

# **Seaton Surgery**

## **practice Leaflet**

**DR.SALVI PATEL**  
**MbChB, DRCOG, nMRCGP (Liverpool 2007)**  
**GMC 6163635**

**DR IYAD AL-MASHHARAWI**  
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**Seaton Surgery**  
**Station Lane**  
**Seaton Carew**  
**Hartlepool**  
**TS25 1AX**

**Telephone: 01429 278827**  
**Fax: 01429 864513**

### **SURGERY OPENING HOURS**

**Monday 8.30am – 6.00pm**  
**Tuesday 8.30am – 6.00pm**  
**Wednesday 8.30am – 6.00pm**  
**Thursday 8.30am – 6.00pm**  
**Friday 8.30am – 6.00pm**  
**Saturday – Closed**  
**Sunday – Closed**

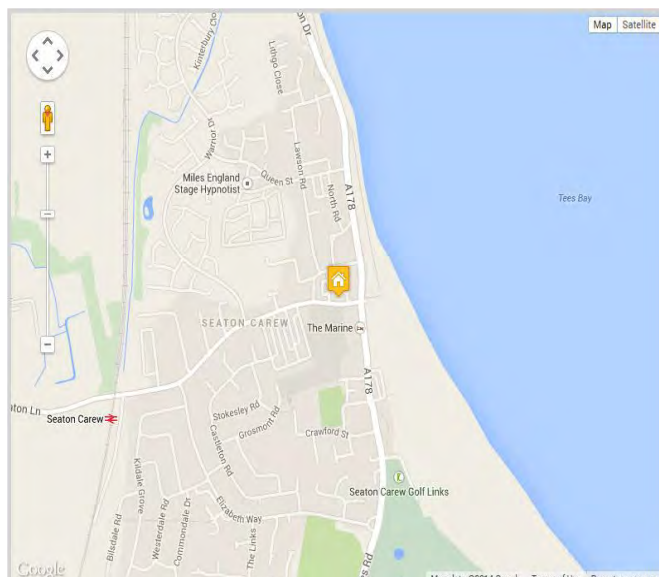
**[www.seatonsurgery.co.uk](http://www.seatonsurgery.co.uk)**  
**e-mail [nencicb-tv.seatonsurgery@nhs.net](mailto:nencicb-tv.seatonsurgery@nhs.net)**

## Welcome to the practice

The practice was purpose built in 1989 and we currently provide Personal Medical Services for approximately 3000 patients. We aim to treat all patients promptly, courteously and in complete confidence. The following information is provided to inform you of the services offered by the surgery

## Registering at the practice

We welcome new patients to the practice. Please refer to the map below and in reception which outlines the area in which we accept new patients. If we are unable to register you at the present time you will be given an explanation in writing. You will be registered with the practice rather than an individual GP although you can request your appointment with any GP. If the practice is in a position to take on new patients you will be invited to attend an appointment with our Health Care Assistant for a routine health check and asked to complete a registration form, available to download on our website



## OUR TEAM

We feel it is important that you know who you are speaking to, therefore our practice staff wear a name badges and identify themselves on the telephone.

### DR SALVI PATEL GP Partner

GMC No.6163635

### DR IYAD AL-MASHHARAWI GP Partner

GMC No.6163635

## PRACTICE NURSES

Our highly qualified nurses deal with a range of conditions and health concerns. They are experts in many areas of disease management such as coronary heart disease, asthma, diabetes and COPD along with cervical screening, child health surveillance, contraception services, childhood immunisations and influenza immunisations, weight management and CVD risk assessment

### Diane Lake RGN, BSc Hons

### Sue Dixon, RGN

Diane joined our practice in 2008 and is a nurse practitioner and qualified prescriber. Sue Dixon joined our practice in April 2015 as a Practice Nurse. Together, they run a range of disease management clinics which are detailed in this leaflet. Diane will also triage requests for same day medical attention and you can also book a telephone consultation if you feel this would be of benefit to you.

## **HEALTH CARE ASSISTANT/PHLEBOTOMIST**

**Michelle Derbyshire.** Michelle joined the surgery in May 2022. Michelle holds clinics on Wednesday, Thursday and Fridays and can be seen for such things as Blood Pressure checks, Flu Vaccines, Healthy Heart Checks, Phlebotomy and Dressings.

