

Court Thorn Surgery



Where You Come First!

Welcome to Court Thorn Surgery

NEW PATIENT
INFORMATION PACK

Please ensure that all sections of the GMS1
(Purple form) are completed.

We are unable to register you if we do not have
your date of birth, new address and
old address and 2 forms of ID e.g. passport,
driving licence.

If you know your NHS number then it is most
helpful but it is not a necessity.

We also enclose details about our practice and the
services we offer and invite you to view our
website at www.courtthornsurgery.co.uk

We are a small rural practice based in the Eden Valley. The practice aims to provide a service where our patients' needs come first.

Surgery Consulting Times

Monday	8.30 - 11.00	am
	3.30 - 6.00	pm
Tuesday	8.30 - 11.00	am
	3.30 - 6.00	pm
Wednesday	8.30 - 11.00	am
	3.30 - 6.00	pm
Thursday	8.30 - 11.00	am
	3.30 - 6.00	pm
Friday	8.30 - 11.00	am
	3.30 - 6.00	pm

FOR ALL APPOINTMENT'S PLEASE TELEPHONE BETWEEN
8.00am and 6pm

**TO OBTAIN TEST RESULTS PLEASE TELEPHONE
BETWEEN 1pm - 3pm - 016974 73548
Children under 16 should be accompanied by an adult.**

Prescriptions - Tel: (016974) 73553
*Between 1.00pm and 3.00pm (outside of these times a prescription
request can be left on the answering machine)*

Order online repeat prescriptions & make appointment online:

<https://patient.emisaccess.co.uk/Account/Login>

<https://www.mygp.com/user/how-it-works/>

GP Partners at Court Thorn Surgery

Dr Iain Grainger

BSc MBChB, DRCOG, MRCGP.

Dr Ross Anderson

MBChB, MRCGP, MRCS

Dr Maria O'Hare

MBChB, MRCGP



The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue rectangular background.

These notes are to help you make the best of our services.

This practice caters for patients living within the practice boundary area.

If changing your address takes you out of our area, you would need to re- register with a practice of your choice in your new area.

Court Thorn Surgery is a dispensing practice.

Teaching & Research

As a teaching Practice, medical students, trainee GP's and GP Registrars spend part of their training with us.

They will have appointments available for you to see them, and we would value your co-operation with this.

Court Thorn Surgery



Where You Come First!

The practice has a **Zero tolerance policy** to any patient who is abusive or violent towards the GPs or their staff and steps will be made to remove the patient from the practice list.

Who's who, at Court Thorn Surgery?

GP

GPs are skilled doctors who support patients to manage their health and prevent illness. They are trained in all aspects of general medicine. This includes child health, mental health, adult medicine and the management of long-term health conditions. GPs arrange hospital admissions and referrals to specialists and they link with secondary and community services about patient care.

GP Registrars

GP Registrars are fully qualified doctors who are training to become GPs through a period of working in a practice. They usually spend between 6 and 18 months in the practice. They are closely supervised by a senior GP trainer. GP Registrars will have spent at least 4 years at medical school to qualify as a doctor followed by 2 years working in hospitals as Foundation Doctors (previously known as "house jobs"). They then start a 3 year training programme to become a GP.

Foundation Doctors

Foundation Doctors are fully qualified doctors who have qualified in the last 2 years and have not yet entered training in a particular specialty. They are rotating around various specialties to increase their experience. Some of them may choose to go onto do further training to become a GP while others may want to become surgeons or specialist doctors in a hospital setting. Foundation Doctor spend 4 months in the practice. They are closely supervised and assessed by a GP. They have longer appointment times.

Medical Students

Medical students are undergoing their undergraduate medical training to become doctors. They will spend up to 3 weeks in the practice. Patients may be made aware of students sitting in with GPs, observing a surgery or may sometimes be asked if they mind being interviewed by a student as part of their training.

Practice Nurses

Practice nurses are fully qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks, travel vaccinations and dressings. They also perform cervical smears. Practice nurses run clinics for long-term health conditions such as asthma or diabetes. Some nurses can prescribe medication.

Business Manager

The Business Manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The Business Manager supports GPs in delivering patient services.

Admin Team

The admin team provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. The admin team make patient appointments with the GPs and nurses. They also perform other important tasks such as dealing with patient records, contacting hospitals, performing practice audits and typing referral letters.

Dispensary Team

The Dispensary Team offer an important service to patients attending the surgery. They dispense prescriptions written by the doctor during a consultation and provide repeat medicines for dispensing patients who live more than 1 mile from a pharmacy. They also perform other important tasks including dealing with prescription enquiries and ensuring the practice has medication in stock to issue to patients.

UNIFORM GUIDE AT COURT THORN SURGERY



Nurses uniform – Royal Blue



Reception uniform – Lilac



Dispensary uniform – Light Blue

Emergencies: In an emergency, please phone the surgery and the receptionist will contact the doctor.

