**Southlands Medical Group**

**DR I PATTISON (PARTNER)**

**DR F KENDALL-HOLMES (PARTNER)**

**DR W RICHARDSON (ASSOCIATE GP)**

**DR C MAXWELL (ASSOCIATE GP)**

**DR N DEVLIN (ASSOCIATE GP)**

**DR M NUNGSARI (CAREERSTART GP)**

**Dr D MADUKWE (GP REGISTRAR)**

**DR O ABOTU (GP REGISTRAR)**

 **The Health Centre,**

**Black Road, Ryhope,**

**Sunderland, SR2 0RY**

**Telephone: (0191) 5210210**

**Website:**[**www.southlandsmedicalgroup.nhs.uk**](http://www.southlandsmedicalgroup.nhs.uk/)

**Email:** **practice.admin@nhs.net**

**Opening Times**

**Monday 08:00am-6:00pm**

**Tuesday 08:00am–6.00pm**

**Wednesday 08:00am- 6.00pm**

**Thursday 08:00am–6.00pm**

 **Friday 08:00am–6.00pm**

This booklet outlines the services which we offer. Please keep it safe and use it as a source of reference. We are always ready to listen to any suggestions you may have for improving our services.

This booklet is available in large print on request.

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**GPs:**

|  |  |  |
| --- | --- | --- |
| Name | Gender | Qualifications |
| **Dr I Pattison (Partner)** | **Male** | **MBBS** |
| **Dr F Kendall-Holmes (Partner)** | **Male** | **MBBS MRCGP DRCOG** |
| **Dr W Richardson (Associate GP)** | **Male** | **MBBS MRCGP** |
| **Dr C Maxwell (Associate GP)** | **Male** | **MBBS MRCGP** |
| **Dr N Devlin (Associate GP)** | **Male** | **MB ChB, BSc (Hons), MRCGP** |
| **Dr M Nungsari** | **Female** | **MBBS** |
| **Dr D Madukwe (GP Registrar)****Dr O Agada****A GP Registrar is qualified Doctor training to become a GP** | **Male****Male** | **MBBS****MBBS** |

**PRACTICE MANAGER** - **Tracy Hutchinson** DipPCM

The Practice Manager is responsible for the organisation of the Practice. If you have any suggestions or complaints then please let her know.

## ADMINISTRATIVE TEAM

 Dorothy Clark – Office Manager

 Catherine Young – Secretary

 Claire Baines – Assistant Manager

 Michelle Surtees – Receptionist

 Yvonne Bilton – Receptionist

 Kate Smith - Receptionist

 Nina Lewins – Receptionist

The receptionists have an important job and endeavour to deal with your queries, appointments, repeat prescriptions etc. as efficiently as possible. They have enquiries and calls coming from every direction, so please be patient. On occasions the receptionists may need to ask you a few details. They have been trained to make these enquiries in order that we can help you in the most appropriate way. There are receptionists available either face to face or over the telephone from 8am until 6pm from Monday – Friday.

# PRACTICE NURSE TEAM

**Joanne Hilton (RGN) – Lead Nurse/Nurse Practitioner**

Joanne has been specially trained and can diagnose and treat minor ailments. She is an independent prescriber so can issue you a prescription should you need it.

**Tarnya Sillett (RGN) – Nurse Practitioner**

Like Joanne, Tarnya has been specially trained and can diagnose and treat minor ailments. She is also an independent prescriber.

**Alison Crozier (RGN) – Practice Nurse**

**Jess McCabe (RGN) – Practice Nurse**

**Faye Lennon (RGN) – Practice Nurse**

Alison, Jess and Faye are all trained to manage chronic diseases such as Heart Disease and Diabetes; they will see you at least yearly for your annual chronic disease review and more often should you need to.

**Debra Richardson – Nursing Associate**

Debra has been trained to assist the nurses and takes bloods, blood pressure measurements, measures heights and weights, ECGs, Spirometry, administer some vaccinations, provide smoking cessation advice, NHS Health Checks etc. She has also undergone further training so that she can carry out smears, asthma checks etc.

