

THE BRIMINGTON SURGERY

Practice Leaflet



DAY	DOORS OPEN
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
Sunday	CLOSED

We also offer appointments during the following hours:

Tuesday evening (1 in 4) - 6.30pm—8.30pm

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

We close for training one Wednesday afternoon per month - dates will be advertised in the surgery and on our website.

We are not open on Bank Holidays.

*Extended Access (booked appointments ONLY)
for Chesterfield East HUB*

Day	APPOINTMENT TIMES
<i>Selected evenings</i>	6pm – 8pm
<i>Saturday</i>	8am – 12pm
<i>Sunday</i>	9am – 12pm

Please note - repeat prescriptions will not be available for collection after 6.30pm or at weekends.

**Working to deliver the highest quality care.
Every patient matters.**

**Church Street
Brimington
Chesterfield
S43 1JG**

www.brimingtonsurgery.co.uk

**Telephone: 01246 273224 (8am to 6pm)
Cancellation Line: 01246 212840 (24hrs)
Out of hours Service: 111 (24hrs)**

Care Quality Commission Rating: GOOD

Last updated — AUGUST 2021

OUR TEAM

The Doctors of The Brimington Surgery provide Standard General Medical Services and hold a contract with Derby & Derbyshire Clinical Commissioning Group (CCG).

GP Partners:

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

Dr. Rupert H White - BM BS MRCGP (2009) Nottingham — (M)

Dr. Maria Roberts - MRCGP BMBS BMedSci—(F)

Dr. Louise Bellingham - MBChB MRCGP — (F)

GPs:

Dr. Marzena Whittaker - MBChB MRCGP MRCP—(F)

Dr. R. Keziah Hughes - MBChB (hons) MRCGP—(F)

Dr. L. Jolene Briggs— MbChB DRCOG MRCGP (F)

Community Matron/Nurse Practitioners:

Fran Mossman

Alison Whitton

Practice Nurses:

Lisa Baldran

Miranda Pilchowska

Sorele Swallow

Primary Care Paramedic:

Jack Evans

Pharmacist: *Liz Carlile*

Mahriya Sadiq

Assistant Practitioner: *Mandy*

Healthcare Assistants/Phlebotomists:

Gemma

Nicola

Wendy

Practice Manager: *Paula Elliott*

Assistant Manager: *Chelsea Webster*

ZERO TOLERANCE

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

A zero tolerance policy against (but not limited to) unreasonable requests, inappropriate, abusive, rude or aggressive language, sexist, homophobic, biphobic, transphobic, or racist comments, threatening or violent behaviour is in place throughout the NHS.

The doctors, nurses and staff at The Brimington Surgery have the right to do their work in an environment free from such behaviour and at no time will any such behaviour be tolerated in this practice.

If the rights of our staff and patients are not respected we may choose to inform the police and make arrangements for patients to be removed from our medical list should this be deemed necessary.

All information in this leaflet can be made available in alternative formats, such as large print and audio. Subject to reasonable request we may also be able to provide information in alternative languages.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient with Brimington Surgery you have a right to:

- * Receive treatment regardless of your age, gender status, sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you reside within the practice boundaries and qualify for NHS treatment. Details of the practice boundary can be obtained from the reception staff or on our website.
- * Confidentiality
- * Gain access to an interpreter
- * Have your treatment explained to you
- * Be treated with courtesy and dignity
- * Have a relative, friend or chaperone with you
- * Refuse to be treated in front of any medical students
- * Complain, without discrimination if there is a problem

You are responsible for:

- * Making and keeping appointments. Please notify the surgery in good time if you are unable to keep a booked appointment
- * Ordering repeat prescriptions in good time using the advised methods
- * Behaving in a courteous and polite manner to all members of the practice and public.
- * No inappropriate, abusive, rude or aggressive language, sexist, homophobic, biphobic, transphobic, or racist comments, threatening or violent behaviour
- * Keeping the content of telephone calls to the current problem.
- * Keeping the duration of telephone calls to a reasonable length, taking into account the needs of other patients and accepting realistic expectations of the practice.
- * Informing the practice of any change of name, address or telephone number
- * Keeping young children in your care under supervision and ensuring they behave appropriately.

Care Co-ordinator: Ros

Social Prescribing Link Workers: Sharon Burton

Administration Team Leaders: Jo H & Nicola

Administration Team: Leanne & Jo M

This team is responsible for administrating long term condition recalls, clinical coding, processing requests for reports, forms, referrals and letters and dealing with incoming and outgoing post.

Patient Support Team Leaders: Juliet & Kim

Patient Support Team: Alice, Faye, Laura and Sonia

Our Patient Support Team is here to help you and to assist in the efficient running of the surgery for the benefit of all patients. They have undergone enhanced training and may, need to ask you for clinical details to ensure you are booked with the correct Clinician.

Patient Co-ordinators: Debbie & Hollie

This new team of experienced practice staff will be working directly with the clinicians to ensure smooth and efficient running of the service

TRAINING PRACTICE

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 by one of our existing GPs.

