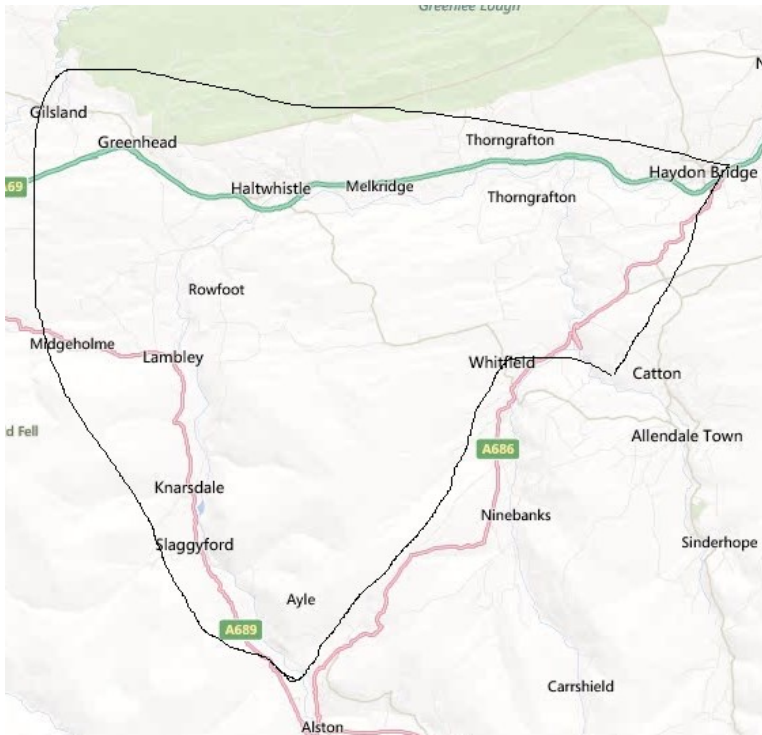


## Practice registration area



The practice covers an area of approximately 200 square miles and serves around 6,500 patients.

The practice area is essentially the Northumberland county border with Cumbria to the South and West as far as Gilsland village, and by the boundaries of Thirlwell, Henshaw, and Bardon Mill parish to the North.

To the east is a line following the county boundary from Gilderdale eastwards to a point due South of Ridley Bridge road end, and then from there to Bardon Mill Parish Boundary to the North.

**Please note if you move out of the practice boundary, you will be asked to register with another GP Surgery closer to your new address.**

Updated 11.10.24

# Haltwhistle Medical Group



**Haltwhistle Health Centre  
Greencroft Avenue  
Haltwhistle  
Northumberland  
NE49 9AP**

**Tel: 01434 320077**

**[www.haltwhistlemedicalgroup.co.uk](http://www.haltwhistlemedicalgroup.co.uk)**

**A large print version of this leaflet is available on request**

# Welcome to Haltwhistle Medical Group

We are a PMS (Personal Medical Services) Practice based at the Health Centre on Greencroft Avenue in Haltwhistle.

Our clinical staff and administrators work together with a wide team of healthcare professionals to provide GP Services . The practice covers an area of 200 square miles and serves around 6,500 patients.

The doctors working in the surgery are

Dr R Adamson (F)

Dr S Davies (F)

Dr C Robertson( F)

Dr G Moss (M)

Dr J Mongan (F)

Dr H Bell (F)

Dr J McCullough (M)

## The Practice team

Medical care is provided by a wide range of healthcare professionals in addition to the doctors in the practice.

Clinicians and healthcare professionals are supported by our administration team. The admin team manage all of the information and systems necessary for the smooth running of the practice which is overseen by the Practice Manager.

## Veteran Friendly

We are a veteran friendly practice, inform reception if you or anyone in your immediate family has ever served in His Majesty's Armed Forces. Being registered means you can access dedicated NHS services ensuring that the Armed Forces community, including Veterans, face no disadvantage in accessing health services and receive priority care for military attributable conditions, subject to clinical need.

## Responsible Organisation

**As a responsible organisation Haltwhistle Medical Group:**

- Have solar panels installed
- Have movement activated sensor lighting
- Undertake fundraising activities with proceeds being used to benefit patients
- Support in local activity including volunteering
- Segregate waste and optimise recycling
- Use responsible cleaning chemicals

## Unacceptable behaviour

**This practice considers aggressive behaviour to be**

- any personal, abusive and aggressive comments
- sexual or racial harassment
- unsanctioned physical contact and/or aggressive gestures

Whilst you may be feeling unwell when you attend the practice, our staff work hard to be courteous and professional at all times, and to provide a quality healthcare service for all of our patients.

