surgery) have formed '**Chesterfield GP Collaboration' (Chesterfield Health Provider Ltd)** .

Appointments will be provided at 2 of the Practices in the area (called "The Hubs") on behalf of all 9 Practices. These appointments will be pre-bookable and on-the-day appointments accessed via **your own Practice** where you are registered. These will be available during Evenings and Weekends.

Please note;

You will still remain registered with your existing Practice and your existing access to your practice will not be affected. This service is available in addition to the current GP Practice services provided and is by pre-booked appointment ONLY

Be assured that the 9 Practices have signed an Information Sharing Agreement which governs the appropriate use of patient data in order to provide Health Care Services. Existing confidentiality clauses ensure that all employees access data appropriately and in a fully audited manner.

Effective since September The Brimington Surgery is Chesterfield East Hub and Avenue House is Chesterfield West Hub.

40% of Chesterfield's population are registered at our surgery; Calow & Brimington, Whittington Moor and Royal Primary Care and it is these patients who will be able to attend the East Hub along with our patients during the following times:

Day	Opening Times;
Monday –Friday	6:30pm—8pm
Saturday	8am—12pm
Sunday	9am—12pm



PRACTICE LEAFLET

**The Brimington Surgery
Church Street
Brimington
Chesterfield
S43 1JG**

www.brimingtonsurgery.co.uk

**Telephone: 01246 273224
Cancellation Line: 01246 212840**

Care Quality Commission Rating: GOOD

At The Brimington Surgery we want to provide the highest possible level of care for all our patients.

This booklet will help you make the best use of our services.

The Doctors

The Doctors of The Brimington Surgery provide Standard General Medical Services and hold a contract with North Derbyshire Clinical Commissioning Group.

Partners:

Dr Emma Fordham - MB ChB DRCOG DFFP (1991) Dundee

Dr Simon von Schreiber - MB BS MRCP (1992) London

Dr Rupert H White - BM BS MRCP (2009) Nottingham

Salaried GPs:

Dr Rosanna Yeoman - MBBS MRCP

Dr Rachel M White - DFSRH MRCP MBChB

Dr Louise Bellingham - MBChB MRCP

Dr Emily R Freeman - BMedSci BM BS MRCP

Dr Andrew Fowler - MBChB

We are an approved training practice, which means that the GPs at the practice supervise fully qualified doctors, who have spent a number of years working in a hospital environment, and have decided on a career as a GP. These registrars will spend up to a year working at the practice. In total they will have studied for 10 years and worked as doctors for several more. They will be supervised at all times by one of our existing GPs.

GP Registrars:

Dr Maria Roberts

Dr Victoria Shih

The Primary Care Team

Community Matron/Nurse Practitioners:

Fran Mossman

Alison Whitton

Practice Nurses:

Lisa Baldran

Miranda Pilchowska

Katie Else

Assistant Practitioner:

Mandy Rawson

Healthcare Assistants/Phlebotomists:

Gemma Power

Nicola Turner

In-House Pharmacist: *Liz Carlile*

Management Team

Practice Manager: *Paula Elliott*

Assistant Manager: *Chelsea Webster*

North Derbyshire CCG

GPs in North Derbyshire have been working together to build the strong foundations required to take on new commissioning responsibilities as part of the NHS reforms and with patients being at the heart of decision making with 'no decision about me without me'.

North Derbyshire CCG

Scarsdale

Nightingale Close

Newbold Road

Chesterfield

S41 7PF

Telephone: 01246 231 255

Website: www.northderbyshireccg.nhs.uk

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request.

Summary Care Record (SCR)

A Summary Care Record is an automatically created real time electronic record which includes your medication, adverse reactions and allergies.

Having this information stored in one place makes it easier for healthcare staff to treat you outside of your GP practice.

You can change your mind at any time about whether or not you have a Summary Care Record, but you will need to tell us.

Summary Care Record – SCR Additional Information

This is an additional enhancement to the SCR service described above. You will need to explicitly request this.