ATTACHED STAFF

Staff employed by Derbyshire Community Health Services who provide services to our patients include:

District Nurses are based at the Brimington Clinic and provide a nursing service to our housebound patients. They can be reached between 8am-6.30pm on 01332 564900.

Health Visitors are 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.

NEW PATIENTS

In order to apply to join our practice, you will need to fill in our patient registration form. Please return this along with proof of address and photo ID so that we can process your application. Please speak to our Patient Support Team if you have any concerns regarding this.

You may then need an appointment with the nurse or GP and it is 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.

Our website, www.brimingtonsurgery.co.uk has a facility to check whether you are in our practice area. The Patient Support Team is also able to advise you.

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'.

DERBY AND DERBYSHIRE CCG

GPs Derby and 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'.

NHS Derby and Derbyshire CCG,
Cardinal Square, 1st Floor, North Point, 10 Nottingham Road,
Derby DE1 3QT

Telephone: 01332 868 730

Website: www.derbyandderbyshireccg.nhs.uk

CHESTERFIELD AND DRONFIELD PCN/ ARC PRIMARY CARE

The 8 Chesterfield GP Practices:

The Brimington Surgery;	Calow & Brimington Practice;
Chatsworth Road Medical Centre;	Inspire Health
Newbold Surgery;	Royal Primary Care
The Surgery@Wheatbridge;	Whittington Moor Surgery

along with the 3 Dronfield Practices:

Oakhill Medical Practice,	Stubley Medical Centre
Dronfield Medical Practice)	

have formed a Primary Care Network in line with current Government Policy and the NHS England Contract and work closely together for our combined population (Covid Vaccination administration was one recent example of this.)

HALF DAY MONTHLY CLOSURE

Dates will be advertised in the surgery and on our website.

This session allows our team to undertake extra training in many diverse subjects such as: Autism Awareness; Dementia Friends; Anti-discrimination Training; Carer Awareness; Learning Disability Support; Sepsis Awareness along with mandatory training in Fire Safety; Information Governance; Basic Life Support; Confidentiality and many more important areas.

The Brimington Surgery is proud to be one of the first practices in the area to hold the Gold Pride in Practice Award for excellence in LGBT healthcare which is nationally recognised and endorsed by NHS England, the Government Equalities Office and the Royal College of GPs.

The surgery also holds the Derbyshire Dignity Award & are an Armed Forces Veteran Friendly Practice.

ACCESS TO THE SURGERY AND SERVICES

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 ask us!

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

Interpreter Services

We can provide interpreter services for most foreign languages and for British Sign Language. Please inform the Patient Support Team at the time of booking your appointment so that this can be arranged in advance.

APPOINTMENTS

In line with national guidance, to improve our service to you and to improve continuity of care, we use a system called “Total Triage”.

This will enable your issue to be dealt with by the most appropriate person in an appropriate timescale.

There are 2 simple ways to contact us:

- For admin or clinical queries, please go to “Contact Us” on our website between 8am and 1pm and follow the simple instructions. No more queuing on the phone!

Please note that at times of high demand this system may be paused.

- Call the surgery on 01246 273224. You will need to give the Patient Support Team information so that your request can be triaged in a timely manner.

Access via “Contact Us” - We hope that many people will access the form on-line leaving our phone lines clearer for those who have to telephone.

When you access the form it will remind you not to use it for any medical emergencies as the request will not be seen immediately.

Your message will be reviewed and you will receive a response within THREE working days. This may be a text or telephone response or, following clinical triage, an appointment with a clinician within an appropriate timescale.

Please keep your phone nearby if you have requested a call back as sometimes it is not possible for the GP to call back if you do not answer.

This system should help us to offer you the best type of appointment, with the right person and you may therefore be offered an appointment with one of our other staff:

Our *Nurse Practitioner* is very experienced and has undergone extensive additional training to enable her to treat common health problems. Her role is to see some of the same day urgent cases, which enables patients to be seen quickly and efficiently. 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.

Our *Clinical Pharmacist* runs clinics and conducts medication reviews. You may be offered a face to face or a telephone appointment where a GP has deemed this to be appropriate.

The pandemic has taught us that not all patients will need to be seen face to face and we provide telephone and video appointments too.

If you are asked to come for a face to face appointment at the surgery please remember to use the check-in screen when you arrive.

COVID & DEMAND ON OUR SERVICES

We have remained open throughout the pandemic and been offering face to face, video and telephone consultations as clinically appropriate.

In the first four months of 2021 we have provided 1179 more GP appointments than the same period prior to the Pandemic and demand continues to grow. Please be patient as we are all working extremely hard to manage this unprecedented demand.

To help us, remember to try self-care for minor symptoms *before* contacting your GP or try your local pharmacy and remember, a GP appointment is 10 minutes long and not for multiple problems.

All patients will be required to wear a face covering (preferably a mask) if attending the surgery. Reasonable adjustments will be made if required which may include help in putting on a mask or the provision of a clear visor.

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 records 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.

