

# **BISHOP'S CLOSE MEDICAL PRACTICE**

THE HEALTH CENTRE, BISHOP'S CLOSE,  
SPENNYMOOR, CO DURHAM. DL16 6ED  
TEL: 01388 811455

APPOINTMENTS & ENQUIRIES TEL: 01388 811455  
(8.30 AM – 1.00 PM & 2.00 PM – 6.00 PM Mon - Fri)

PRESCRIPTION REQUESTS;  
24 hours a day via automated telephone service  
TEL: 01388 811455



## **Routine Opening Times**

Monday – Friday 8.00am – 6.00pm  
Closed for lunch 1.00pm – 2.00pm

## **Routine Surgery Times**

Surgery times vary according to the doctor but are usually:-  
Monday – Friday  
8.30am – 12.30pm & 3.30pm – 6.00pm

## **Extended Surgery Hours**

Monday 7.30am – 8.00am & 6.30pm – 7.00pm  
Tuesday 6.30pm – 7.00pm  
Wednesday 6.30pm – 7.00pm

Reviewed Jan 2019

# How to get the right medical service when you need it;-

## **EMERGENCY**

**For immediate care in the event of acute chest pain, or collapse etc**

**TEL 999**

## **NEED HELP FAST?**

**Between the hours of 6pm and 8am, Mon – Fri or at weekends, or if you are not sure whether you need 999 help**

**TEL 111**

## **Keep 999 free for medical emergencies**

## **GP Practice**

**Between the hours 8am – 6pm Mon – Fri  
During normal practice opening hours, the practice remains your first point of contact for all routine requests.**

**TEL 01388 811455**

## **Pharmacy**

**For minor illness advice and treatment ( diarrhoea, runny nose, cough etc)**

Your local Boots Pharmacy

Co-op Pharmacy

Millers Chemist

ASDA Pharmacy

01388 814976

01388 815536

01388 816158

01388 420249

## **HELP YOURSELF**

**Hangover, grazes, cough, sore throat etc**

Visit [www.nhs.uk](http://www.nhs.uk) for advice

Also download free NHS child health app.

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# THE PARTNERS

Dr. Andrew J. Henderson MB BS DRCOG MRCGP

Dr. Henderson qualified in 1988 in London and he joined the practice in 1994.

Dr. Sarah Paul MB BS DRCOG MRCGP

Dr. Paul joined the Practice in September 2011 as a salaried General Practitioner and became a Partner in May 2015

The Partners hold a contract with Durham Dales, Easington & Sedgefield Clinical Commissioning Group to provide General Medical Services.

In February 2016, we became a Training Practice and now benefit from the services of a General Practitioner Registrar. Fully qualified doctors, Registrars join us for six months to gain experience in family practice. Dr. Paul

is the appointed practitioner trainer. Patient medical records are used to aid GP Registrar training in accordance with Practice guidelines.

As part of their training, registrars are required to video some consultations for assessment and you may be asked for permission to record your visit.

You are under no obligation to do this and can decline without any effect on your care in any way.

From time to time, the Practice accommodates Medical Students in their training. Students from local universities may, with the patients consent, accompany our clinicians during consultations or home visits.

## **Salaried GPs**

Dr. Bejoy Madhavan MB BS, DCH, MRCGP

Dr Madhavan qualified at the Calicut Medical College in India, and worked for a time in Paediatrics and A&E in South India. He has worked in hospitals in the UK since 2005, specialising in in Paediatrics and neonatal units. More recently he has worked as a salaried GP in Guisborough, Shildon and Bishop Auckland, before joining us in March 2016.

Dr Rut Espino LMS1999 (Oviedo)

Dr Espino qualified in Spain and has worked in the UK since 2005. She has special interests in family planning and diabetes. Dr Espino joined the Practice in January 2017.

# PRACTICE STAFF

## **Practice Nurse Team**

Angela, Susan, Janet & Louise

Our Nurses are all (RGNs) Registered General Nurses (RGNs)

and are highly experienced in the specialised nursing that the Treatment Room requires. See '*Services Available*' for full clinic details.