The additional information will include the following:

- Significant problems (past and present)
- Significant procedures (past and present)
- Anticipatory care information and communication preferences
- End of life care information
- Immunisations

Sensitive items related to IVF, STDs, terminations, gender re-assignment etc are automatically excluded so if you require these to be included you need to provide specific consent for these to be added.

Sharing methods outside of GP services

This is via the Medical Interoperability Gateway (MIG) - a different method of sharing information held on your records and is ONLY shared with appropriate professional services who have undergone security assessments (e.g. Ambulance and Out of Hours Services, Community Health; Social Care) and are working with you to provide support, so your information is available when it is needed most.

Health and Social Care Professionals will still ask for your consent to view certain information when treating and supporting you, which means that you are always presented with an option to agree or disagree.

The only exception is 'duty of care', which means that confidentiality can be over-riden, if, for instance, there are safeguarding concerns about someone's welfare or in a medical emergency and consent cannot be obtained. Only authorised health and social care staff involved in your care would be able to access your information, and only specifically to be able to do their job.

Access to SCR and MIG is in a coded format across secure NHS networks and accessed by trained Health Professionals with Chip and Pin smartcard access with relevant access rights embedded in it.

Reception and Administration Teams

Admin Team Leader: Jo

Admin Team Members:

Nina Nicola Leanne Sammy

Care Co-ordinator: Ros Hague

Reception Team Leaders: Juliet & Kim

Reception Team Members:

Gemma Alice Debbie Laura Sonia Faye Tina

Our Reception Team are the people you speak to when you phone or call in to make an appointment or to request a repeat prescription.

The Reception team are here to help you, and to assist in the efficient running of the surgery for the benefit of all patients.

Please be assured of their highest regard for the confidentiality of your care.

The Receptionist may ask you for details to ensure you are booked with the correct Clinician. You have the right to refuse to answer but this may mean you do not receive the best type of appointments for your current needs.

The Administrative Team are responsible for calling patients in for reviews (e.g. annual reviews for diabetes or COPD), dealing with requests for reports and forms, typing of referrals and letters and dealing with incoming and out-going post.

District Nurses provide a nursing service to our housebound patients.

Health Visitors are now based at Brimington Clinic and can be reached by telephoning 01246 515 255.

The Midwifery service is now based at The Inkersall Surgery and can be contacted by telephoning 01246 470 684.

We ask that ALL our staff be treated with respect at ALL times.

Joining the Practice

When you first join the practice, you will be asked to complete a questionnaire about your general health. You may then need an appointment with the nurse or GP and it most important that you attend. It can take several months for your records to arrive from your previous doctor and we feel this check-up is very important. You can also request a health check yourself when you join the practice, if you wish.

Please note; ALL patients will be required to bring 2 forms of ID to register at the surgery. We will need proof of address and a photo ID, we will not be able to register you until you have completed and returned the form and provided 2 forms of ID. Please speak to reception if you have any concerns regarding this.

Our website, www.brimingtonsurgery.co.uk has a facility to check whether you are in our practice area. Reception are also able to advise you.

Opening Hours

Day	Morning	Afternoon
Monday	8:00am	6:30pm
Tuesday	8:00am	6:30pm
Wednesday	8:00am	6:30pm
Thursday	8:00am	6:30pm
Friday	8:00am	6:30pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

We also do 'Extended' hours;

Tuesday evening (1 in 4) - 6.30 p.m.—8.30 p.m.

Wednesday evening (1 in 4) - 6.30 p.m.—8.30 p.m.

Thursday evening (1 in 4) - 6.30 p.m.—8.30 p.m.

Saturday morning (1 in 5) - 8.00am—12.00pm

Please note; repeat prescriptions will not be available for collection on late night surgeries or weekends.

We are usually closed for training one Wednesday afternoon per month. Dates will be advertised in the surgery and on our website.

Temporary Residents

We are always happy to see any relatives or friends staying with you if they need a Doctor or Nurse **urgently**. Temporary resident appointments criteria is based around treatment that is 'immediate and necessary'.

Access to the Surgery

All the practice premises have suitable access for disabled patients. We have special toilet facilities on both floors and a lift between the ground floor and first floor. There are two disabled parking spaces in the council car park immediately outside the surgery. If you have any special or particular difficulties, we are here to help. Please make sure a member of reception staff knows.