**Abuse to staff will not be tolerated under any circumstances**

**We record all telephone calls for training and monitoring**

## Patient charter

### Our responsibilities to you:

- Enable registration with the practice and offer a choice of doctor you would like to see.
- Provide emergency care, and appropriate medication and treatment from the practice during normal opening hours
- Refer for a specialist opinion where appropriate, and to be referred for a second opinion if you, and the GP agree this is desirable.
- Have the right to view your medical records, subject to current legislation, and to know that all staff working for the NHS have a duty to keep the contents confidential.
- Allow choice regarding taking part in medical research or medical student training.
- Give you a copy of our practice leaflet.
- Give a full and prompt reply to any complaints about the services provided by the practice.
- Treat you with dignity and respect

### Patient responsibilities to the Practice

- To attend appointments at the arranged time. If you are not going to be able to make an appointment you should inform the Practice as soon as possible.
- To understand that one appointment is for one problem.
- To take responsibility for their own health, and the health of their children, and engage with the practice to help us keep them healthy.
- To understand that home visits should only be requested for patients who are seriously ill or housebound.
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription.
- To treat all of our staff with the same dignity & respect you would expect to be shown yourself.
- Tell us if you would like to be excluded from screening/immunisations

**Practice Nurses** offer a wide range of services including long term condition reviews, immunisations, and various specialist clinics.

**Healthcare assistant** take blood, perform ECG's, check blood pressures, perform health checks, and assist the Nurses and Doctors.

**District Nurses** look after patients in the community and provide nursing support for those patients who are housebound. They can be contacted directly **01434 323363**

**Health Visitors** : Our 0-19 Team (Health Visitor and School Nurses) can be contacted on Telephone **0300 373 2488**.

**Midwife** : our community midwife provides care and advice to pregnant mothers and their partners usually until the baby is two weeks old. For midwife first booking appointments ring **01434 655352**.

### West Northumberland Primary Care Network

Haltwhistle Medical Group is part of the West Northumberland PCN and has access to the network team of healthcare professionals who provide patient support. The roles include **Living well co-ordinator, first contact practitioner, mental health practitioner, paramedic, practice pharmacist, pharmacy technician and care co-ordinator**.

Other care professionals work in partnership with the practice on a regular basis, providing additional services for example Health Trainer, Parkinson Support, Diabetes Prevention, Family Hub, Northumberland Communities Together, Haltwhistle Partnership and Citizens Advice.

## Surgery hours

The surgery is open 08:00 - 18:30 Monday to Friday.

The practice is closed all English Public bank holidays, and 4 times a year on a Wednesday afternoon for essential staff training.

**Phone lines open at 08:00 each weekday.**

*If your condition is serious or life threatening please call 999 for emergency services.*

## Appointment options

Appointments can be face to face or by telephone. There are appointments available during the evening and weekend and Bank Holiday at various sites across West Northumberland including Haltwhistle, Hexham and Corbridge. These appointments can be booked using the Haltwhistle Medical Group Website or by following the link: <https://nhs.bookings.healthhero.net/app/nhs/424> or by contacting Reception.

## Home visits

If a patient is medically unfit to attend surgery, the Doctor may decide to visit them at home. If a home visit is requested for a housebound patient, the receptionist will ask for information about the patient condition. This information helps us to decide who to visit first. Where possible, requests for home visits should be made by 11:00am to enable us to plan our work for the day. If appropriate a Community Nurse or Paramedic may visit on behalf of the doctor

## Out of hours—when we are closed call 111

Out-of-hours services are available when the practice is closed. We are normally closed:

- Weekday evenings from 18.30
- Saturday and Sunday
- all English Public/Bank Holidays

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

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

If you would like to view the medical records the practice holds for you, we would ask that you make your request in writing to the Practice Manager.

If you have a specific reason for requesting access, please include this in your written request, this may help us deal with your request more quickly and make sure the appropriate person is available to discuss your records with you.

## Confidentiality

All doctors and members of staff operate a strict policy of patient confidentiality. You should therefore feel comfortable in disclosing any information you think is important in the knowledge that all Information is protected and will not be released to anyone without your consent.

The principles of confidentiality apply equally to all patients regardless of age. Young people are entitled to equal confidentiality as all other patients. This includes respecting their wishes to withhold information from parents or guardians. The GP involved will determine the competency of a young person seeking treatment and will determine the extent to which confidentiality guidelines apply in each case.