**Wendy Telfer – Healthcare Assistant**

Wendy has been trained to assist the nurses and takes bloods, blood pressure measurements, measures heights and weights, ECGs, Spirometry, administer some vaccinations, provide smoking cessation advice, NHS Health Checks etc.

***All staff are specially trained to be able to deliver the care you require***.

***Practice staff are bound by the same confidentiality rules as Doctors.***

# COMMUNITY TEAMS

The community teams are not employed by the practice but work closely with us to provide care for all of our patients from birth to the elderly; this includes District Nurses, Recovery at Home nurses etc. We share information with our community colleagues to ensure our patients have seamless joined-up care.

# DISTRICT NURSES

The District Nurses see housebound patients at home and will be working in Health Centre Hubs doing dressings and Doppler examinations. They work with the Practice in providing nursing care, advice and support to patients too ill to attend the surgery.

# DISTRICT MIDWIFE

The midwife holds clinics in the surgery to provide full maternity and post-natal care. Patients will be seen in surgery clinics or visited at home as and when necessary during pregnancy and the post-natal period.

## HEALTH VISITOR

The Health Visitor works in close liaison with the Practice concentrating on families with children under 5 years of age.

**PRACTICE INFORMATION:** We are a GMS practice and hold a contract with NHS England. Their contact details are:

NHS England (Cumbria, Northumberland, Tyne and Wear area team),
Waterfront 4, Goldcrest Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NY

Switchboard: Tel: 0191 210 6400, fax: 0191 210 6401

### PATIENT INFORMATION

 **Premises & Disabled Access**

We are situated in Ryhope Health Centre. It is a modern, pleasant, fully equipped building with ample car parking. The building is single storey and offers easy access, parking and toilet facilities for disabled patients. There is a Pharmacy and North East & Cumbria ICB (SCCG) commission Chiropody and Child Health Clinics in the premises.

SURGERY OPENING HOURS

|  |  |
| --- | --- |
| Monday | 08:00 am – 6:00 pm |
| Tuesday | 08:00 am – 6:00 pm |
| Wednesday | 08:00 am – 6:00 pm |
| Thursday | 08:00 am – 6:00 pm |
| Friday | 08:00 am – 6:00 pm |
| Saturday | CLOSED |
| Sunday | CLOSED |
| EXTENDED AND ENHANCED ACCESSSunderland Practices have an extended AND enhanced access service running from various hubs across the city, our closest hub is based at Riverview Health Centre and we can make appointments between 6pm and 8.30pm Monday – Friday and 9am – 5.30pm Saturday and Sunday. 111 can also make appointments into the service. |

 **ACCESS TO SERVICES**

We always aim to offer an appointment most suitable to the patient; urgent requests are triaged on a daily basis and urgent appointments will be given based on clinical need. This may not always be the GP or Healthcare Professional of their choice but will be with the clinician most suitable.

**PATIENT’S PREFERENCE OF PRACTITIONER**

All patients can choose which GP they would prefer to see, this information will be added to your practice record. However, patients should be aware that if they ask to see a practitioner for an urgent appointment they may not see their preferred practitioner; the practice will however try to accommodate your request, wherever possible.

**NAMED ACCOUNTABLE GP**

**All patients registered with the practice will be allocated with a named, accountable GP who has overall responsibility for their care. This will be your registered GP either Dr Pattison or Dr Kendall-Holmes. If you wish to know who is your named GP please ring the surgery and we will be happy to inform you. This does not stop you from seeing any GP**

## APPOINTMENTS

We have a variety of clinics running from 8am until 6pm daily. These can be arranged by telephone, booked on-line via our practice website (you need to register for this service) or by calling in person. If you think your problem is medically urgent you may be triaged by the fully qualified Nurse Practitioners or on-call GP. You will be sent a reminder text message the day before your appointment via our text messaging service; you must consent to us sending you text messages. Please contact the surgery for more information.