EXTENDED ACCESS

This is a service, commissioned by NHS England (part of the Government's General Practice Forward View' Programme) which has enabled collaborative working via the PCN.

Appointments will be provided at 2 of the Practices in the area (called "The Hubs") on behalf of all Practices. These appointments will be pre-bookable accessed via **your own Practice**.

These will be available during Evenings and Weekends.

You will still remain registered with your existing Practice and your existing access to your practice will not be affected as this service is available in addition to the current GP Practice services provided.

You will be asked to share your record with the "Hub", be assured that the 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.

The Brimington Surgery is Chesterfield East Hub and Avenue House is Chesterfield Central Hub. Patients registered at our surgery, Calow & Brimington, Whittington Moor and Royal Primary Care will be able to attend the East Hub.

Summary Care Record (SCR)

This 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 described above. You will need to explicitly request this and it will include:

Significant problems & 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

Information 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.

These Professionals must 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-ridden, if, for instance, there are safeguarding concerns about someone’s welfare or in a medical emergency and consent cannot be obtained.

HOME VISITS

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.

Home Visits are for patients who are truly housebound because for every four patients consulted 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.

CANCELLING APPOINTMENTS

Please do this as early as possible in order for us to use it for someone else:

- Leave a message on our 24/7 voicemail line 01246 212 840.

Ensure that you leave your name, date of birth and date and time of the appointment

- OR you can use the Airmid or NHS App cancellation facility.

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 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.

TEXT MESSAGING

We offer a text reminder service for appointments at the surgery. If you provide a mobile telephone number you will receive an automated message prior to your appointment to remind you. *However, please ensure you also write your appointment down as sometimes there are technical issues beyond our control.*

We will also send text messages related to your wider healthcare. Please tell us if you **DO NOT** wish to receive this service.

OUT OF HOURS:

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 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/call an ambulance.

TEST RESULTS

These are available **after 2.00 p.m.**

Please note that we 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.

If you have online access you will be able to see your results **AFTER** the clinician has reported on them.

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.

You can register to view your record online – if you are already registered for SystmOnline, just ask our team to have this added to your access profile. Or to register for online access, contact us and we will process your request.

General Data Protection Regulations (GDPR)

The Practice fully complies with GDPR. 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. Further information is available on our website or we can provide our policies on application.

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.

PATIENT PARTICIPATION GROUP (PPG)

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

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

PATIENT FEEDBACK

Our aim is to give you the highest possible standard of service at all times and to deal swiftly with any problems that may occur.

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, 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.

We have a formal procedure to deal with any complaints about the services we provide. Our Managers will provide further information to support you through the process.

SELF CARE

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot that can be easily resolved without a doctor's appointment.

Self-care refers to the actions we take to recognise, treat and manage our own health. It is about doing small, everyday things for yourself:

QUICKER – no need to wait for a GP appointment - keep a well stocked medicine cabinet at home; this can help you treat many minor ailments.

EASIER - Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter from your local pharmacy or supermarket.

SIMPLE – advice and information about self care is widely available online. You can also call into any pharmacy for advice on the best treatment for your minor illness

CONSIDERATE – Self care helps relieve pressures on GP Practices and A&E

Pharmacists offer professional free health advice at any time - you don't need an appointment. From coughs and colds to aches and pains, they can give you expert help on everyday illnesses. They can answer questions about prescribed and over-the-counter medicines, advise on healthy eating, obesity and giving up smoking. Some pharmacists have private areas where you can talk in confidence. They may suggest you visit your GP for more serious symptoms. It is possible to purchase many medicines from them without a prescription. They can advise on what you might find useful to keep in your medicine cabinet.

ALWAYS FOLLOW THE INSTRUCTIONS ON THE MEDICINE LABEL AND CONSULT YOUR DOCTOR IF THE ILLNESS CONTINUES OR BECOMES MORE SEVERE.

REPEAT PRESCRIPTIONS

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

You can phone the Medicines Order Line on 01246 588860 to place an order.

You can order online—*To register for this service please contact the surgery where a member of the Team will ask you questions to verify your identity and 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 on the Airmid or NHS App.

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

ELECTRONIC PRESCRIPTION SERVICE (EPS)

Most of our 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!

We encourage all patients to use the electronic prescription service. This will help you, your doctors and the environment; you can help save NHS funds and precious GP time.

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 and you do not need a computer to use this service! Ask practice staff for more information.

ELECTRONIC REPEAT DISPENSING

Electronic repeat dispensing allows you to obtain repeated supplies of your medication without you having to request your prescription each month.

This means that your GP can issue a batch of repeat prescriptions to last you until you are due for your next review (subject to the type of medication and if your illness is stable). The prescriptions will then be available from your nominated pharmacy for collection each month as normal without you having to visit the surgery!

Prescriptions will still be dated for safety, so that medication is not able to be collected too early.

Please speak to the Patient Support Team for more information.

Some pharmacies offer a home delivery service for eligible patients please ask your usual chemist for further information.

CHANGE OF DETAILS:

If you change your name, phone number or address it is important that you let us know so we can update your records.