Villette Surgery

Telephone 0191 5679361

 Email Villette.surgery@nhs.net. Website [www.villettesurgery.nhs.uk](http://www.villettesurgery.nhs.uk)

**THE GENERAL PRACTITIONERS:**

**Dr J Joseph male (full time)** MBBS DFFP

**Dr S Herbert female (part time)** MBBS nMRCGP DRCO DFSRH

**Dr A Devlin male (full time)** MBBS BSC MRCGP

### This leaflet is intended as a guide to give you a brief outline of the services that are available at the surgery and how you can gain access to them. The times of clinics do sometimes vary we would advise you to ask one of the reception team for up to date booking information.

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### *SURGERY OPENING TIMES:*

Monday 8.00 – 6.00

Tuesday, Wednesday & Friday 8.00 – 6.00

Thursday 8.00 – 5.00

Saturday CLOSED

**The Surgery is closed Saturdays, Sundays and ALL Bank Holidays.**

***GP SURGERIES ARE BETWEEN THE HOURS OF:***

Monday 8.30 – 12.00 2.30 – 5.30

Tuesday 8.30 – 12.00 2.30 – 5.30

Wednesday 8.30 – 12.00 2.30 – 5.30

Thursday 8.30 – 12.00 1.00 – 5.00

Friday 8.30 – 12.00 2.30 – 5.30

We run an appointment system for all of our surgeries/clinics. NB. Individual doctors’ surgeries do vary over the course of the day these may be amended from time to time depending on each doctor’s availability. **GP’s** operate a 10-minute appointment system.

**APPOINTMENTS**

Please telephone: (0191) 5679361, present at reception, book online (you need to register for this service) to make an appointment. You will be sent a reminder text message the day before your appointment via the MJOG messaging service. You must consent to us sending you text messages. Patients who require a routine appointment or want to see a particular doctor can ring and book an appointment up to a maximum of one week in advance. These appointments are opened up each day at 8.00am, availability depends entirely on demand. Appointments for the Practice Nurse, Nurse Practitioner, HCA or District Nurse can be booked well in advance.

You may consult any doctor in the practice but it is in your best interest to stay with one doctor for each period of illness

**CANCELLATIONS**

It is important that you let us know as soon as possible if you are unable to attend for your appointment so that it can be made available for someone else.

**Please Note**; Patients who fail to attend their appointments and waste the time of our clinical staff cause delays for other patients who ‘need to be seen’. We regularly monitor our appointment system for attendance rates, patients who persistently fail to attend their appointments will be asked to register with another practice.

 ***Patients must not attend surgery without an appointment and expect to be seen by a doctor.***

**EXTENDED ACCESS**

Sunderland practices have an extended access service running in various hubs across the city, out closest hub is based at Riverview Health Centre and we can make appointments between 6pm and 8.15pm Monday to Friday and 9am and 5.15pm Saturday and Sunday

**TRIAGE APPOINTMENTS**

When you are given a ‘**Triage** **appointment’**, you can not specify which doctor you want to see. A member of the admin team will need to take your details this will include a contact telephone number, the reason you need to be seen urgently or require a house visit. The Doctor will return your call and discuss the problem with you and identify what is required. The Doctor will decide if the ‘medical emergency’ requires a further appointment for the same day, 24hrs or routine depending on the urgency. He may be able to provide care by phone with no need for face-to-face contact, arrange for you to be seen by another healthcare professional or arrange for you to have tests.

 **TELEPHONE APPOINTMENTS**

We recognise that not everyone needs to see a doctor and at times instead of a visit to the surgery it may be possible that a consultation by telephone may be a better way of dealing with your problem. The receptionist will talk you through the process and book you a time slot if they feel that a telephone consultation may be better for you.

**WHAT ARE THE BENEFITS FOR PATIENTS?**

* Consult with the GP sooner – that day by phone
* See the GP sooner when appropriate
* Have more time with the GP when they need it
* Save time by avoiding unnecessary appointments
* GP has time to provide the right levels of support.