## CANCELLATIONS

If you are unable to attend an appointment that you have booked, please inform us as soon as possible so that your appointment can be given to someone else. You can also do this by cancelling via the reminder appointment text message sent to your mobile phone. Patients that continue to make and not attend appointments will be removed from the practice list.

**TELEPHONE ADVICE**

**I**f you would like to speak to the Doctor but are unable to attend the surgery, please contact the receptionist who will book you for a telephone consultation, alternatively if you just require advice you should ring the 111 service that will be happy to direct you to an appropriate service.

## HOME VISITS

If you are too ill to attend the surgery you can request a home visit by telephoning the receptionist, if possible before 10.30 a.m. The receptionist will ask for details of your illness to help the Doctor assess the urgency of the visit. You will also be asked for a contact telephone number as the Doctor may wish to speak to you. Home visits are at the discretion of the Doctor and are for patients who are medically unable to attend the surgery. Remember, the Doctor can see four patients at the surgery in the time it takes to do one home visit. If your problem is urgent, you will always be seen the same day, so please try to come to the surgery if you can.

## OUT OF HOURS EMERGENCIES

Please make proper use of the night/weekend service. Remember you can always see a Doctor in the next surgery so try to restrict night and weekend calls to genuine emergencies that cannot wait until the next day. For advice telephone the 111 Service.

A Doctor can be contacted when the surgery is closed, simply telephone the surgery on 0191 5210210 and your call will be re-directed to the 111 service who will triage your call. 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.

**ACCIDENTS**

If you have sustained a major injury as a result of an accident, fall etc., please report directly to Hospital Accident and Emergency Department

# REPEAT PRESCRIPTIONS AND ELECTRONIC PRESCRIBING

If you are taking regular medication you may request a repeat prescription by requesting via our on-line service on our practice website (you need to register for this service) or your NHS App or by telephoning the prescription line between 2pm and 4pm daily. Please allow 48 hours’ notice when requesting a repeat prescription. We will review your medication at least yearly, more often when required. Your medication may be delayed if you do not attend for review.

All prescriptions are sent to a nominated pharmacy of your choice, this does not have to be near to where you live but can also be near to where you work etc. Please call the surgery for more information.

## TEST RESULTS

Wherever possible, please contact the surgery between 2pm and 4pm for test results. The receptionist will either advise you of your results or ask you to speak to or make an appointment with the Doctor or Practice Nurse.

# NEWLY REGISTERED PATIENTS

New patients are very welcome. When registering you will be asked to complete a new patient registration form (GMS1) and new patient questionnaire, this will ask you your name, address, date of birth, previous name, address and the name and address of your previous GP. The GMS1 form requires you to sign to declare you are eligible for NHS treatment. THE GMS1 form is also available electronically via our practice website.

You will then be given an appointment with the Practice Nurse or Health Care Assistant for a simple health check, during which we will take details of your medical history and current medication, which will assist us while we are waiting for your medical records to arrive.

**ON-LINE SERVICES**

We offer a range of services on-line; you can book and cancel appointments; view, print-off and order prescriptions; change your personal details and view parts of your medical records. Using this medical records viewer you can view any allergies/adverse reactions and immunisations, history of diagnoses etc. which we have recorded in your medical records. You must register for this service. Ask at reception for details.

**CHANGE OF ADDRESS**

If you change your address or telephone number it is important you inform us as soon as possible so that our records can be updated. PLEASE ENSURE YOU KEEP YOUR MOBILE TELEPHONE NUMBER UP-TO-DATE.

**TRAINING**

This practice is a training practice and trains GP registrars. A **GP Registrar** or **GP trainee** is a qualified **doctor** who is training to become a **GP** through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior **GP** or trainer. We appreciate your cooperation when seeing the trainees.

**VIOLENCE & AGGRESSION**

The practice has a zero tolerance to violence and aggression, in such cases you will be removed from the practice list. If this occurs the Practice Manager will inform you in writing of the decision to remove you and how you can register with another practice.

**CARERS**

Carers are people who, without payment, provide help and support to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.

The practice is committed to helping carers access the necessary assistance needed in this vital role. If you are a carer and would like help, please let us know.