## Non-discrimination policy

We are committed to equal opportunities regardless of gender, creed, sexual orientation, age, colour or race. If you have a particular need or concern we would welcome you making us aware of it.

## Freedom of information act

The practice is registered under the Freedom of Information Act. Further information about the practice is available from the practice manager

## Accessible information standards

As an NHS Care provider, we

1. Ask you if you have any information or communication needs, and find out how to meet your needs.
2. Record your needs, adding a flag to your record and ensure you receive information which you can access and understand
4. Share your needs with other NHS and adult social care providers with your permission.

## Your personal health information

The practice keep records about your health and any treatment and care you receive. These help ensure that you receive the best possible care from us.

Records are stored both on the computer, and manually in paper notes for older consultations where computer based systems were not available. The records may include:

- Basic details about you, such as address, date of birth, and next of kin
- Contacts and consultations we have had with you, during appointments and telephone calls
- Notes and reports and details about your health and any treatment and care you have received
- Results of investigations, such as X-rays and laboratory tests
- Relevant information from other health professionals that you may have been referred to in the past, or those who you see for treatment of ongoing conditions.

**Your records are used to guide professionals in the care you receive to ensure that:**

**Your information may also be used to help us:**

- Assess the needs of the practice population
- Make sure our services can meet patient needs in the future
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Target patients for Health promotion campaigns
- Investigate complaints, legal claims or untoward incidents

The Data Protection Act 2018 and Access to Health Records Act 1990 allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access'. It applies to your health records.

## Practice registration process

All Patients living within the practice boundary are welcome to apply to join our practice. You will be asked to complete a registration form and a medical questionnaire via the NHS App. This enables us to request your medical records from your GP Practice. It can take 14 days to process new patient application. Download the NHS App from your App store.

All registered patients will be allocated a named GP, however patients can choose which GP they wish to see.

If you take regular medication you should request at least one months supply from your current GP before you change practice.

Please ensure you let the surgery know if you change your telephone number and address.

## Booking appointments

You can make an appointment online via the NHS App or by telephone.

Remember to make a separate appointment for each person to be seen. If you cannot keep an appointment for any reason please cancel using the NHS App, automated telephone cancellation via your text reminder link or let us know via Reception so that we have the opportunity to offer it to someone else.

Appointments with the doctors are normally 10 minutes long, If you need to see the doctor for more than one problem please request a longer appointment.

At the practice you may choose to consult with any doctor you wish and we will try where possible to accommodate your preference. For continuity of care we recommend seeing the same doctor through one episode of illness.

The receptionist will ask for a reason for the appointment to ensure you are allocated to the most appropriate healthcare professional in the correct timeframe (this may not always be a GP).

As part of our Care Navigation, the receptionist may refer you to the Pharmacy, Minor Injuries Unit or other service providers where appropriate.

## What services do we offer?

Our aim is to keep our patients fit and healthy. Prevention is far better than cure, and many serious conditions can be prevented by a healthy lifestyle.

Patients with one or more of the long term health conditions listed below will be invited into the Practice for review with a health care assistant, practice nurse, or doctor as appropriate. We invite patients for Long Term Condition reviews by month of birthday.

- Hypothyroid Blood testing
- Coronary Heart Disease Review
- Asthma Review
- Blood Pressure/Hypertension monitoring
- Diabetic review
- Epilepsy Review
- Stroke Review
- COPD Review
- Mental Health Review
- Learning Disability Health Checks
- Dementia review

We also offer the following services:

- Family Planning Service & Contraception
- Healthy Lifestyle Advice
- Smoking Cessation Advice
- Menopause Advice
- NHS Health Checks
- Wound Dressings
- Blood Tests
- NHS Immunisations & Vaccinations
- NHS App drop in sessions
- Health promotion campaigns

## NHS App Account.....Keeping your data secure

To access your NHS account, you will need to set up an NHS App login and prove who you are. Your NHS account then securely connects to information from your GP surgery

To have an NHS App account you must be aged 11 or over and registered with an NHS GP surgery in England or the Isle of Man.

Use your NHS account to:

- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments. You can also ask questions to get instant advice or medical help near you
- **view your health record** - securely access your GP health record, to see information like your allergies and your current and past medicines. If your GP has given you access to your detailed medical record, you can also see information like test results and details of your consultations
- **view your upcoming** hospital appointments
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning
- **view your NHS number**

## Carers

Please inform the Practice if you care for someone to ensure we can offer the appropriate services and support for you.