**MAKING THE MOST OF YOUR APPOINTMENT**

* Make notes of questions or concerns you have before your appointment so you can be sure you inform the doctor of all relevant details.
* Wear loose clothing to make it easier for you if you have to have your blood pressure checked, chest examination etc.
* If you are concerned about not understanding or remembering something you can bring someone with you whom you are happy to share your medical information with.
* Ask doctor or nurse to explain or write information down if it is not clear what you are being told.
* You may have a problem that is embarrassing or difficult for you to talk about. Do not leave it till the end. Remember these problems are probably common to your doctor.
* If you are prescribed medication, be sure you are happy as to why it has been prescribed, how it works and how long you have to take it. You can also ask the pharmacist about your medication queries.
* If you are taking any medication please bring it with you. This included any other medications not prescribed by your doctor, such as from health food shops, etc.

**TELEPHONE ADVICE**

Sometimes you may feel that all you need is a quite word with someone on the phone. It would be helpful if you could give the receptionist some indication of the nature of your call.

**HOME VISITING:**

Makes clinical sense and is the best way of giving a medical opinion in cases that involve the terminally ill or truly housebound patients for whom travel to the surgery would cause deterioration to their medical condition. Please only ask for a home visit if the patient is too ill to be brought to the surgery. Telephone before 10.00am if possible and be prepared to give the following details: Full name of the patient for whom the request is being made, Full address of where you would like the doctor to visit, contact telephone number (land line preferred), details of the patient’s condition. In some cases you may be put through to speak to one of the doctors to assess the urgency of the visit.

**Common symptoms of childhood illness** – fevers, cold, cough, earache, headache, diarrhoea, vomiting and most cases of abdominal pain. These children are usually well enough to travel to the surgery. It is not harmful to take a child with fever outside.

**Adults with common problems** – such as sore throat, influenza, general malaise, back pain and abdominal pain are also transportable to the doctor’s surgery.

**GP visit may be useful:** Following a conversation with a health professional it may be agreed that a seriously ill patient may be helped by a GP’s visit e.g. terminally ill or genuinely housebound patient.

**GP visit not useful-:** Heart attack - severe chest pain. The sensible approach is to call an emergency ambulance direct.

**NB:** Transport arrangements are the responsibility of the patients or their carers. Please remember that the doctor can see several people in the surgery in the time it takes to do a home visit. It would be appreciated if you attend the surgery whenever possible.

**HOW TO REGISTER**

**The practice operates a no discrimination policy.**

When registering an appointment will be made for you with the HCA for a simple health check, you will be asked to complete a new patient registration form (GMS1) and a questionnaire which you must bring with you to your appointment; this is to ensure you are eligible for NHS treatment.

**PATIENTS WITH PARTICULAR NEEDS**

The Practice has suitable access for disabled patients. We also have parking space for patients displaying disabled sticker. The For patients with hearing aids we have a special induction loop

system in reception. We can arrange interpretation and translation services for patients who do not speak English; please let us know if you need this service when booking your appointment.

**ACCESSILE INFORMATION**

We are improving how we communicate with patients. Please tell us if you need information in a different format or communication support

**CARERS**

Carers are people who, without payment provide help and support to a family member, friend or neighbour who cannot manage on their own. The practice is committed to helping carers access the necessary assistance needed in this vital role. If you are a carer please let us know.

**STAFF**

**Practice Manager**; is responsible for the administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.

**Reception Staff**; lets dispel the myth! It may seem at times when trying to arrange an appointment that the receptionist is doing everything in their power to stop you, remember that they are required by the partners to try to direct you to the person who is best able to deal with your situation. Help them by answering their questions honestly. They will assist you in making emergency and routine appointments for a doctor / nurse, undertake repeat prescriptions, answer numerous and varied

questions and offer help and assistance at all times. Please remember that it is a legal requirement that confidentiality of patients’ records / information is maintained at the highest level by all staff.

**Practice Pharmacist;** is available if you have any queries/concerns with your medication

**Nurse Practitioner**; can diagnose and treat minor ailments.

# Practice nurse; is available every day to see patients by appointment. She is available to offer professional advice.

**District Nurses;** are registered general nurses with a certificate or a diploma in district nursing. Their duties include visiting patients in their homes if their medical condition warrants it, giving practical assistance or offering professional advice. Each patient’s needs are assessed and the care/treatment is planned accordingly. They take blood for testing, dressings, removal of stitches, ear syringing, ECG’s etc. The District Nurses are employed by NHS South of Tyne and Wear.