**CHAPERONES**

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Patients are advised to ask for a chaperone if required, at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The Healthcare Professional may also require a chaperone to be present for certain consultations. All staff that chaperone have participated in specialised Chaperone training.

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

In the NHS we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you. This also means we sometimes need to share some information with NHS staff associated with your care such as District Nurses, Midwives and Health Visitors etc. these NHS professionals are bound by the same confidentiality rules as GPs and practice staff. For more information on your health records and confidentiality we have produced a detailed leaflet which is available at the surgery or available to download from our practice website.

### SERVICES PROVIDED

### FAMILY PLANNING CARE

The Practice provides a comprehensive, confidential family planning service including:

Prescribing oral contraception (the pill), Giving the Contraceptive Injection, Fitting the contraceptive implant device, fitting the coil.

Prescribing Emergency Contraception – please arrange to speak the Nurse Practitioner as soon as possible if you require this.

**MATERNITY CARE**

Full ante-natal and post-natal care services are available; we also offer comprehensive pre-conception advice. Please ask at reception for details.

# CHILD HEALTH SERVICES

A baby immunisation clinic is held at the surgery every Wednesday between 10am and 2pm. The clinic is run by our fully trained Practice Nurses who will immunise your child in accordance with the Department of Health’s immunisation programme. It is important that your children are fully immunised against all childhood diseases. You will be sent a reminder when an injection is due. If you are unable to attend the appointment given, please contact us and we will organise another appointment.

## CERVICAL SMEARS

We recommend that smears are taken every three years if you are aged between 25 and 49 years old and every five years if you are aged between 50 and 64 years (unless advised otherwise). This will be carried out by the Practice Nurses and is to ensure you are screened before any changes that can cause cervical cancer, occur.

**HOUSEBOUND PATIENTS**

We provide a comprehensive service for our housebound patients. Our nurses will arrange to carry out your chronic disease review in your own home. This is for genuinely housebound patients only.

**DIABETIC/ASTHMATIC/OTHER CHRONIC DISEASES, e.g. CORONARY HEART DISEASE**

We provide comprehensive care for those suffering from chronic diseases, e.g. diabetes, asthma, coronary heart disease, etc. Please make an appointment with our fully trained Practice Nurses.

## OVER 75s WELL PERSONS’ EXAMINATION

You will be invited to seen once a year to have your health check includes: a urine test (Diabetes Screening), recording your Blood Pressure, Height, Weight, etc., please make an appointment with the Practice Nurse.

# NON-NHS MEDICAL EXAMINATIONS

We are happy to carry out any non-NHS medical examinations, e.g. Heavy Goods Vehicle, Pre-Employment etc. The receptionist will be able to advise you of the fee.

# TRAVEL INJECTIONS

If you are travelling abroad you may require immunisations. Please make an appointment with the Practice Nurse approximately 8 weeks before you are due to travel.

**MINOR SURGERY**

The Doctors and Nurse Practitioner can perform simple procedures within surgery eg. Skin tag removal, excisions of minor lumps and bumps etc. Your GP or Practice Nurse will advise you should they consider a procedure necessary and you will be placed on the practice waiting list.

**FLU & PNEUMOCOCCAL VACCINATION**

This practice offers vaccination in line with Department of Health Guidance, flu and pneumococcal vaccinations are offered to at risk patients including: The over 65s, patients who suffer from Heart Disease, Diabetes, COPD etc. Please telephone the surgery and ask for details.

## COMPLAINTS/SUGGESTIONS

Any suggestions for improving our services are always welcome. You can either write to the Practice Manager or ask to speak to her. Equally, if you are happy with any aspect of our service, we would like to know. We also have a suggestion/comment box in reception where you can post your suggestion/comment anonymously or via the practice website or NHS Choices.

**PATIENT PARTICIPATION**

We run a patient participation group that meet bi-monthly. We also have a virtual patient group that has on-line access. The aim of these groups is for the surgery and patients to work together to shape and improve the services we provide. All patients are very welcome, please ask a receptionist for details.