## **ADMINISTRATION TEAM**

**Sue Cullen** Sue is our Practice Manager and has worked at the practice for over 25 years. Sue will be able to help you with any administrative problems or concerns you may have. She is responsible for dealing with any complaints you may have about the surgery. If you wish to make a complaint you can speak to any member of our team who will be happy to help and who are all fully aware of the complaints procedure, details of this are also available on our web-site. If you wish you can also speak to Sue who will be happy to discuss your concerns. She will also be very happy to receive any compliments, comments or suggestions you may wish to make to improve our services. In her absence, our Assistant Practice Manager **Nicola Sumpter** will be happy to help.

## **Admin staff**

**Elaine, Janet, Janice, Wendy, Deborah and Gemma** complete our administration team. They answer the phone, deal with enquiries and take repeat prescriptions as well as a host of other administration tasks. Their job is very demanding so please be patient. They work within the practice guidelines and follow the practice protocols, please remember they are carrying out doctor's instructions.

## **Health Visitor**

The Health Visitor teams are trained nurses promoting good health to our patients in the community. They meet with patients in their own homes. The Health Visitor will advise on many aspects of health, particularly child health, development and behaviour, they can be contacted via the surgery by passing a message to the reception team who will contact them.

## **Community Nursing Team District nurses**

The district nurses are locality based and have three teams covering North, South and Central areas of the town. They offer a comprehensive nursing service. Home nursing care, support to carers, care of the elderly and advice. Assessment is always made by a qualified district nursing sister. They can be contacted by telephoning the surgery and leaving a message with a member of the reception team who will contact them.

## **Your local pharmacist**

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

## **CLINICS**

### **Pre-conception advice**

If you are planning a pregnancy there is some important health advice you should be aware of. Please make an appointment any day of the week with a nurse who will be happy to discuss this. Patients who are planning a family are advised on diet and recommended medication

**Asthma clinics** are held by our nurses who see our patients with asthma disorders; they are encouraged to attend for monitoring and education. Smoking cessation advice is given. All patients with Asthma will be offered at least an annual review to monitor their condition

**Diabetic Clinics** are held by our practice nurses.

All patients are offered at least an annual review and six month monitoring. In 2005 Hartlepool PCT received funding to provide a digital imaging camera as well as funding for a podiatrist. This service is based at One Life in Hartlepool and is open to all patients registered in Hartlepool. The practice encourages our patients to attend as this is a valuable service specially designed so that all diabetic screening takes place at one venue. Patients will receive a letter from the Diabetic one stop shop for a pre review screening which will include blood test, height, weight and blood pressure as well as retinal screening and podiatry. You will receive this invitation approximately four weeks prior to your annual review being due at the practice. When you attend the one stop shop you will be advised to make an appointment to see one of our practice nurses within two weeks who will

discuss your results and offer support and information and management plan.

**Coronary Heart Disease Clinics** Diane sees patients with coronary heart disease or those at high risk. They will be offered an annual review to monitor their risk factors and treatment. All CHD and Stroke patients are offered at least an annual review to monitor their condition.

**Cervical Smears** are undertaken by both our nurses. Automatic recall appointments will be sent every three years or sooner as necessary if a previous abnormality has been found. We follow the Tees Wide Cervical Screening protocol and you will automatically be invited to attend for an appointment before your smear is due.

**Child Health and Immunisations** – by appointment any day of the week. All new babies are invited for regular check-ups from eight weeks old. Parents will be invited to make an appointment for their child's initial vaccination, according to the national schedule. Please feel free to discuss your child's immunisations with the doctor or nurse. Consent from a parent/guardian is always sought before any vaccination is given.

### **Stopping smoking**

Our nurses will be happy to give advice and support to patients trying to give up smoking. Details of the smoking cessation drop in clinics are available on the reception notice board please feel free to ask a member of our reception team who will be happy to provide you with details

**Flu Vaccines**— Patients 65 years and over and those with certain chronic diseases will be invited for an annual flu vaccine. Clinics are held during October and November; look out for the dates which will be displayed on the patients' notice board and our practice web-site.

**Pneumonia Vaccines**— Patients 65 years and over and those with certain chronic disease such as Heart Disease will be offered an appointment at the flu clinics or by appointment throughout the year. Only one pneumonia vaccine is required.

### **Home visits**

Our doctor typically sees four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

**Minor Surgery Warts & Verrucas** Please make an appointment to discuss this with the doctor at consultation who will advise you on appropriate treatment and whether a referral is necessary.

### **Emergency contraception**

Emergency contraception can be obtained from local pharmacists, details are available in reception. However if you prefer to consult with a healthcare professional you will be offered an urgent appointment with the doctor or nurse. All reception staff are aware of the practice protocol and will be happy to give you further information on services available.