## **Practice Manager**

Marie

## **Deputy Assistant Practice Manager**

Brian

## **Secretary**

Jackie

## **Secretary / Admin**

Nicolle, Holly, Phoebe & Lauren

## **Admin Assistants/Dataclerk**

Lynne, Tom & Robert

## **Health Care Assistant**

Lynn & Karyn

## **Reception Supervisor**

Michelle

## **Receptionists**

Gail, Pauline, Linda, Christine, Laura & Lesley

All of the receptionists are very experienced and at times have a difficult job to do whilst striving to provide a high-quality standard of care. Under direction from the Doctors, they may need to ask for medical details in order to assess the nature of your request, and to get you the correct care. Please be as helpful as you can and remember they are always working under the instructions of the doctors.

## **Community Staff**

### **District Nurses working in the community**

The District Nursing Team assists patients and families who need nursing care and support to remain in the community. The service is available seven days a week including evenings. Arrangements can be made through the surgery if you wish a district nurse to visit, either by direct referral or via the doctor.

### **Health Visitor**

There are health visitors working with the practice. Their prime function is the promotion of good health in its widest sense through health education, advice and support and the prevention and detection of ill health. This unique service which is usually undertaken in the homes of patients is available on request either by direct contact or via the doctor.

### **Midwife**

Our community midwife works at the surgery with your doctors providing ante-natal and post-natal care. The community midwife holds clinics regularly for the care of pregnant mothers. Ante-natal care will be shared by her and the doctor. messages for the midwife can be left at Reception.

# Services Available

## Ante-Natal Clinic

- Wednesday 9.30am - 2.30pm (*Appointment only*)

## Well Baby Clinic

- Tuesday 9.30am – 11.30am

These clinics are for routine developmental checks and immunisations, the health visitor and a GP are present in each clinic. **This clinic is for well babies so please do not use it to consult about your baby's illness.** It is very important that your child is immunised against all childhood diseases. You should be sent an appointment for the clinic by the child health service in Bishop Auckland. However, if you feel your child's immunisations are not up-to-date please call in at the clinic and speak to the health visitor. If you cannot attend the clinic, contact reception and alternative arrangements will be made.

## Blood Clinic

- By appointment only with Health Care Assistant.

## Cervical Smears

- By appointment only

Women aged between 25 & 49 are advised to have a cervical smear every 3 years. Women over 49 and under 65 are advised to have a test every 5 years. This is a simple quick test which may detect early changes in the womb. If these are treated straight away cancer may be prevented from developing. Patients are called for a smear by letter. If you think you are due for a smear please contact reception to arrange a 15 minute appointment.

If you fall outside the age groups but feel that a smear might be necessary, please consult the Practice Nurse or your GP for advice.

## Routine and Emergency Contraception Advice

- By appointment only (same day if appropriate)

Comprehensive confidential advice is available during normal surgery times with doctors or nurses.

## Holiday Vaccinations

Please contact reception for more information.

## Diabetes Clinic

- Monday 2.30pm – 5.30pm (*Appointment only*)
- Dr Paul is responsible for the Diabetes Clinic which is held on Monday afternoons.
- A Practice nurse led clinic is held on alternate Fridays.

## **Non NHS Examinations / Private Medical Services**

Medical examinations for special purposes e.g. elderly drivers, insurance or pre-employment medicals etc. can be arranged by appointment. Some services fall outside the NHS and for these a charge will be made. These include BUPA/PPP forms, private medical examinations for sports, school, insurance or employment. A full list of these services is displayed in the waiting area together with the current recommended fees.

## **General Health Check**

All of our adult patients may attend for a Health Check where weight, height and blood pressure etc. will be measured and our nurse can advise on diet, smoking and other aspects of lifestyle that may affect your health.

The nurses offer advice to anybody concerned about their lifestyle and its implications. Cholesterol screening is offered when appropriate. Please contact the reception for further information.