We work along side Carers Northumberland which is a charity dedicated to improving the lives of carers. For more information please speak to our carers champion in Practice or contact Carers Northumberland: **Tel: (0844) 800 7354**

**<http://www.carersnorthumberland.org.uk>**

e-mail: [info@carersnorthumberland.org.uk](mailto:info@carersnorthumberland.org.uk)

## Equipment fund

This fund is supported by donations and fund raising and is used to purchase equipment to improve patient care. Fundraising activities take place during the year.

## Translators & Chaperones

Patients are welcome to attend any appointment with a friend or relative if they find this helpful. Patients attending on their own may also ask for a chaperone to be present during a consultation with a clinician.

For patients where English is not their first language an interpreter can usually be organized for their appointment if we are notified in advance (Ask reception for details).

## NHS Account

The NHS App and your NHS account provides a simple and secure way for people to access a range of NHS service on their smartphone or tablet.

Visit <https://www.nhs.uk/nhs-app/>

If you require assistance setting up or using the App, contact our Care Co-ordinator.

## Repeat prescriptions may be ordered in the following ways:

- **On the Internet** You can order using the NHS app
- **Ring 01434 322664** and leave your prescription order on our answering machine.

## Points to remember when ordering medication

- When a prescription is checked and signed it will be sent electronically to your nominated pharmacy.
- Your prescription needs to be raised, checked and signed by a doctor or pharmacist. This process takes up to 7 working days from the time of receiving your request. Weekends and Bank Holidays are not included in the 7 day timeframe and may take longer.
- If you think you are experiencing side effects then you must discuss this with a doctor or pharmacist.
- Do not stockpile medication. Only order what you need
- Please note that most drugs are prescribed by the generic name and not the trade name. The chemist may supply the medication in a manufacturers branded packet. The printed dispensing label will have the correct generic name that you should use when ordering.
- You can order emergency prescriptions via the NHS App or 111 Out of Hours for delivery throughout England.

## Samples and specimens

If you have been asked to hand in a sample for testing, these should be handed in before 12.00 Noon to enable them to be sent to the laboratory.

Suitable containers can be obtained from Reception. Please put your named specimen in a specimen envelope and leave these in the box at the front desk.

Please allow 5 working days for the results to be returned to the doctor and actioned. Some results may take longer than 5 days, the clinician will advise you of this at the time of the test.

**To obtain test results call 01434 320077 and choose Option 3 to speak to a receptionist. The results line is opens at 2pm on weekdays.**

## Training practice

We are a GP registrar training practice and usually have a GP Registrar. A GPR will generally spend 6 months in surgery. A registrar is a fully qualified doctor who has decided to train further to pursue a career in General Practice and works in a similar capacity as GPs.

## Medical students

Medical student may accompany doctors and nurses during consultations. Your help in allowing them to listen and learn would be much appreciated, but you will always be asked if this is acceptable to you beforehand.

Students are sometimes asked to interview patients themselves, and your help with this would be greatly appreciated, but there is no problem if you would prefer not to be involved.

## Recorded consultations

Clinicians may sometimes record patient consultations, this is an important part of medical teaching. The recording will only take place with the patient's consent.

The recording is confidential and will not be shown to anyone other than the doctor you had your consultation with and their clinical supervisor.

## Patient information

### Practice website

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

Our Practice website contains useful health and medical information. The website is managed by the Practice, therefore if you have any suggestions for information or features for the website please speak to the Practice Manager

### Newsletters

During the year the practice publish patient information newsletters.

You will find our latest newsletter on our website and a printed copy in the surgery

## Complaints & suggestions

Our aim is to give you the highest possible standard of service. We want to know when things go wrong, so that we can have the opportunity to put them right for you, and learn from the experience to improve services in future.

We operate a practice complaints procedure, which meets national criteria and is part of the NHS system for dealing with complaints.

If you have a complaint this should be addressed in writing to the Practice Manager. Suggestions can be written on a Friends and Family card which are in the waiting room.

## Patient Participation Group

Our patient participation group is made up of a group of volunteer patients, the Practice Manager, GP's and staff from the Practice.

We meet 4 times a year to discuss the services we provide, and how improvements can be made for the benefit of the patients and practice.

If you would like more information about our Patient Participation Group please speak to our Care Co-ordinator on 01434 325919.

## Surveys

As part of good clinical practice we are continually looking at ways to improve our service to you, and in order for us to do this we monitor and audit different aspects of practice activity.

Sometimes we may ask you to complete a short questionnaire to help us. We also aim to run an annual survey to gather more detailed feedback on how you view our services.

You may be asked to complete a questionnaire regarding the doctor or nurse you have seen. This is part of the appraisal and revalidation procedure and your co-operation and honest feedback would be appreciated.