### **Repeat Prescriptions**

If you need to take medication regularly, your doctor may make a repeat prescription arrangement, each computer printed prescription will be accompanied by an order form attached to the right side of the prescription, showing which items you are able to request. There are now several ways to order your repeat medication when you need further supplies:

- Tick the medication required on the order form and place it in the box at the reception window *or*
- You can post your order form to us enclosing a stamped addressed envelope *or*
- Repeat prescriptions can now be requested by going directly to a pharmacist of your choice, some pharmacies offer a collection and delivery service.
- Register for on-line services and request your medication on-line.

Whichever method you choose, please state clearly your requirements and from where you would like to collect your prescription. Please allow 2 working days for the prescription to be ready.

For patients on stable repeat medication, we also offer repeat dispensing; please discuss this with your GP or Practice Nurse.

### **Your rights and responsibilities to us are:**

#### **Your responsibilities**

- Being on time for your appointment, please attend your appointment at the arranged time.
- Letting us know if you need to cancel, if you are unable to attend an appointment, please help to reduce waiting times by cancelling it as soon as possible.
- Calling for a home visit or urgent appointment before 10am.
- Ringing for test results after 1pm.
- Keeping us updated with any changes of address or telephone numbers.

#### **Your Rights**

- Convenient and easy access to health services, free of charge and within maximum waiting times
- A good quality of care and environment based on best practice
- Not to be discriminated against on the grounds of gender, race, religion and belief, sexual orientation, disability or age.
- To receive drugs and treatment as recommended by the National Institute for Health and Clinical Excellence (NICE) for use in the NHS if your doctor feels it is clinically appropriate for you
- Decisions made in a clear and transparent way so you can understand how services are planned and delivered
- To be treated with dignity and respect in accordance with your human rights
- The right to privacy and confidentiality

### **General Data Protection Regulations**

From May 2018 Europe's data protection rules will undergo their biggest changes in decades. The amount of digital information we create, capture, and store has vastly increased. To simplify, the old regime was no longer fit for purpose. The solution is the mutually agreed European General Data Protection Regulation (GDPR) which will come into force on May 25<sup>th</sup> 2018 and become part of law. It will change how businesses and public-sector organisations can handle the information of patients and staff.

GDPR means that we at Seaton Surgery will be more accountable for handling of patients' personal information and as such we have updated our data protection policies to reflect this.

Please ask at Reception if you require any more information regarding this.

### **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please ask a member of staff who will give you the details of the procedure and charges that will be incurred. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We operate a zero tolerance policy and take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **NAMED GP**

All patients registered with Seaton Surgery have a named GP who is responsible for your overall care at the practice, please contact the practice if you wish to know who this is, and let us know if you have a preference as to which GP is allocated to you. We will make reasonable efforts to accommodate this request.

### **Other local NHS services**

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

### **Remember**

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

### **Accident and emergency/999**

Whatever the day or time, if you or someone else experiences severe chest pain or severe loss of blood call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. There is also a minor injury unit at One Life, Park Road, Hartlepool.

### **NHS 111**

NHS 111 offers free expert health information and advice 24-hours a day on telephone number **111** or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those hard of hearing, a textphone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

### **Extended Access**

Hartlepool and Stockton Health deliver a service of Extended Access on behalf of all patients across the town. This means that during times when we are closed, on evenings and weekends, you can access GP, Nursing and Healthcare appointments. This service is bookable by the practice team and is ran, on our behalf, from Chadwick Practice, One Life, Park Road, Hartlepool.

### **Patients with particular needs**

Our surgery building is welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled. Our surgery is on one level and is easily accessible to patients using wheelchairs.

For patients with **language problems** we can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment stating that you require a translator for which we will require at least one week's notice.

### **Summary Care Record**

Our practice is engaged with Summary Care Upload. If you do not wish your records to be uploaded to the spine, or for further information, please contact a member of our reception team.

## Your Data Matters

To find out more information about how your data is used and kept confidential and to find out about opting out of your data being used for research and planning please visit [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters).

## ZERO TOLERANCE

### Abuse or violence

**It is an unfortunate fact of life that staff and patients are being subjected to more incidences of abuse, threats or violence. We will not tolerate this sort of behaviour and such patients will be removed from our list. In serious cases we will involve the police. This will result in the immediate removal of the offending patient from our list and could result in a police caution or prosecution.**

## CHOOSE AND BOOK

Choose and book is a service that allows you to choose your hospital or clinic and book an appointment with a specialist. When you and your GP agree that you need to see a specialist, you will be able to choose from at least three hospitals or clinics. You will also be able to choose the date and time of your appointment.