## **Smoking Cessation Clinic**

- By appointment only with Health Care Assistant

## **Weight loss / Dietary advice**

- By appointment only with the Practice Nurse

The Practice Nurses offer help and support to patients who are overweight and who would like to make long-term changes to their lifestyle.

## **Over 75 Examinations**

- By appointment only, with Practice Nurse

All patients over 75 may request a check by a Practice Nurse on an annual basis either at the surgery or at home if appropriate.

## **Flu & Pneumococcal Vaccinations**

In accordance with the Department of Health guidelines, we recommend influenza & pneumococcal vaccinations for patients with chronic heart, lung or kidney disease, diabetes, severe asthma, residents in nursing and rest homes and registered carers.

## **Physiotherapy**

The practice provides in-house physiotherapy. This service is available to patients by direct referral from your doctor or self-referral by using Physio Direct – contact reception for more information.

## **Counselling Service**

A counselling service is provided by a qualified counsellor. This service is only available to patients by direct referral from your doctor.

## **Fit to Work Certificate**

If you are absent from work due to illness for less than seven working days you need to obtain a SC2 from your employer. If after seven days you are still unwell you will need to see a doctor for a medical certificate, however, if you have been under the care of a hospital, the doctor may be able to complete a certificate from your consultant's letters. For illnesses of less than seven days, a private certificate can be issued if your company requires one and a fee is payable for this item. We do not consider that sick certification requires an urgent appointment, however, the doctor will back-date your note if necessary.

**Please contact Reception if you have any queries about obtaining your medical certificate.**

## **Asthma / COPD Clinic**

- By appointment only with Practice Nurse

The Practice Nurse runs the Asthma and COPD Clinic. She can give advice on all aspects of asthma management, including inhaler techniques, and has access to a large range of informative leaflets.

## **Results and investigations**

Results of blood tests, x-rays, audiometry, cervical smears and other investigations are available by contacting reception on 01388 811455. Please try to avoid calling at the busiest time of day (8.30am – 10.30am)

Please allow 3 working days for results to come back; some tests take longer. ***Patients are responsible for contacting the surgery for the result of any investigation or test they have done.***

## **Minor Surgery**

- By arrangement

The removal of warts, moles, cysts, ingrowing toenails, verrucae and injection of joints can be undertaken at the surgery, saving you the time and bother of a hospital visit. Please make an appointment to see the doctor if you think you require any of these services.

**The Practice does not undertake any form of plastic or cosmetic surgery or the removal of tattoos.**



# ROUTINE SERVICES AVAILABLE (8.00AM – 6.00PM)

## **Core Services**

General management of medical conditions  
Health promotion advice  
Emergency care if appropriate  
Referral for other services, if appropriate  
Urgently required care for temporary residents

## **Additional Services**

Cervical Screening  
Contraceptive Services  
Vaccinations & immunisations  
Childhood vaccinations & immunisations  
Child health surveillance  
Maternity Services

## **Enhanced Services**

Anticoagulation service  
IUCD fitting  
Near patient testing  
Minor Surgery Procedures  
Pneumococcal Vaccinations  
Influenza Immunisations  
CVD Primary Prevention Health Checks  
Dementia Screening

**Please ask at reception for more information on the clinics and services provided.**

# GENERAL INFORMATION

**In accordance with NHS Guidance, all patients including children, have a named GP as well as an accountable GP.**

## **How to Register**

Please enquire at Reception for registration forms.

Newly registered patients will be allocated a named GP and offered an appointment for a consultation.

You have the right to express a preference to see a particular partner for some or all medical conditions. We will try to ensure that your request is met, but there may be occasions when it is not possible.

The Practice may use the “National Electronic Spine” to obtain your medical records from your previous GP. This system is designed to make your medical history immediately available to your new doctor, improving the service we provide.

## **Equal Opportunities**

The Practice will;-

Ensure that all patients and visitors are treated with dignity and respect.