**Health Care Assistant;** is trained to support the work of the clinical team members by carrying out a variety of practical tests and procedures.

**GP Registrar**; The GP Registrar is a qualified doctor who has already worked in different hospital departments and may have worked in other GP surgeries. The GP Registrar will take part in all clinical activities at the surgery that the other Doctors perform

**DATA PROTECTION**

The practice is registered with the Information Commissioner’s Office and is committed to keep your data safe. For information on how we meet the requirement of the GDPR, your rights, how we handle your information, privacy and fair processing, please see our “How we Use your Health Records’ leaflet or visit our website

**YOUR INFORMATION AND HOW WE USE YOUR HEALTH RECORD**

The practice keeps patients’ records in both computerised and paper form. We ask you for information about yourself, so that you can receive proper care and treatment. We keep this information recorded as it greatly assists us with your care. Should you have a diagnosis such as IHD, asthma or diabetes your name may be added to a computerised register specifically for such patients. This information may be shared with NHS staff associated with your care such as District Nurses, Midwives and Health Visitors etc. These professional are all bound by the same confidentiality rules as GPs and practice staff.

**CCTV/CALL RECORNING**

The practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff.

**SUMMARY CARE RECORD**

From April 2015, NHS England will use an electronic record called the Summary Care Record (SCR). This is a copy of key information held in your GP records: - medicines you are taking, allergies you suffer from and any reactions to medicines that you have previously experienced.

Authorised health care staff will be able to access this essential information about you when you need emergency care or when the surgery is closed. This means that health care staff can provide safer care wherever or whenever you need it anywhere in England.

You can choose to have a SCR or you can choose to opt out. If you choose to have a SCR and are registered with a GP practice you do not need to do anything as a SCR is created for you.

If you choose to opt out of having a SCR you need to let the practice know by filling in an opt-out form. Opt out forms are available from the practice and available to download from the practice website.

**NON-NHS CERTIFICATES AND EXAMINATIONS**

Doctors do not provide sickness certificates for the first seven days of an illness.

Private certificates, insurance forms, various other forms and examinations are not covered by the NHS and a fee will normally be payable; please allow five working days for completion.

Medical examinations for special purposes i.e. elderly drivers, pre-employment, fitness for certain sports, HGV etc. are carried out outside of normal consulting hours, and a fee is payable. The fees are in line, with those recommended by the British Medical Association. Enquire at reception for current fees and charges.

**SELF CARE**

It makes sense to be well prepared just in case. There is nothing worse that feeling poorly, or seeing a family member suffer when they should be enjoying themselves. We can all do a lot to look after ourselves and our families. Keep a well-stocked medicine chest and first aid kit, to deal with

day-to-day illness and injury.

**Some key things to keep in your kit:**

* Paracetamol and aspirin tablets (aspirin should not be given to children under 16 or to people with asthma)
* Paracetamol (such as Calpol) or ibuprofen syrups for children
* Mild laxatives to relieve constipation
* Rehydration mixtures for diarrhoea or vomiting to use if feeling dehydrated after a bout of sickness and diarrhoea
* Indigestion remedy
* Travel sickness tablets for family trips
* Tweezers and sharp scissors to remove splinters and cut bandages
* A thermometer to check for fever
* A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings for minor cuts, sprains and bruises.

**OUT OF HOURS EMERGENCIES**

A healthcare professional can be contacted when the surgery is closed by ringing 111.

During the night you may be seen by a Doctor from a deputising service. If there is any delay in responding to an absolute emergency, you are instructed to dial 999 and ask for the Ambulance Service.

**URGENT CARE SERVICES**

If you need urgent care, Pallion or Bunny Hill health centres are open 10am-10pm Monday to Friday; 8am-10pm weekends and bank holidays, no appointment needed

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**USING ACCIDENT AND EMERGENCY DEPARTMENT**

In the case of an accident that requires medical attention, you can attend A&E. If you are unable to travel because of your injury, dial 999 for an emergency ambulance. If your injury occurred more than 48 hours ago, do not go to A&E See your doctor. In A&E, patients will be seen according to the urgency of medical condition. You may have to wait up to 6 hours.

