

## 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 computer and we are registered under the Data Protection Act. 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.

## 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.

## 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 STAFF

**Julie Rutter** is the Practice Manager and **Jill Baker** is her assistant. They are responsible for the day-to-day running of the practice. Suggestions for improvement, comments and complaints should be brought to their attention.

Our practice nurse team consists of **Lisa Callaghan, Lisa Baldran and Emma Marshall** who hold clinics and are qualified to give advice on a variety of health problems. They give vaccinations, take blood pressure and conduct cervical smear tests. The practice nurses are aided by our assistant practitioner, **Mandy Rawson**, and our phlebotomist, **Gemma Power**.

Our Reception services team is led by **Lynne Sears, Juliet Little and Kim Humphreys**. Our receptionists will be pleased to help you to arrange your appointment and answer any general query you may have. They always treat information in the strictest confidence. Please ask if you wish to speak in private.

**Jo Hunter** is the teamleader of our secretarial and administration team. The team are responsible for doctors confidential secretarial services along with a range of other administrative duties including arranging hospital appointments through the Choose & Book system, dealing with new patient records and data inputting.

The Community Matron helps housebound patients with multiple problems to co-ordinate their care and to try to make sure as much of this as possible is in their own home.

**District Nurses** can be reached directly by telephoning 239655. They provide a nursing service to our housebound patients.

**Health Visitors** are now based at Brimington Clinic and can be reached by telephoning 514905.

**The midwifery service** is now based at Staveley Healthy Living Centre and can be contacted by telephoning 470684.



**The Brimington Surgery**

**Church Street**

**Brimington**

**Chesterfield**

**S43 1JG**

**Tel: 01246 273224**

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

## **PRACTICE LEAFLET**

### **PARTNERS**

**Dr M Torkington BSc MB ChB DCH MRCGP CME (1987) St Andrews**

**Dr E Fordham MB ChB DRCOG DFFP (1991) Dundee**

**Dr S von Schreiber MB BS MRCGP (1992) London**

**Dr R Lancaster MB ChB MRCGP DFFP BSc (2003) Sheffield**

### **SALARIED GPs**

**Dr R White    Dr J Stewart    Dr R Yeoman    Dr Rachel White**

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.

### **OPENING HOURS**

Monday—Friday	8.00 a.m.—6.30 p.m.
Wednesday evening (2 in 4)	6.30 p.m.—8.30 p.m.
Thursday evening (2 in 4)	6.30 p.m.—8.30 p.m.

Please note that repeat prescriptions will not be available for collection on Wednesday/Thursday evenings.

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

### **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.

**Our practice area** includes the following: Brimington, Tipton, Hollingwood, Barrow Hill, Inkersall, Middlecroft, parts of Staveley, Calow, New Whittington, Old Whittington, Spital, Hady, Whittington Moor, Stonegravels, Highbury and parts of the town centre. Our website, [brimingtonsurgery.co.uk](http://brimingtonsurgery.co.uk) has a facility to check whether you are in our practice area. Reception are also able to advise you.

### **APPOINTMENTS—TELEPHONE 01246 273224**

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. Please note that all appointments slots are ten minutes long—if you need a longer appointment for multiple problems please tell the receptionist.

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 KEEP YOUR APPOINTMENT PLEASE LET US KNOW SO THAT THE APPOINTMENT CAN BE OFFERED TO SOMEONE ELSE.**

### **OUT OF HOURS—TELEPHONE 111**

If you need help when the surgery is closed please telephone **111** and you will be dealt with by Derbyshire Health United who provide out of hours care in Chesterfield.

### **HOME VISITS— TEL 01246 273224**

Wherever possible please try to visit the surgery. If you are unable to do so please try to let us know before 11.00 a.m. 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.

### **TEST RESULTS—TEL 01246 273224**

Test results are available after 2.00 p.m. daily.

### **REPEAT PRESCRIPTIONS**

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.

You may order your repeat prescription in writing (please enclose a stamped addressed envelope and allow one week for it to be returned), by calling personally at the surgery (deposit your request in the box provided either inside or outside the surgery), by fax (01246 556616) or online (ask at reception for details). We also offer an electronic prescription service. Please ask at Reception for further details of how to register for this.

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.

**PLEASE GIVE AT LEAST 2 FULL WORKING DAYS NOTICE. At holiday times and weekends more notice may be required. Collection should be after 10.30 a.m.**

### **PRIVATE FEES**

Certain services which we provide are not covered by the NHS and you should expect to pay a fee. A leaflet is available at reception.

### **DISABLED FACILITIES**

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.

### **PATIENT PARTICIPATION GROUP**

The practice has a Patient Participation Group to encourage open discussion of changes and ideas within the practice. Please speak to reception for further information.

### **TRAINING**

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.

### **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.

### **WEBSITE**

[www.brimingtonsurgery.co.uk](http://www.brimingtonsurgery.co.uk)