Promote equality of opportunity between men and women.

Not tolerate any discrimination against, or harassment of, any patient or visitor for reason of age, gender, marital status, pregnancy, medical condition, social class, race, ethnicity, disability, sexual orientation or appearance or religion or belief

## **To make an appointment by phone**

**Tel: 01388 811455 Monday – Friday 8.30am – 1.00 pm & 2.00pm – 6.00pm**

Appointments can be made up to two weeks in advance. The doctors prefer for children under the age of 16 to be accompanied by an adult, however this may be waived depending on circumstances. If you need to see the doctor urgently the same day and no routine appointments are available, a ‘same day’ appointment may be offered. Please do not abuse this service as the doctor is there to see genuine emergencies only.

Appointments can also be booked on-line – please contact reception to register for this service

## **Please remember the following points:**

1. Arrive in good time for your appointment.
2. Let us know if you are unable to keep your appointment.
3. Try not to save up multiple problems for one appointment. A longer appointment can be made if necessary.

4. The GP can see only 1 person in an appointment slot.

### **Telephone advice**

If required, the Receptionists can arrange an appointment for you to talk to a GP or Nurse by telephone for advice and information.

### **Home Visits**

**Where possible – please contact the Surgery before 10.00am to request a home visit.**

Home visits are at the discretion of the doctor. Please do not ask the doctor to visit unless the patient is too ill to come to the surgery. Please remember that we can often see patients more promptly at the surgery where we have better facilities for treatment.

### **Out of hours emergencies and weekends**

If it's a life-threatening emergency call **999**

If you need medical help but it's not an emergency call **111**

**NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency. Calls to NHS 111 are FREE from landlines and mobiles and NHS 111 is available 24 hours a day, 7 days a week, all year round.**

**During normal practice opening hours, the practice remains your first point of contact for all routine requests.**

### **Repeat Prescriptions**

All repeat prescriptions are computerised. Patients who are given a repeat medication can request a repeat either by :-

- Online from your GP Practice – if you are not already registered for patient online, speak to the practice. For further information, please visit: [www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services](http://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services) (to register, see below)
- Telephoning the Surgery on 01388 811 455 (The lines can be very busy – to avoid delay we suggest handing in your repeat request form). Please enquire at Reception for further information.
- Hand in the prescription request sheet to reception.

**Always allow 48 hours for the prescription to be processed.**

**The Practice now offers the Electronic Prescription Service.**

What does this mean for you?

- If you would normally collect your prescription from the Surgery, it can now be sent electronically to the pharmacy you choose, saving you time.

- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

### **Please contact reception for details**

### **Hospital Test Results and Follow up of Outpatient Visits**

Patients are responsible for collecting test results following an Outpatient appointment. This can be done by telephoning the surgery on 01388 811455.

### **In addition**

Patients aged 16 – 74 who have not been seen for 3 years may request a consultation for a health check. (Home visits may be arranged for those unable to attend the surgery)

Every patient in the Practice has a named GP. This is a doctor who takes responsibility for co-ordinating your care and won't necessarily be the person you usually see. If you wish to know who your named GP is, please ask a member of our team who will be happy to help you with this.

### **Change of personal details**

If you change your name, address or telephone number please give full details to reception, including your post code. Remember to tell us if details for other members of your family have also changed. If you move outside the practice area you will be asked to register with another doctor.

### **Confidentiality**

We realise that sometimes the main reception desk is a little public. If you wish to discuss something of a confidential nature please mention it to the receptionist and arrangements will be made for you to talk to someone privately.

### **Computer**

The Practice uses the EMIS clinical system to record patient information. The information recorded provides a comprehensive medical history which is easily accessible by your GP when in consultation.

The Practice is registered under the Data Protection Act and is governed by its strict laws and our own long-standing traditions of clinical confidentiality

### **GDPR & Practice Privacy Notice**

**BISHOPS CLOSE MEDICAL PRACTICE** has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Employees at this practice maintain records about your health and the treatment you receive in electronic and paper format.