Minor Injuries: Please contact the surgery, for advice if you have a minor injury as most of these can be dealt with by us.

Home Visits: If you are too ill to attend the surgery; please telephone before 10.00am to request a home visit.

Protected Learning Time (PLT):

Once a month like all practices in Cumbria the surgery is closed from 1pm for staff training, these dates are publicized both in the practice and on our website and social media pages.

During this time to contact a Doctor in an emergency please phone **NHS 1-1-1**. NHS 111 is free to call from both landlines and mobiles.

Prescriptions & Dispensing:

Please telephone dispensary number on **(016974) 73553** between **1pm and 3pm**.

Outside of the above hours, there is an answer machine where you can leave your message. (This is regularly accessed by dispensary team)

Repeat prescriptions can be ordered by telephone, letter, post, online or in person. To order on-line please contact dispensary or reception staff for information.

Remember please allow 3 working days' notice for the prescription to be dispensed.

Telephone consultations are available daily with the Doctor

7.30am – 8.00am -- 11.00 am - 11.30 am -- 3.00 pm.

Baby clinic: Contact Health Visitor directly on 01768-245615 to discuss

Childhood Vaccinations: Carried out by the Nurse, by appointment, you will be contacted by reception to book this appointment.

Other clinics: Asthma, Diabetes, Coronary Heart Disease, COPD, and Healthy Lifestyle - you will be contacted during your month of birth, if you have any of the above conditions, to make an appointment for your annual review.

Dietician: Appointments are available through referral

Minor Surgery: Will be arranged with Doctor and Practice Nurse.

Vaccinations: Routine, occupational reasons, or for foreign travel (except yellow fever). Some vaccinations may incur a charge. Please ask reception for further information.

Cervical Smear Tests: It is advisable for ladies to have this examination every 3 years for between 25 - 50 years, then every 5 years between 50-65 years. This is carried out by the Practice Nurse.

Carers: Are you supporting someone? Let the practice know if you are a carer. Carer's clinic is held on the first Monday of every month in the practice.

Access and Assistance: Do you require help with translation, sign language, hearing loop or Braille? Please let the practice know.

Family Planning: The Doctor is qualified to provide all types of family planning, including the injections implants and “Morning After Pill”.

Pre-conceptual advice: available before ladies become pregnant, and to give mother and baby the best possible start.

Medical Examinations: We have special arrangements to carry out HGV, PSV, insurance, elderly driver, fitness to travel and employment medicals. Please ask at reception for an appointment. There may be a charge for this service.

THE STAFF

Business Manager: Rachael Somerville

Dispensers: Grahame Young, Donna Glencross, Leanne Bell, Wendy Betts, Diane Mitchell & Anne Wakefield

Admin: Nichola Wiggett, Ann Robinson, Hayley Ellison, Katelin Hogarth, Gillian Whitaker & Sharron Williamson

Practice Nurse: Sarah Paterson

Healthcare Assistant: Nicola White & Rachel Walker

Patient Participation Group: The practice is very fortunate to have an active patient participation group. They are always looking for new members as they want to represent as wide a view of patients as possible. Please talk to the reception staff for more information.

ATTACHED STAFF

District Nurses: We have a team of district nurses that work within the practice area; they can be contacted by ringing 01946-853333.

First Step Practitioners: Available through self-referral or via the practice.

Disabled Access: All surgery facilities are accessible by a wheelchair. If you have any difficulties please ask the receptionist for help. A bell is also available outside the practice to ring for assistance.

Computer: The Practice is fully computerised to maximize the efficiency, accuracy and value of our records.

Confidentiality: Of your records and all patient information is paramount.

Practice Area: This approximates to a 10 mile radius from Low Hesket. The receptionist will tell you if you live within the practice area or you can check our website.

Information Leaflets: If you require information about your illness or disease, one of the clinicians would be more than happy to print out an information leaflet for you.

Complaints: Our aim is to give you the highest possible standard of service. We offer a Practice Complaint Procedure to deal with comments, suggestions and complaints about the service we provide.

Please return any complaints/suggestions in the first instance to the Business Manager: Rachael Somerville.

Chaperone: The Practice can provide a chaperone for you, please ask at reception or request when booking an appointment.

A Quiet Word: If you require a quiet word we can provide a private room for discussion, just ask at reception.

Your local hospital and the nearest **A & E** department is:-

Cumberland Infirmary
Newtown Road
CARLISLE
Cumbria
CA2 7HY
Tel: 01228 - 523444

There is also a Minor Injuries Unit at

Penrith Hospital
Bridge Lane
PENRITH
Cumbria
CA11 8 HX
Tel: 01768 – 245300

Outside of Practice Hours: Evenings and weekends are covered by NHS 1-1-1. To contact them please ring 111
NHS 1-1-1 is free to call from both landlines and mobiles.

