



Seascale Health Centre

Seascale: 019467 28101 | Bootle: 01229 718711



Helping you to stay well Practice Leaflet

Seascale Health Centre

Gosforth Road

Seascale

Cumbria

CA20 1PN

Tel: 019467 28101

Mob/Text: 07800007913 (for general non-urgent enquires)

Dispensary: 019467 27451

Email: GP-A82024@nhs.net

Bootle Branch Surgery

Chapel Lane

Bootle

Millom

Cumbria

LA19 5UE

Tel: 01229 718711

Website: www.seascalehc.co.uk or Follow us on Social media

Twitter: @SeascaleHC Facebook: Seascale and Bootle Surgeries.

Our Clinical teams

Doctors:

Dr Paul Carhart – MB ChB (Manchester) 1989 DRCOG MRCGP

Dr Tim Sowton – MA (Cantab) MB BS (London) 1990 FRCGP

Dr Kirsti Harnor - BM BS (University of Nottingham) 1992

Dr Eve Miles - MB ChB (University of Leeds) 2010

Nurses:

Christine Bell

Lynne Davison

Paula Tinsley

Sally Smith

Jennifer Fraser

Health Care Assistants:

Suzanne Cameron

Susan Dawson

Welcome

Welcome to Seascale Health Centre which serves a diverse rural community from surgeries in Seascale and Bootle. The Practice area ranges from Thornhill, Wilton, Haile, Beckermest, Calderbridge, Gosforth, Santon, Eskdale, Wasdale, Seascale, Holmrook, Ravenglass, Muncaster, Waberthwaite, Bootle and to the Whicham Valley. The main surgery is situated at Seascale and our branch surgery is located in Bootle village.

The practice has a dispensing service offered on both sites. We aim to treat our patients promptly, courteously and in complete confidence. All of our staff have name badges and identify themselves on the telephone so you are aware of whom you are speaking with. This leaflet is for existing patients and for people considering registering with us. It contains basic information about the practice, for more information please visit our practice website which is continually updated www.seascalehc.co.uk.

We look forward to providing you with a high quality Primary Care Service.

Drs Carhart, Sowton, Harnor and Miles

Practice Charter

Our commitment

- To provide you and your family with the best possible primary health care.
- To treat all our patients and visitors to the practice with courtesy, respect and dignity at all times.
- To progress your treatment as efficiently as possible.
- To meet all our responsibilities with respect to confidentiality.
- To issue repeat prescriptions following approval by a Doctor, providing we are given 48 hours' notice.

Your Commitment

- To afford us the same courtesy, respect and dignity as you expect from us.
- You will not undertake any abusive behaviour both verbal and physical towards any doctor or member of staff.
- If you have grievances against any member of staff, you should make an appointment to see the practice manager. You should not discuss your grievance with the member of staff concerned.
- You will not present at the surgery and expect to be seen by a doctor or nurse immediately unless you have a life-threatening complaint. You should otherwise make an appointment to be seen in the usual way.
- You will be prepared to see any member of the practice team. You cannot insist on particular members of staff carrying out any specific duties.
- You will advise us if you cannot keep an appointment.
- You will only request a home visit, if absolutely necessary.
- You will use a telephone consultation whenever possible, especially for test results.
- To remember doctors are human too and they cannot always solve all your problems.
- To contact the practice manager directly with any complaint.

- You will behave in an acceptable way in the Reception area when attending the surgery, taking account of other patients around you. We operate a zero tolerance policy towards physical or verbally abusive behaviour.

Booking Appointments

SURGERY/TELEPHONE OPENING TIMES

08:00- 18:30 Monday- Friday

SURGERY APPOINTMENT TIMES

Morning Appointments 09:00 – 12:00

Afternoon Appointments 14:30 – 17:45

We also offer the choice of a telephone consultation daily, as well as late access telephone appointments on a Monday evening between 18:35 and 18:55.

For a new problem, when you contact the surgery to arrange an appointment the receptionist will arrange a call back from the Doctor. The receptionist has been asked by the Doctor to gather information to help them determine the clinical priority.

Please remember to pick up the call when the Doctor rings you back, our surgery telephone number will show as “withheld”

What are the benefits for patients?

- Get to speak to a Doctor much quicker
- Get more time with your Doctor when you need it
- See your Doctor sooner and when appropriate for you
- Save time by avoiding unnecessary appointments

If your Doctor requests to see you, these appointments can be made.

Telephone appointments can be requested for many different reasons e.g. to obtain advice or test results. Telephone consultations can be advantageous for patients living in rural areas where a visit to the practice can be difficult.

Home Visits are available if patients are unable to the practice. However we do encourage patient’s to come to the practice if at all possible. To request a home visit please ring before 10am and let us know if the condition is urgent, the doctor will decide if a home visit is the best option, please be aware they may contact you prior to the home visit.