Change of Details

If you change your name, phone number or address please let the surgery know so we can update your records.

Patient Feedback

We recognise that occasionally things do not go as smoothly as we would like. If you have a complaint or concern about the service you have received from the doctor or any of the staff working in this practice, please let us know.

Please also let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Patient Confidentiality and Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on a computer and we are registered under the General Data Protection Regulations. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

Everyone working in the NHS has a legal duty to keep information about you confidential and secure. If you want to see your own health records, please make your request in writing to the Practice Manager. In certain circumstances your right to see some details in your health records may be limited in your own interest.

If you are wishing to obtain information on behalf of someone else, we will need their written consent with proof of their identity.

You can register to view your record online – if you are already registered for SystmOnline, just ask at reception to have this added to your access profile. Or to register, please bring recognised photo identification to the surgery where a member of the Reception Staff will generate a password for you. Once you have registered you will be able to view your coded medical record online via the icon on our website or by going to <https://systmonline.tpp-uk.com>.

General Data Protection Regulations

The Practice fully complies with the GDPR (General Data Protection Regulations). Under the data protection legislation patients have a right to be informed whether personal data about them is being processed and have the right of access to the data. Patients can review the data processed and formal applications for access should be made in writing to the Practice Manager.

Sharing your records with other providers of your care

Unless you tell us otherwise, other professional providers of your care will be able to view limited parts of your records BUT unless you are medically unable to respond at the time of treatment, you will ALWAYS be asked for your consent.

Out of Hours - Telephone 111

If you need to speak to a GP or see somebody after the surgery is closed, you can contact the out-of-hours GP service by dialling 111.

You can contact this service for advice even if you feel that your condition is not urgent or serious.

Dialling 111 will get you through to a team of highly-trained advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the health care advice you need to direct you to the right local service. If required, they will arrange for you to be seen/get an ambulance.

Private Fees

Certain services which we provide are not covered by the NHS and you should expect to pay a fee. Please ask at reception

Patient Participation Group

The practice has a Patient Participation Group to encourage open discussion of changes and ideas within the practice.

Our Patient Participation Group was originally established in 2008.

Our PPG meetings are open to all members of the practice. Consequently we do not have a fixed number of members of the group, but on average there are approximately fifteen attendees.

In addition to our face-to-face meetings, we also have a virtual patient reference group, comprising of patients who are unable to attend meetings but wish to be kept up to date via email, and are also happy to be contacted on a regular basis for their views. Currently we have over ninety members of this group.

If you are interested in joining our Patient Participation Group please speak to our reception team for further information.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from practice premises.

Practice Complaints Procedure

Our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may occur. We have a formal procedure to deal with any complaints about the services we provide. Our practice manager will provide further information to help you make your complaint.

Appointments

All patients are normally seen by appointment. We have appointments available to book on the day for urgent medical problems, as well as availability two days in advance and further ahead. If you feel you need to be seen urgently you will be asked to attend at the next available appointment time. If you feel that telephone advice could save an unnecessary trip to the surgery, please tell the receptionist and a doctor will telephone you.

You can make an appointment by:

- Calling in to the Surgery
- Telephone the Surgery
- Online booking – To register for this service please bring a recognised form of photo identification to the surgery where a member of the Reception Staff will generate a password for you. You can then access this service using the link on our website or by going to <https://systmonline.tpp-uk.com>.

On arrival in the surgery, please use the patient check-in screen (where available) or inform the Receptionist of your arrival.

Please note that all appointments slots are ten minutes long, if you need a longer appointment for multiple problems please tell the receptionist. If you are more than ten minutes late for your appointment, the Clinician may be unable to see you and you may be asked to re-book.

We now offer a text reminder service for all appointments at the surgery. If you provide a mobile telephone number we will text you before your appointment to remind you. Please keep your mobile number up to date with us. Please inform a member of staff if you **do not** wish to receive this service.

