

Belford Medical Practice Brochure

Main Surgery

Croft Field
Belford
Northumberland
NE70 7ER

Tel: 01668 213738

Branch Surgery

The Health Centre
James Street
Seahouses
Northumberland
NE68 7XZ

Tel: 01665 720917

Email: nencicb-nor.belford@nhs.net

Website: www.belfordmedicalpractice.nhs.uk

Both our surgeries are fully accessible to the disabled

Welcome to Belford Medical Practice

Where the team work together to provide the highest quality healthcare at the same time meeting ever changing needs of its patients and the community.

We are a 5 partnered, teaching/ dispensing practice. The practice trains junior doctors, they are fully qualified and have already done training in hospitals but have chosen to further train to become GP's. You can expect them to provide a full range of GP services. IF they are not certain about what to do, they will ask a more senior colleague for advice. We also have 3rd and final year medical students as part of their undergraduate training, visiting the practice. We are a research practice.

Our main surgery is located at Belford, and we operate a branch surgery at Seahouses Health Centre.

We aim to be helpful and efficient with all our patients, we have put this brochure together with all the essential information needed to guide you around our practice.

Practice Partners

Dr Emma C Miller, MBBCh, MRCGP, DRCOG, DCH Cardiff 1990 GMC No 3468919

Dr Sebastian Moss, MBBS, MRCGP, DCH, DTMH. Newcastle 2000. GMC No 4107475

Dr Julia Barth, MBBS, MRCGP, Dip Clin Ed Newcastle 2007 GMC No 6134807

Dr Caitlin Longster, MB BS Newcastle 2014 GMC No 7075173

Dr Richard Hills, M.B.CH.B Sheffield 1989 GMC No 3341652

STAFF

Practice Manager

Nicola Blair – BIIAB Level 3 Diploma in Management & Level 5 Operations or Departmental Manager

Practice Nursing Team

- **Ailsa Hankinson** Practice Nurse RGN
- **Shirin Ord** Practice Nurse RGN
- **Helen Haugh** Practice Nurse RGN
- **Sharon Leather** Health Care Assistant

Administrative Staff

The Doctors and Nurses are assisted by the following people:- Practice Manager, Assistant Practice Manager, Medicines Manager, Secretaries, Receptionists and Dispensers. We also have Apprentices at the practice.

Belford Surgery

Reception is open 8:30am-6:00pm Monday to Friday

Dispensary is open Monday to Friday 9.00 am – 1.00 pm & 2.00 pm – 6.00 pm for the collection of medication.

Seahouses Surgery

****Please note that Seahouses Surgery is closed all day on a Wednesday and Friday afternoons****

The Surgery/Dispensary is open

8.30am – 5.30pm Monday & Thursday, 9am – 5.30pm Tuesdays and 8.30am – 12.30pm Fridays

Appointments

- When patients contact the surgery initially, they will be asked a series of questions to allow the reception staff to signpost you to the correct member of our team, patients will need to provide a contact number and inform our staff if they have a specific time range for the triage call to take place. All appointments are triaged by clinicians as a telephone appointment initially. Clinicians will invite patients into the practice for a face to face appointment if this is deemed necessary.

Medication Requests

- You can ring to order medication between the hours of 9am and 2pm, you can also order medication online. If you are not yet registered for this service, ask at reception or download a form from our website, alternatively you can also download the **NHS App and order online**. If you require help with getting online please ask one of our receptionists for assistance.

Pathology/ Radiology Reports

- If you need to contact the surgery for blood results, please ring between 9am-2pm or access these online via the **NHS App or SystemOnline**

Practice Nurse Appointments

Our nurses and Health Care Assistant are inviting patients into the surgery to deal with their long-term conditions. Please do not come into the surgery if you are unwell. Please do not arrive before your designated appointment time.

All of the team are committed to giving: - skilled nursing assessments, treatment for chronic disease management and health promotion.

