

### The Practice Team

#### **Practice Manager**

**Karen Brooks** has responsibility for the day-to-day running of the Practice.

#### **Administration Staff**

**Ann-Marie** is the Office Manager and the reception team comprises of, **Jayne, Julie, Tina, Tanya, Andrea, Rachel, Tracey, Lisa and Amber.. Judie** leads on prescriptions; **Yvonne, Karen, Danielle, Duncan and Kevin** make up our Data Team and **Kath and Angela** are the Practice Secretaries.

#### **Cleaning Team**

**Angie and Nina** are responsible for the cleaning of the premises

#### **Nursing Staff**

A practice nurse (**Helen Almond, Sally Shipp or Louise Brook**) is available Monday to Friday to carry out dressings, ear syringing, removal of stitches, immunisations, B/P checks, blood tests and ECG tests. They can advise you on minor health problems, family planning and travel vaccinations. **Barbara Carter**, our phlebotomist, carries out blood tests. The nursing team is supported by our Health Care Assistants **Kirsty Solomon and Joan Hills**.

#### **District Nurses**

A team of district nurses are attached to the practice. They provide nursing care at the doctors' request, to patients who are housebound. There is also a Community Matron available to support the practice

#### **Health Visitor**

**Sue Palmer** is the health visitor attached to the surgery. She can help with advice to expectant mothers, those with small children and the elderly.

#### **Maternity Services**

All the doctors share ante-/postnatal care with **Caroline Jennings**, our community midwife, with access to James Cook University Hospital (Middlesbrough)

### Medical Services at Springwood Surgery

We offer a range of NHS GP services under contract with NHS England and South Tees Clinical Commissioning Group. The services we provide include:

#### **Minor Surgery**

Dr Lee specialises in minor surgery and cryotherapy, often with the assistance of the practice nurses (a consent form will be needed for this procedure).

Dr Shanmugam undertakes micro-suction (ear suction) and joint injections.

#### **Vaccination, Immunisation and Travel Clinics**

The nurses offer a full vaccination and immunisation service to both children and adults, including flu/Pneumococcal & advice, based on the latest medical information, for all overseas destinations.

#### **(Anti-coagulation (INR) & other drug monitoring**

Warfarin and Near Patient Testing advice and monitoring assistance is available.

#### **Test Results**

To give the doctors time to check the results, please phone for test results between 10:00 – 17:00

#### **Medical Examinations & Reports**

The doctors carry out private (non-NHS funded) medical examinations for insurance, employment and driving purposes etc. An up to date price list of the fees charged for these services is available on request.

#### **Cervical Smears**

We support the local cervical smear screening programme and recommend that all women between the ages of 25-65 attend for screening. This test can be performed by our practice nurse, or at a local family planning clinic.

#### **Family Planning**

All doctors and nurses can offer family planning advice

### Training of health care professionals

We promote training for prospective nurses and GPs and you may be asked if you object to a trainee nurse or doctor seeing you or being present at the consultation.

#### **Complaints & Suggestions**

We strive to provide a quality service at all times but if you consider that something has not gone as you feel it should then we have practice complaints procedure to deal with this.

You can either write to, or ask to speak with, the Practice Manager who will fully investigate your complaint. There is a separate leaflet available describing in more detail the procedure. We are always open to suggestions for improving our services.

### The Practice Philosophy

**We will endeavour to work as a team, in consultation with our patients, to provide the best possible healthcare.**

# Springwood Surgery

Rectory Lane, Guisborough, TS14 7DJ

01287 619611 (Tel)

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

### The Doctors

#### **Dr Nicola Thomas**

DRCOG MRCGP MBBS London 1989

#### **Dr Angela Holloway**

DCH MB ChB Manchester 1986

#### **Dr Sarah Lee**

DRCOG DCH FRCS (Ed) MB ChB Liverpool 1992

#### **Dr Julie-Anne Birch**

MSc MB ChB MRCGP DRCOG DFFP Leeds 1985

#### **Dr Karthikeyan Shanmugam**

MRCGP DFFP FCIP MB BS Madras 2000

#### **Dr Philippa Allan**

DRCOG DFSRH MRCGP MBBS Newcastle 1999

*(An unlimited partnership)*

### Surgery Hours

The Surgery operates an all appointment system:

**8.00 am - 6.00pm, Monday to Friday**

**08:00 – 12:00, Saturday (Pre-bookable Saturday Surgery)**

Reception can be contacted on 01287 619611 from:

**8.00am – 6.00pm, Monday to Friday**

### Doctor's availability

	Mon	Tue	Wed	Thur	Fri
<b>Dr Thomas (Female)</b>	✓	✗	PM	✓	✗
<b>Dr Holloway (Female)</b>	AM	✓	✓	✗	✗
<b>Dr Lee (Female)</b>	✓	AM	✓	AM	✓
<b>Dr Allan (Female)</b>	AM	✓	✗	✗	AM
<b>Dr Birch (Female)</b>	✓	✓	AM	AM	✓
<b>Dr Shanmugam (Male)</b>	✓	✓	✗	✓	✓

#### **Disabled Access**

The Surgery has disabled access and toilet facilities. There are disabled parking bays in the car park which patients can use. Please ask at reception if you need help to get to the doctor or nurses consulting rooms.

#### **Practice Area**

A map of the practice area is available for inspection in the waiting room. The practice now has an Inner and Outer Boundary.