***If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.
Please note, we now have a cancellation line **01246 212 840*****

If you wish to cancel your appointment please call on this number and leave us a message, one of our receptionist will cancel your appointment. Please be sure to leave your name, date of birth and date and time of the appointment you wish to cancel.

Missed Appointments:

When patients do not attend their appointments, this time is wasted. In an attempt to try and resolve this, the practice has developed the a 'DNA' (Did Not Attend) policy. If your appointment is missed, you should receive a text message letting you know that you have not attended. If you continue to fail to attend we may class this as a breakdown of Practice/Patient Trust and you may be removed from the practice list and have to find an alternative GP practice

Appointments (Continued...)

Getting the right appointment:

When you ring to book an appointment, our doctors have asked that our Reception Team ask for a brief idea of the problem. This is so that they can offer you the best type of appointment, with the right person. You have the right to refuse to give details but please be aware that you may not necessarily be booked with the best type of clinician for your problem.

Nurse Practitioner:

Our new Nurse Practitioner is a very experienced nurse who has undergone extensive and additional training to enable her to treat common health problems. Seeing our Nurse Practitioner is not a second best option, her role is to see some of the same day urgent cases, which enables patients to be seen quickly and efficiently. These appointments are available daily. Please note that our Nurse Practitioner will see patients over the age of 2 and **cannot** see pregnant women or deal with mental health problems.

Citizens Advice Bureau

An outreach worker from C.A.B. is available in the surgery every Friday afternoon. If you would like an appointment please ask at Reception.

Home Visits

Wherever possible please try to visit the surgery. If you think you need a home visit because you are completely unable to get to the surgery, please call us **before 10:30am** to request a home visit so that the doctors can arrange their visits effectively. DO TRY NOT TO ABUSE THIS FACILITY. Remember, for every four patients seen in the surgery we can only see one person at home. Facilities for examination are often not suitable in a home environment. Your request will be assessed by the on call GP, who may call you back prior to planning that day's visits.

Interpreter Services

We can provide interpreter services if you need them, for most foreign languages and for British Sign Language. If possible, please inform the receptionist at the time of booking your appointment so that this can be arranged in advance.

We also have a hearing loop installed in the reception area, and a portable hearing loop for use during consultations. Please ask at reception about this.

Test Results

Please telephone the surgery **after 2.00 p.m.** for results.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Repeat Prescriptions

If you are on regular medication, then you can usually order a repeat prescription without needing to see the doctor each time.

Patients on repeat medication will be given a computer-printed prescription with an attached re-order form. Please use this to order your repeat medication. Please tick the items you require and place it in the reception box or post it to the surgery, this makes it easier for us to manage your requests promptly. If you do not use our form, please remember to include your name and date of birth together with a full description of the repeat prescriptions required and to include a stamped address envelope if you require the prescription to be posted out.

You can also order your repeat prescriptions online. To register for this service please bring recognised photo identification to the surgery where a member of the Reception Staff will generate a password for you. Once you have registered you will be able to go online to start ordering your repeat medication via the icon on our website or by going to <https://systmonline.tpp-uk.com>.

Please note: We require at least two full working days' notice to provide a prescription. If possible, order your repeat prescription a week before your medication is due to run out.

At holiday times and weekends more notice may be required. Collection should be after 10.30 a.m.

We cannot take orders for repeat prescriptions by telephone because of the risk of errors. Some chemists offer a collection and delivery service. Please ask at your usual chemist if this is possible.

Electronic Prescription Service:

We also offer an electronic prescription service. Electronic prescriptions help you, your doctors and the environment, you can help save NHS funds and precious GP time by nominating the pharmacy of your choice to receive your prescriptions electronically.

Over half of all prescriptions are now sent directly to a pharmacy, making things easier for you; you can go straight to your chosen pharmacy and collect your medication. No need for paper or a visit to the surgery!

Electronic prescribing is a more reliable, secure and confidential NHS service. Unlike paper prescriptions, electronic prescriptions can't get lost between the doctor and the pharmacy and can be easily tracked.

It's easy! choose which pharmacy you would like to collect your prescriptions from and let the surgery know.

You do not need a computer to use this service.

You can continue to request your prescriptions as normal.

Ask practice staff for more information.