For immediate paramedic assistance, dial 999

Making your appointment

You are free to consult ANY of the doctors within the practice. A routine appointment will be 10 minutes duration. To see the doctor of your choice you may occasionally have to wait, but the first available doctor will see all EMERGENCIES on the same day. When making an emergency appointment you will not be expected to give details to our staff but we do ask you use this service with respect.

Please make a separate appointment for each member of your family you wish to be seen. This allows us to allocate time for each person without keeping our other patients waiting.

Do Not Attend Appointments (DNA's)

If you do not need your appointment please telephone the surgery as soon as possible to let us know as this could be allocated to someone else. If a patient fails to attend a pre-booked appointment on more than one occasion in the space of 12 months, an informal warning letter will be sent to the patient, advising them that a further occurrence could risk removal from the practice

Late arrivals for appointments

Patients have a duty to attend pre-booked appointments promptly, and to take into account logistical difficulties or the time involved in travelling to the surgery. The practice will, as far as practicable, see patients who arrive late, however this may be at the end of surgery and will therefore involve a considerable wait for those who do not wish to re-book

Accountable / Named GP

From the 1st of April 2015, the practice is required under the terms of the latest GP contract to allocate all patients a named accountable GP. This is an administrative exercise in order that patients can have a named responsible GP should they require them. Your named accountable GP will be the named doctor you are registered with.

Please note: If you need input from a variety of health professionals, then you can discuss these with the named GP if you wish. Alternatively you can discuss these with any of the other doctors. Those of you whom receive regular repeat medications will have your named GP printed on the white repeat medication slip. Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

Telephone Appointments

If a telephone conversation with your doctor will suffice please telephone the surgery to arrange a call back by the doctor after morning surgery or before afternoon surgery.

Home Visits

If you are too ill to attend the surgery, please try to book a home visit before 10:30am. It is always best to attend the surgery when possible where we have better facilities to treat you.

Online appointments

To register for Emis Access, please ask at Reception for an application form. Personal log in details will be provided on receipt of a completed form. Once registered you will be able to go online for appointment booking and repeat prescription ordering.

Please remember to cancel your appointment if no longer needed/or unable to attend and we can then offer it to another patient.

Repeat Prescriptions

For repeat prescriptions please telephone (016974) 73553 between 1pm - 3pm.

Please allow **3 working days** before collection,
as your prescription will be joining a queue

We are noticing an increasing number of patients who are requesting medication with less than 3 working days' notice. If all patients did this it would be impossible for the team to meet the demand.

It is your responsibility to request your medication in good time.
Please ensure you request your prescription allowing at least
3 working days for your request to be processed.

Failure to do this may result in you missing doses of your required medication.
Medication often needs to be ordered into the practice and cannot be obtained at short notice.

Medication orders are processed during business hours of
8.15am - 6pm Monday to Friday.

If you order outside of these times the request will not be processed until the next working day. Please bear this in mind when ordering.

<u>If medication ordered on :-</u>	<u>Will be ready to collect from :-</u>
Monday	Thursday - after 4pm
Tuesday	Friday - after 4pm
Wednesday	Monday - after 4pm
Thursday	Tuesday – after 4pm
Friday	Wednesday – after 4pm
Saturday or Sunday	Thursday - after 4pm

Outside of the hours stated above, a message can be left on the dispensary answer machine on 016974-73553, or alternatively you could sign up to EMIS Online Access.

This would enable you to book appointments and order repeat medication online at any time. Please ask at Reception for details.

In House Complaints Procedure

We offer a Practice Complaints Procedure to deal with comments, suggestions, and complaints about the service we provide. Our practice manager will give you further information.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. If you feel you cannot speak with us directly you may seek independent advice from the Customer Care Contact Centre:

NHS England
PO Box 16738
Redditch, B97 9PT

Email: England.contactus@nhs.net
Tel: 0300 311 2233

Thank you for helping your surgery provide a better service

Confidentiality

We ask you for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information it also may be needed if we see you again.

We only pass information on about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

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 provide the best possible care.

NHS CARE DATA PROGRAMME

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that the NHS can use this information to plan and improve services for all patients.

The NHS would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow the NHS to compare the care you received in one area against the care you received in another, so the NHS can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected.

Information which does not reveal your identity can then be used by others, such as researchers, and those planning health services, to make sure the NHS provides the best possible care for everyone. How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

If you do not want information to be shared outside your GP practice, please complete the patient opt out form which is available at reception

Contraception

Your doctor and nurse can give you advice on all aspects of family planning: -

- ☐ Natural methods
- ☐ Barrier methods (e.g. Condom, Cap)
- ☐ The Pill and Minipill
- ☐ The coil (+ fitting)
- ☐ Sterilisation and Vasectomy
- ☐ Contraceptive Injection
- ☐ Implant

Cervical Smears

We recommend ALL women from the age of 25 have a cervical smear every 3 years, until the age of 50, then every 5 years until the age of 65. Problems detected this way can usually be cured.