## **What Information Do We Collect About You?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

## **How Will We Use Your Information?**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1) (c), 6(1) (e) and 9(2) (h) of the GDPR.

## **Maintaining Confidentiality and Accessing Your Records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

## **Opt-Outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

## **What To Do If You Have Any Questions**

Should you have any questions about our privacy policy or the information we hold about you, you can:

### **Contact the Practice or:**

**Contact the practice's data officer Mr Anthony White, via email at:**

dataprotectionofficer@primary-care.co.uk

The Practice is participating in the National Programme for Information Technology which aims to develop a central electronic database where patient information may be held and transmitted nationally. This is intended to improve patient care and make essential information available wherever the patient might be when treatment is needed.

The Great North Health Record is one of the first steps towards this and will allow details of a patient's GP records to be used by the Ambulance service, NHS Hospitals, Out of Hours services (111), A&E depts. and mental Health services.

The computer system currently allows referrals to hospital to be made electronically and appointments can be booked by a participating GP in your consultation.

Patient records can also be obtained electronically from their previous GP.

### **On-line access**

For booking appointments, ordering repeat prescriptions and viewing some computerised medical records (ask reception for further information on how to register)

### **Patient rights and responsibilities**

You have a right to expect a high standard of medical care from our practice and we will try to provide the very best care possible within the resources available. To assist us in this we require that you take full responsibility for ensuring that you do not misuse this service, e.g. it is your responsibility to keep your appointments and follow the medical advice given. In the unfortunate event of a breakdown in patient/doctor relationship, you have the right to register with a different practice. The practice also has the right to remove a patient from the list, although this would generally only follow a warning that had failed to remedy the situation.

### **Comments, suggestions and complaints**

We hope that you will find the service offered efficient, accessible and relevant to your needs. If you have any comments or concerns about the practice please contact the Practice Manager. Suggestions and complaints will be dealt with promptly, ensuring that NHS guidelines on handling complaints are followed.

## **Access to patient information**

Confidential patient data will be shared within the Practice Health Care Team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams for essential clinical audit. Confidential patient data may also be required for public health, audit and research, the provision of health care services, teaching and training. Data disclosed will be the minimum required to serve the purpose and/or anonymised. Confidential and identifiable information will not be disclosed without explicit consent from the patient unless;

- It is a matter of life and death or risk of serious harm to you or another individual
- It is overwhelmingly in the public interest to do so.
- There is a legal obligation to do so

## **Violent Patients**

The NHS operates a zero tolerance policy with regard to violence and abuse. The Practice has a policy in place for the removal of violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

NHS England is then responsible for providing further medical care for such patients.

## **Access for the Disabled**

The Health Centre has parking space for the disabled and wheelchair access to the building.

# PHARMACEUTICAL SERVICES

There are four Pharmacies in Spennymoor all within easy reach of the Health Centre.

All offer free health advice on everyday illnesses and can answer your questions about prescribed and over-the-counter medicines – you don't need an appointment. For details of other services available please contact the pharmacies directly.

## USEFUL TELEPHONE NUMBERS

Bishop's Close Medical Practice & Out of Hours Emergencies	01388 811455
Website :	<a href="http://www.bishopsclosemedicalpractice.co.uk">www.bishopsclosemedicalpractice.co.uk</a>
<b>Out of Hours medical help</b>	<b>111</b>
Bishop Auckland General Hospital	01388 454000
University Hospital of North Durham	0191 333 2333
Durham Dales (DDES)	0191 371 3222
Your local Boots Pharmacy	01388 814976
Co-op Pharmacy	01388 815536
Millers Chemist	01388 816158
ASDA Pharmacy	01388 424510



# PRACTICE AREA

## The Practice area covers

Spennymoor

North Close

Croxdale

Middlestone Village

Binchester

Kirk Merrington

Hett

Westerton

Middlestone Moor

Tudhoe

Page Bank

Sunderland Bridge

## MAP OF PRACTICE AREA