## Access to records

The Data Protection Act 1984 and Access to Health Records Act 1990 gives patients the right to see written records made after 1991 and/or any records held on computer. Requests are made by appointment and subject to administration charge. No information will ever be released without your consent unless we are legally obliged to do so. Your responsibility to us is to ensure your written consent accompanies any request you have authorised for medical information.

## Consent to Care and Treatment

The practice has systems in place to gain and review consent from people who use our services. Clinicians will discuss procedures and gain verbal or written consent prior to treatment taking place. Where a patient does not have capacity to make this decision for themselves the staff will follow guidance in line with the Mental Capacity Act 2005.

**On-line services** – You can use our website to book or cancel appointments with the GP, order your repeat prescriptions and inform us of changes to your circumstances, such as address or telephone number changes. Please ask at reception for a password and visit our web-site at [www.seatonsurgery.co.uk](http://www.seatonsurgery.co.uk) for these services, follow the links at the bottom of the home page.

## DOCTORS CONSULTATION TIMES

**Urgent cases** are seen on the same day

<b>MON</b>	9.15am – 11.15am	3.00pm – 5.00pm
<b>TUES</b>	9.15am – 11.15am	3.00pm – 5.00pm
<b>WED</b>	9.15am – 11.15am	3.00pm – 5.00pm
<b>THURS</b>	9.30am – 11.30am	2.00pm – 4.00pm
<b>FRI</b>	9.15am – 11.15am	3.00pm – 5.00pm

## NURSES CONSULTATION TIMES

<b>MON</b>	9 am – 12 noon	1.00pm – 5.30pm
<b>TUES</b>	8.40am – 12 noon	1.00pm – 5.30pm
<b>WED</b>	9.00am – 12 noon	1.00pm – 5.30pm
<b>THURS</b>	8.40am – 12 noon	1.00pm – 5.00pm
<b>FRI</b>	8.40am – 12 noon	1.00pm – 5.30pm

If your condition is non-urgent, you can expect to see a GP within two working days, Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day. Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary. Please remember that the results of tests can only be given to the patient.

From April 2012 we will be offering pre-bookable telephone consultations with GP's and nurses. You can speak to a doctor or nurse on the telephone at an agreed time. Please give as much information to the receptionist who will record your request and give you a time that doctor or nurse will call you back.

### **Chaperones**

If you feel you would like a Chaperone present at your consultation, please inform your Doctor/Nurse who will be more than happy to arrange this for you. This can be a family member or friend, or if you would prefer, a member of our clinical staff can accompany you.

### **Complaints**

The practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable with, all our reception staff are aware of the practice complaints procedure and will be happy to help you. In the majority of cases, concerns can be resolved quite easily. The practice manager is responsible for dealing with any complaints. A member of the reception team can make arrangements for you to meet with her or you can put your complaint in writing. Please address your complaint to Sue Cullen, Seaton Surgery, Station Lane, Seaton Carew, Hartlepool, TS25 1AX. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to Healthwatch Hartlepool at Rockhaven, Victoria Road, Hartlepool, TS26 8DD or The Independent Complaints and Advocacy Service (ICAS), Evans Business Incubation Centre, Durham Way South, Newton Aycliffe, DL5 6XP, tel 0808 8023000. Details are also available on our web-site, [www.seatonsurgery.co.uk](http://www.seatonsurgery.co.uk), and you can also request a copy of our complaints procedure

### **North East and North Cumbria Integrated Care Board**

Seaton Surgery is covered by North East and North Cumbria Integrated Care Board. The ICB works with local councils who provide a range of care and public health services. They jointly plan with the aim of delivering integrated services which means that health and social care services work together in ways that complement each other and reduce gaps and barriers for patients and staff and can be contacted via email on [nencicb-tv.enquiries@nhs.net](mailto:nencicb-tv.enquiries@nhs.net).

### **Out of hours**

**In an emergency outside of practice hours, evenings, weekends and bank holidays, please telephone NHS 111**

You should call the NHS 111 service if you need medical help fast, but it's not a 999 emergency. You will be assessed, given advice and directed straightaway to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

**Monday to Friday, 8am to 8.30am, in an emergency, please telephone 07961 226770**

**Walk in Centre** There is a walk-in and urgent care centre situated in University Hospital of Hartlepool. This can be accessed 24/7, 365 days a year. If you are unwell and need to use the service we advise that you book an appointment first by calling NHS 111. If you have a minor injury please walk into the centre.



**This leaflet was produced by Susan Cullen and last updated in January 2023**