**Calling 999….** If it is an emergency, dial 999 straight away.

It is an emergency if the person is:

* Having a suspected heart attack
* Complaining of chest pains
* Unconscious
* Losing a lot of blood
* Suspected of having a broken bone
* Suffering from a deep wound or head injury
* Struggling to breathe
* Suspected of having a stroke; do the FAST test:

 **F**acial weakness - Can the person smile? Has their mouth or eye dropped?

 **A**rm weakness - Can the person raise both arms?

 **S**peech problem - Can the person speak clearly and understand what you say?

 **T**est all three.

**TEST RESULTS**

Results take 5-10 days to return to the surgery; the doctors assess all results. The surgery is now using SMS text to inform all our patients of any appropriate action needed from these results. SMS texts will not be sent for normal results received. Please ensure the surgery has your up to date mobile number.

**REPEAT PRESCRIPTIONS**

To request a repeat prescription please return the tear off slip from your prescription to the surgery. Allow a **minimum of two working days** before collection. If using the postal services ensure you have seven days medication left when making your request. Remember to make allowances for weekends and public holidays. Do not telephone to request a repeat prescription, either post your slip with a stamped addressed envelope, hand in at reception or post in the letterbox at the surgery entrance. You can request on-line via our practice website, or via Patient Access (you need to register for this service) Remember to allow 48hours before collection.

Remember pharmacists are able to deliver your medication. You will need to speak to a pharmacist of your choice to make these arrangements.

**ELECTRONIC PRESCRIPTIONS**

The Electronic Prescription Service (EPS) will allow prescribers in our practice to create electronic scripts using the computer system. You will notice a bar code on your prescriptions. This allows the dispenser to match the prescription to the electronic message. Patients can nominate a pharmacy to receive their electronic prescription automatically without the need for any paper. For more information, visit: www.connectingforhealth.nhs.uk

**PATIENT ACCESS**

We now offer Patient Access to all our registered patients aged 16 years old and over.  The use of the secure website enables patients to view, book and cancel appointments, request repeat medication and view summary information, i.e. medication, allergies and adverse reactions from home work or on the move wherever you can connect to the internet.  What is more, because Patient Access is a 24 hour online service you can do this in your own time day or night. Ask at reception or check out the surgery website for details on how to register.

**CHANGE OF NAME AND ADDRESS**

**You must notify us of any changes in your personal details** So that we can amend our records accordingly. It is most important that we have your up to date contact details.

**COMMENTS - CONSTRUCTIVE CRITICISM SUGGESTIONS;**

All members of our Primary Health Care Team are keen to provide patients with the highest standard possible of care. Therefore we are always willing to hear from patients with constructive criticism or suggestions about the ways of improving the services we offer. Please feel free to direct your comments or suggestions in person or by letter to our practice manager. We would of course be pleased to hear when you feel praise is deserved / due as well.

Should you have any cause for complaint or matters of concern regarding the service you have received from the doctors or any other member of staff working for this practice you are entitled to ask for an explanation. We operate informal in-house complaints procedure to deal with any problems that may occur. Complaints should be addressed to the practice manager who will ensure that they are investigated thoroughly. Any formal complaints should be put in writing and addressed to the Practice Manager.

NB: If you feel that you have cause for complaint we would rather hear about it from you than you remain dissatisfied. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation; in this instance your complaint will need to be referred to the appropriate authority.

**SERVICES AVAILABLE**

**Minor/Cryo Surgery**: The doctors carry out minor surgical procedures and cryo surgery by appointment at the surgery. The doctors will be happy give you advice.

**Travel Immunisation(s)**: Make enquiries at reception.

**Well Person**: Make enquiries at reception.

**Women’s Health Screening**: Cervical Smears, HRT, PMS Cervical smears are offered to all patients who are eligible up to the age of 65. Regular smears help to detect changes that can progress to cancer. Early treatment and regular checks can prevent cancer from developing

**Smoking Advice**: Available to all patients at the practice whilst resources continue. Smoking **Cessation Clinics** are available throughout the City. Enquire at reception for a list.