PALS

As a relative, patient or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. PALS can offer this support, their contact details are: Tel: 0800 7312 326

DATA PROTECTION

Patients can be assured that all of their personal data is covered by the Data Protection Act, this will be replaced by General Data Protection Regulation (GDPR) which comes into force on 25th May 2018. Practice staff all abide by strict confidentiality guidelines. We may, at times, access your health information to provide you with specific information in relation to your healthcare, if you do not wish us to access your information please let the practice manager know in writing.

FREEDOM OF INFORMATION

The Freedom of Information (FOI) Act was passed on 30 November 2000. It gives a general right of access to all types of recorded information held by public authorities. This practice fully complies with this Act.

**ACCESS TO MEDICAL RECORDS**Patients have the right to access their medical records, should any patient need access they should contact the Practice Manager for details of the process, the rules changed for charges when the GDPR comes into force in May 2018 and charges are no longer be applied for first copies of records but maybe for subsequent copies.

**USEFUL TELEPHONE NUMBERS**

**111 Service**

This service is a 24-hour, confidential helpline staffed by trained health information advisors and qualified nurses.

*For information and advice on:*

* What to do if you’re feeling ill
* Health concerns for you or your family
* Local health and social care services
* Self help and support organisations

# DENTISTS IN SUNDERLAND PCT

If you are unable to find an NHS dentist in the area, or have a dental emergency, contact 111.

**CHEMISTS**

|  |  |
| --- | --- |
| Herdmans Pharmacy, Ryhope Road | 0191 5210344 |
| Asda Pharmacy, Leechmeere Road | 0191 5658640 |
| Boots the Chemist, The Bridges | 0191 5670933 |
| Medichem, Villette Road | 0191 5675028 |

**LOCAL WALK IN CENTREs**:

Currently located at:

* Bunny Hill Primary Care Centre, Downhill, Sunderland, SR5 4BW (this will no longer be in use from December 19)
* Pallion Health Centre, Hylton Road, Sunderland, SR4 7XF

The Walk in Centres are open from 10.00am – 10.00 pm daily and 8.00am – 10.00pm Saturday, Sunday and Bank Holidays.

**HOSPITALS:**

|  |  |
| --- | --- |
| Sunderland Royal Hospital | 0191 5656256 |
| Sunderland Eye Infirmary | 0191 5656256 |
| Freeman Hospital (Newcastle) | 0191 2336161 |
| Gateshead Queen Elizabeth | 0191 4820000 |
| University Hospital of North Tees | 01429 266654 |
| Newcastle RVI | 0191 2325131 |
| James Cook University Hospital | 01642 850850 |
| University Hospital of Hartlepool | 01429 266654 |

 **LOCAL CONTACTS:**

Cruse - Bereavement Support Group 0870 1671677

Citizen Advice Bureau 0191 4166848

Age Concern 0800 009966

Samaritans 0845 7909090

MIND (Mental Health advice) 0845 7660163

Sunderland Registry Office 0191 5205509

Sunderland Carers 0191 5493768

Sunderland Clinical Commissioning Group 0191 5128484

 **USEFUL WEBSITES:**

|  |  |
| --- | --- |
| [www.southlandsmedicalgroup.nhs.uk](http://www.southlandsmedicalgroup.nhs.uk/) | The practice website providing extensive information regarding who we are and what services we provide. |
| [www.library.nhs.uk](http://www.library.nhs.uk/) | National Electronic Library for Health. This has information for patients and clinicians. |
| [www.doh.gov.uk](http://www.doh.gov.uk/) | The Department of Health website provides access to the most up-to-date government health circulars, papers and reports. |
| [www.patient.co.uk](http://www.patient.co.uk/) | This website provides basic advice to treat common symptoms and also provides excellent links to support groups and associations. |
| [www.nhs.uk](http://www.nhs.uk/) | The official gateway to NHS organisations on the internet, both local and national. |
| [www.cancerbackup.org.uk](http://www.cancerbackup.org.uk/) | The UK’s leading cancer information service. |