Self Help & Symptom Checker

As part of the **NHS Minor Ailment Service** we are encouraging patients to use their local Pharmacies for minor illnesses.

All Pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help clear up the problem. If your problem is more serious the pharmacist **will** advise you to see your Doctor.

Pharmacies are open in the **Evenings** and on **Weekends**.

So, if you have a common health problem, a trip to your local pharmacy is an option.

List of conditions a Pharmacist can help you with

- Skin Conditions such as Mild Acne and Eczema
- Coughs and Colds
- Constipation
- Hay Fever and Allergies
- Aches and Pains, such as Headaches, Ear Ache and Back Pain
- Indigestion
- Vaginal and Oral Thrush
- Warts and Verruca's
- Athletes Foot
- Minor Cuts and Bruises
- Insect Bites
- Head Lice/ Scabies/ Crab Lice
- Cold Sores
- Conjunctivitis

Online Patient Services

Patients can use Online Services to book appointments, order repeat medications, view your full medical history if requested and share parts of you records with other clinicians involved in your care.

Online Services are available to you 24/7. All patients will be automatically signed up for this service on registration. A receptionist will provide you with some pin numbers which you will need to register with the service.

In order to view your full medical record which includes letters, test results and consultations with your Doctor or nurse, you will need to complete our consent survey. Once this is completed and the answers have been checked by our Doctor, then we will enable the rest of service for you.

You can also use this system to send us non urgent messages if you have enquires but know you don't need to see a Doctor or Nurse.

Please do not use the messaging service for anything urgent or to send medical or other information related to your condition or treatment.

Clinics/Areas of specialism

Asthma: By appointment with our nurse Paula.

Diabetic Clinic: By appointment with our nurse Christine.

Cardiovascular Clinic: By appointment with our nurse Christine.

Carers: Susan Dawson is our Care Coordinator for our older patients.

Well Woman Clinic (incl Smear Tests): Our clinics are generally held on Wed afternoons with nurses Lynne, Paula and Jennifer; other appointment times are also available on request.

New Patients/ Over 75 Health check: New patient appointments are held on Mon, Tue and Wed afternoons with Health Care Assistant Suzanne.

Midwife Clinic: Held on Wednesdays.

Baby Clinic: By appointment with the Health Visitor.

Baby Immunisations: By appointment on Fridays with Paula or Sally.

Sexual Health Services: Confidential Healthline Cumbria 0845 371 4037 will direct callers to the most appropriate service. If you require sexual health testing, please request to see Dr Harnor.

Dr Sowton specialises in Cancer and Palliative Care.

Dr Carhart specialises in cardiovascular disease. Dr Carhart is our Prescribing lead.

Dr Harnor specialises in Gynaecology. Dr Harnor also fits contraceptive implants and coils.

Dr Miles specialises in respiratory and is the integrated care lead for practices in Copeland.

Training

We are a training practice here at Seascale Health Centre we have students from Lancaster medical school, University of Central Lancashire and West Cumbria education centre. These students include GP Registrars, medical students and physician associates.

You will be advised that these trainees are in place and asked if you are willing to see them. Please help by agreeing to be seen by them but do not hesitate in declining if you would feel uncomfortable.

A suitably qualified person will supervise these trainees as appropriate.

All our Doctors have an interest in training, particularly Dr Sowton who is the lead training program director.

Sharing of Health Records

Health services in our area have the ability to share some information from your medical records with other health services that provide you with care. This information is limited and is called a shared record.

Medical records are increasingly being stored on computers. If you give permission, the healthcare professionals that treat you can view your shared record or an appropriate section of it, through a linked records system. This is done through a secure NHS network, not the internet.

Each health service you visit will continue to add clinical information to their own record of your care. Sharing records allow relevant information from each of these teams to be viewed collectively as one record. Although we would recommend this to you, you can opt out of this if you prefer, please ask at Reception for more information if you are unsure.

Why do we collect ethnic data?

Understand the needs of patients from different groups and provide better and more appropriate services. We want everyone; no matter what their ethnic group, religion or culture, to be able to use our services easily.

Identify patients at risk-some groups are more at risk of specific diseases. Ethnic group data can help staff ensure you access appropriate services. It will help us to understand your individual needs.

Comply with the law [Race relations (amendment) act 2000] which gives public authorities a duty to promote race equality. It is legislative requirement to monitor the ethnic group of ALL patients to identify who might be at a greater risk from conditions such as heart disease, diabetes, stroke etc and to ensure race discrimination is not taking place.

Patient Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff. In addition to the longstanding Charity Fund Trustees, who manage the funds donated to the Surgery and wider community, we have an active Seascale and Bootle patient participation group (PPG) who meet to review our services and take part in shaping them for the future. We also have a larger 'virtual' patient representation group so that you can have your say without coming to meetings. We will contact you via email from time to time and keep our surveys succinct so it shouldn't take too much of your time.