**Chronic Disease Management (CDM)**: Regular screening assessment for all patients in the following categories-; Diabetes, Asthma, COPD, Heart Disease, Hypertension, Prevention of Cardio Vascular Disease, Heart Failure, Osteoporosis, Kidney Disease

**Learning Disability Assessment**: A Yearly assessment

**Over 75 Health Check**: You will be invited once a year to have your health check. Make an appointment with the HCA.

**NHS Health Check**: Free to everyone aged 40-74yrs not in any of the above categories-make enquires at reception.

**Counselling**: The Community Psychiatric Nurse is available for counselling and other psychological help.

**Flu Vaccine & Pneumovac**: can be administered. Ask a member of the administration team.

**Maternity Care:** Antenatal Clinic - Wednesday 1.30 – 3.30pm; the Midwife sees patients by appointment.

**Family Planning Services**: The practice provides a comprehensive, confidential family planning service including: Prescribing oral contraception, contraception injections, fitting contraceptive implant devices, coils and prescribing Emergency Contraception (please arrange to see/talk to a GP as soon as possible if you require this). All doctors are able to give advice on all of the above methods of contraception. Patients who have been started on the contraceptive pill or injectable contraception can attend the practice nurse for their yearly check-up. The doctors are also happy to give advice for those preparing or wishing to become pregnant.

**Child Immunisation Clinic** Tuesday 1.30 – 3.00pm: Practice Nurse gives children their immunisations. Doctors carry out postnatal checks during this clinic. ***It is important that you attend with your child for all of their Immunisation***.

**NHS e-Referral Service**

This is a national electronic referral service giving patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic. If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then refer you electronically while you wait.

**NHS Choices www.nhs.uk**

Gives patients and the public information about the NHS locally and nationally and includes an overview of how the NHS works. The site holds information on each local family practice, pharmacy, optician and dentist surgery as well as NHS organisations. Each CCG already has a web editor whose role is to input information about all services provided in their region. You can also gain access to our NHS website.

**UK - www.patient.co.uk**

This is a free Web site giving you access to Patient Information Leaflets. Users can browse the site by medical subject and post images to accompany their comments. A directory of UK health, disease, illness and related medical websites that provide patient information. Details of over 2000 self-help groups, patient groups and similar organisations, fully cross referenced and details checked annually.

**The Surgery has a website www.villettesurgery.nhs.uk**

This is a most effective way of giving our patients access to help and the latest information 24 hours a day, 7 days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. The doctors have included some safe, professional advice and guidance on treatment and management of minor ailments and conditions along with guidelines on when you should consult your doctor.

**Violent and Abusive Patients (Zero Tolerance Policy)**

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

**USEFUL TELEPHONE NUMBERS**

NHS 111 111

Bunny Hill Centre 0191 5195800

Houghton Primary Care Centre 0191 5252300

Washington Primary Care Centre 0191 5027555

Sunderland Royal Hospital 0191 5656256

Sunderland Eye Infirmary 0191 5656256

Freeman Hospital (Newcastle) 0191 2336161

Gateshead Queen Elizabeth 0191 4820000

Newcastle General Hospital 0191 2336161

Newcastle RVI 0191 2325131

James Cook University Hospital 01642 850850

University Hospital Hartlepool 01429 266654

University Hospital of North Durham 0191 3332333

University Hospital North Tees 01429 266654

The Patient Advice

& Liaison Service (PALS) 0800 7312326

Social Services 0191 566 2000

Community Addiction Team 0191 510 8933

Sunderland Clinical 0191 5297000

Commissioning Group

Sunderland Carers 0191 5493768

**Local Pharmacy’s**

**Medichem ;-**

1 Laburnum Cottage, Robison Terr 0191 5673636

50 Suffolk Street, Hendon 0191 5100638

68 Villette Road 0191 5675028

**A MAP OF OUR PRACTICE AREA see below** 

**Service provision**

Sunderland Clinical Commissioning Group is responsible for providing and developing Primary Medical Services in the area. They can be contacted at; Pemberton House, Colima Avenue, Sunderland Enterprise Park, Sunderland. SR5 3XB

We are not a limited partnership.

We are a teaching / training practice

The practice became a GMS (General Medical Services) Practice the 1st April 2015

Updated August 2019