Appointments can be made with your doctor during normal surgery, provided you request a 'smear' appointment. Our nurses are also fully trained to perform smears and can do so during any nurse surgery. We request you make an appointment for this to be done.

Antenatal Care

Your doctor can look after your pregnancy and delivery. This will be arranged with the local midwife at either Penrith Hospital or the Cumberland Infirmary.

Child Surveillance

Your doctor is trained to care for your child during his/her development. He will examine your child shortly after birth and again at 6 weeks. Please bring your baby with you when you attend your 6-week postnatal check. The health visitor will work closely with your doctor and will perform many of the developmental checks required on your child.

Immunisations

We strongly recommend your child has all childhood immunisations to protect him/her from preventable diseases. You will be sent an appointment to see our nurse, if you are unable to attend please cancel your appointment. Your doctor will discuss with you any worries you have about these injections.

Medicals

Your doctor is available to perform pre-employment, HGV, PSV and insurance medicals. This service is not included on the NHS and a fee maybe payable. Our receptionists can book these for you and advise you of a fee.

Patients Participation Group

We'd like to hear your views!

The Patient Participation Group's (PPG) purpose is to establish how Court Thorn Surgery is performing. What's working and not working from the patients' perspective.

In order to find this out, it will be the aim of the PPG to connect with the practice population (3000 patients) using all communication methods and for this information to feedback into the development of practice and future commissioning of services as the NHS Cumbria operates as Cumbria CCG.

Patient Viewpoint is an opportunity for you to see what the PPG has achieved so far and also for you to have your say for future services and development.

Please get in touch and be part of the virtual focus group for the PPG.

The Accessible Information Standard started on 1st April 2016.



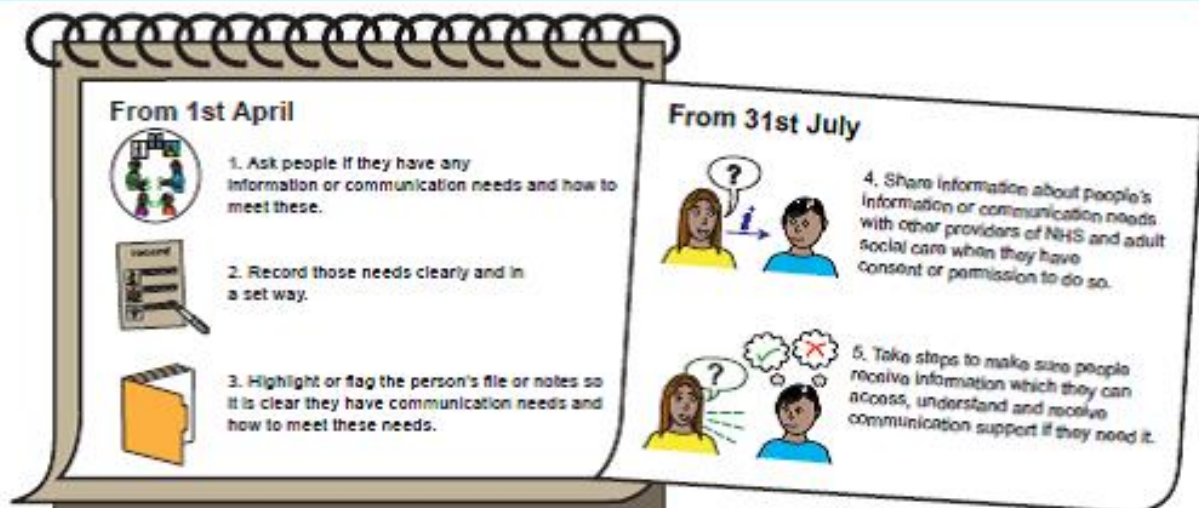
This applies to all NHS and adult social care organisations.

The Accessible Information Standard is a new law to make sure that people who have a disability, impairment or sensory loss are given information they can easily read or understand.

The Accessible Information Standard tells NHS and adult social care organisations they must make sure people get information in different formats such as



There are 5 requirements of the Standard that our Trust must do:



Please inform a member of staff if you have any communication support needs. You need to help us make sure we get things right for you.



You can find more information about the Accessible Information Standard on the NHS England website: www.england.nhs.uk/accessibleinfo

How do you communicate?

Do you need information in a different format?

Do you need support?



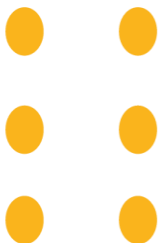
Easy read



Large print



BSL



Braille



**Email or
SMS text**



**Other
communication
support**

Court Thorn Surgery



Where You Come First!

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