Join our Patient Group Facebook Group: *Seascale and Bootle Surgeries Patient Group*

Seascale Surgery Website

www.seascalehc.co.uk

You can:

- Change your personal details
- Book appointment online or cancel appointments for the future
- Register with the Practice
- Access lots of self-help guidance and disease specific information
- Request to receive our newsletter WellWellWell electronically
- Join our Patient group
- Let us know what you think about our services
- Find out about things happening in our community

Why not have a look and interact with us from the comfort of your home.

Text Messages

We use texts and messages to remind you nearer the time and sometimes to gather feedback on our services. You will receive messages if we need to contact you to book appointments following tests or if you are overdue a clinic appointment with our nurses. We also use the system for Health Campaigns such as flu clinics.

This information can come to you via text or data message (if you download the MyGP app www.ilovemygp.co.uk if you have a general enquiry you can text us on 07800007913.

We assume that if you provide us with your mobile number on registration, you are consenting to receiving information this way, unless you tell us otherwise.

NHS 111

When we are closed, 111 is the NHS non-emergency number. It is fast, easy and free. Call 111 and speak to a highly trained adviser. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a Doctor to call

There may be times where we have to advise Cumbria Health on Call, our Out of Hours GP services of your needs; if this applies you will be given a special number to dial.

Accessibility

There are allocated parking bays for patients with restricted mobility immediately outside the entrance to the health centre. There is a ramp for wheelchair users/prams at the entrance with a bell to ring for assistance. All consultation and treatment rooms are on the ground floor which is easily accessible, along with accessible toilets and baby change area.

We are trying to improve our methods for communication and sharing information so please do make us aware if you have any preferences for receiving information i.e. large print, hearing loops or assistance with interpretation. Our website has an accessibility features for you to change to enable easier viewing.

Named Accountable GP

What does Accountable GP mean?

This is to inform you that all patients are assigned a named GP when you register with us. This GP is responsible for your overall care at the Practice. At the moment, this is noted in your records as 'usual GP' and it is normally noted on any correspondence from us. Whilst we all prefer continuity, there are times when your usual GP is not in the surgery and this does not stop you from seeing any of our other regular GPs & nurses. If you are still unsure who this is, ask the next time you are in and we can change this for you if necessary.

Staff Training

The surgery is closed one half-day most months for essential staff training. We will notify you of these dates in surgeries and on the surgery website.

During these training afternoons, you are advised to use the NHS 111 Cumbria Health on Call service if you require medical attention.

Comments and Complaints

Most concerns can be dealt with as soon as they arise and we welcome discussing these with you to resolve informally.

In the case of serious complaints the practice has a complaints procedure that the practice manager will guide you through. Each complaint will be investigated and a response given to you. Patients should be assured they will not be treated any differently should they raise a concern and that we use these anonymised reviews to learn from. Please do let us know if we have fallen short of your expectations as we would like to get this right for you.

If you prefer to make the complaint about our health services to our Commissioners, please contact,

NHS England, PO Box 16738, Redditch

B97 9PT, Tel: **0300 311 2233**, Email: england.contactus@nhs.net

If you would prefer independent advice, advocacy or support, then contact

Healthwatch Cumbria, Head Office, 4-6 Oxford Street, Workington, Cumbria CA14 2AH, Tel: 0300 303 8567

Email: infor@healthwatchcumbria.co.uk

Website: <http://www.healthwatch.co.uk/directory/cumbria>

If you feel that we have not responded to your complaints fully, then the matter can be referred to the Ombudsman Services.

The Dispensary

Seascale & Bootle Dispensary is for patients who live more than 1 mile away from a Community Pharmacy.

Up to date Dispensary opening times can be found in the surgery or on our website.

Ordering Medication

Online

Prescriptions can also be ordered online using Online Services. We prefer you to use this method as it's easier for us to process quicker.

In person

Please tick the repeat medication you require on your printed form and leave this at the dispensary or the dispensary box near the door.

By Telephone

The dispensary phone line **019467 27451** to order repeat medication is available:

09:30-1200 Monday- Friday

14:00-16:00 Monday- Friday

Collection of prescription

Once you have ordered your repeat prescription your medication will be ready to be collected 48hours after you have ordered.

Please be aware that we have a 48hour turnaround policy.

Out of area patients

If you are a patient who lives outside our practice boundary you are able to register with us. As a patient you will be seen by a Doctor if clinically appropriate but as you live outside the practice area, the Doctors will not be able to provide home visits from this surgery. If a home visit is needed you will need to ring the surgery for a telephone consultation first and we may advise you to dial 111 for other services.

Contact Telephone Numbers

Seascale Reception: 019467 28101

Seascale Dispensary: 019467 27451

Bootle Reception: 01229 718711

Bootle Dispensary: 01229 718711

Out of Hours: 111

Emergency Calls: 999