#### **Registration as a patient**

Please apply either in person or download a Registration Form from our website [www.springwoodsurgery.co.uk](http://www.springwoodsurgery.co.uk) and return to the surgery.

You may see any doctor, however, wherever possible, it is best to see one doctor throughout the duration of any continuing problem, or if there are any long-term problems.

#### **General Data Protection Regulations (GDPR)**

Springwood Surgery is compliant with the New Data Protection Regulations that came into force on May 25<sup>th</sup> 2018. For more information, please visit our website [www.springwoodsurgery.co.uk](http://www.springwoodsurgery.co.uk) or ask a member of the Reception Team.

#### **Research Practice**

This practice contributes anonymous data to a database used for health care research purposes. The practice receives a nominal fee and training from the company aggregating the data to help improve quality and care. Springwood Surgery is compliant with the National Data Opt Out. Patients can register to opt out of their confidential patient information being used for purposes beyond their individual care and treatment. If you would like to opt out from sharing your data you can do so via [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or by calling 03003035678 or via NHS APP

#### **Appointment System**

All consultations are by appointment only. For an appointment with a GP, you should ring between 08:00 – 18.00 Monday to Friday. Please make a double appointment for separate ailments.

We are also open on Saturday, from 08:00 – 12:00, for a pre-bookable surgery. Saturday morning appointments are intended specifically for patients who have difficulty attending during normal opening hours. Repeat Prescriptions, booking of appointments, dealing with results and all other day-to-day enquiries cannot be dealt with during Saturday surgeries.

GP Appointments can also be booked up to 3 weeks in advance; Nurses' appointments may be booked up to 6 weeks in advance.

***Urgent medical problems will be dealt with on the same day even if all the appointments have been taken but you will see the duty doctor not your usual GP and a wait may be necessary.***

#### **On-Line Services**

We now offer the facility to book and cancel appointments, order prescriptions and see a summary of your medical records and test results.

If you ask at reception for an application form and complete and return it, you will be issued with a password which will enable you to register for these services. (You will be required to provide proof of identity)

#### **Named GP**

All patients registered at Springwood Surgery are allocated a named GP who will have overall responsibility for the care and support that our surgery team provides them. This does not prevent you from seeing any other GP within the practice. If you are unsure of who your Named GP is, please ask a member of the reception team and they will be happy to supply this information.

#### **Telephone Appointments**

Each GP has a number of Telephone Appointments available for booking each day. If you feel you don't need a face to face consultation, please contact the Reception Team and request a Telephone Appointment with a GP of your choice.

#### **Home Visits**

For the majority of cases the best place to be seen is the surgery where the doctors have access to high-tech medical equipment. However, for the housebound and severely ill, a home visit can be arranged. **PLEASE CALL BEFORE 10AM** and give some indication to the receptionist of what is wrong. This information is useful to the doctors in assessing the priority of the visits.

**Please note that home visits are made for clinical reasons only and not for the convenience of patients.**

#### **Out of hours**

If you have an urgent medical problem on a Bank Holiday, over the weekend or between the hours of 6pm to 8am Monday to Friday, please ring **NHS 111** who will help you to access our **STAR – Local Extended Hours Service**.

1. This service is independent of the surgery and you will not have access to your usual GP. Calls will be triaged and your call will be assessed and directed to the appropriate department/person.
2. If you ring the surgery (**01287 619611**) when the surgery is closed, you will hear a recorded message advising you to call 111. You will then have to redial.
3. **If appropriate, please ring 999.**

#### **STAR Service Extended Hours**

The STAR Service Extended Hours operates, Weekdays from 18:30 – 21:30 and Weekends and Bank Holidays 08:00 - 21:30

The centres are located at: Hirsell Medical Centre, North Ormesby Health Village, Bluebell Medical Centre, Acklam, Bentley Medical Practice, Redcar Primary Care Hospital and Brotton Surgery, East Cleveland Hospital, Brotton.

If you need to access one of the centres please dial NHS 111 and they will arrange an appointment time.

**Please Note: You cannot walk into these centres it is appointment only.**

**Your GP should always be your first point of contact.**

#### **Repeat Prescriptions**

Patients can order repeat prescriptions in four ways:

1. By completing the tear-off repeat request attached to your prescription and posting it in the red post box in the reception foyer or in the wall mounted post box outside the surgery.
2. By post, enclosing a stamped addressed envelope if you want us to post your prescription back to you.
3. Via the website, which can be found at [www.springwoodsurgery.co.uk](http://www.springwoodsurgery.co.uk) To register for this facility please contact a member of the reception team.
4. Via the Electronic Prescription Service, this new service saves the patient time and offers more choice on where you want to collect your prescription from.

**For more details on this service please contact a member of the Reception Team**

**Repeat Prescriptions take 5 working days from receipt to process to be collected from your chosen chemist and 2 working days from receipt to process from the surgery. Please note: we DO NOT issue Same Day prescriptions unless an emergency.**

#### **Springwood Patient Group**

The Springwood Surgery Patient Group was formed in 2006. The Group meets every 6 weeks on a Monday afternoon at 4.30 pm in the Practice Boardroom. If you would like to join us or find out more about the group please contact Karen Brooks, Practice Manager, on 01287 619611 or alternatively email [k.brooks@nhs.net](mailto:k.brooks@nhs.net)

Our practice actively seeks to value diversity. We also operate a Zero Tolerance Policy. Discrimination or aggressive behaviour will not be tolerated.