Our Practice Nurses and HCA provide the following services:-

- Asthma COPD
- Coronary Heart Disease and Blood Pressure Checks
- Cervical smears
- Diabetes
- Childhood checks and immunizations (6 week post-natal checks will be with a GP)
- Family planning (coil fitting and Implanon insertion)
- Minor surgery
- Smoking cessation
- Some Travel Vaccinations (following a travel health assessment from a travel clinic)
- Weight management

District Nurses/ Health Visitors

District Nursing Team

To contact the District Nurses please ring: 01668 213738

- **Catherine Birdsall** Community Matron
- **Kathleen Jones** Community Staff Nurse
- **Deborah Coulthard** Community Staff Nurse
- **Linda Sisterson** Community Healthcare Assistant

All of our nurses have a wide knowledge and expertise and aim to provide the highest quality of care for all of our patients. The community staffs run daily treatment sessions and our practice nurses run daily clinics at both surgeries, as well as providing services in the community.

District Nurse Appointments

All Face-to-Face appointments are made with the district nurse approval. Patients may be asked to wear a mask and must not attend appointments if feeling unwell.

Care management i.e., the community nursing staff are available for information, help and support to Carers.

Health Visitor -

To contact the Health Visitor ring 0300 3732488

The Health Visitor's work involves all age groups, especially working with ante-natal clients and families with babies and young children.

Their work includes supporting new mothers and encouraging parents to have their children immunised.

They assess health and development as well as screening for post-natal depression and advising on child behaviour, sleep, speech, toilet training, minor ailments, and nutrition.

As part of the health care team, their role is to promote good health and prevent illness.

The Health Visitor runs clinics every 2nd Tuesday of every month between 1:30-2:30

BELFORD ONLY – appointments only

To book an appointment ring 0300 3732488

Members of the extended Health Care Team

- **Pharmacist** – covers medication reviews, complex medication use and Long-term condition management.
- **Chiropodist**- Examples of what a Chiropodist offers is treatment for Ingrown toenails and other problem toenails, Corns, Fungal infections (athletes' foot), Verrucae, Diabetic foot care advice, Chiropody assessment and treatment. If your foot condition affects your health or mobility, you may be able to have a routine chiropody appointment on the NHS. A chiropodist (also known as a podiatrist) can treat most common problems successfully. Contact the GP to see if you are eligible for NHS treatment. You can also pay privately. **The service accepts referrals from patients with the following high-risk foot needs:** Patients at **significant risk** of ulceration / amputation requiring highly specialist; Podiatric interventions; Diabetic and Non-diabetic Ulceration below the ankle requiring specialised wound management; Rheumatoid arthritis and Inflammatory foot conditions; Neurological conditions causing reduced sensation to the feet; Immuno-suppression due to drug therapy or a medical condition; Painful nail deformities; Acute / infected nail conditions; Circulatory conditions causing reduced blood supply to the feet; Painful musculoskeletal foot problems in children and adults
- **Mental Health Worker- AWAITING INFORMATION**
- **Social Workers**- As a social worker, you'll work with people to find solutions to their problems. This may be helping to protect vulnerable people from harm or abuse or supporting people to live independently. You'll work with clients, their families, and others around them and with different client groups including: the elderly.
- **Musculoskeletal Specialist (aka – First Contact Physio)** – Main role is to ideally see people (who are well otherwise) with aches and pains directly. It is part of an NHS England Drive. They can assess and exam their problem and then discuss with them the options that may be helpful and what we know about these options from scientific research. Then we can come up with a plan that's best for them. They are not here to do courses of Physio as such. One way of thinking about the role is a 'Musculoskeletal GP', examine, rule out anything worrying, is X ray or further opinion warranted and needed and then signpost to best agreed options to help.
- **Health and Wellbeing Coach**- Main role is to help people take an active role in looking after their own health and wellbeing. Particularly people with long-term conditions that can be managed through lifestyle changes. Health and wellbeing coaches can be an effective intervention for people experiencing a range of long-term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension), and stress/low mood. They can also support people with weight management, diet and increasing activity levels.
- **Social Prescriber**- To support patients with non-clinical issues using a "what matters to me" approach assisting them to access the services they need and to connect them to the local community
- **Psychologist / Therapist** -trainee therapist at the practice. Patients can be referred for therapy for problems like: Stress; anxiety; mild to moderate depression, social

isolation; bereavement; loss - including adjustment to loss of health; coping with life transition such as retirement, redundancy, relationship difficulties.

- **Occupational Therapist-** Occupational therapy supports people whose physical or mental health, environment or social circumstances make it difficult to take part in the activities that matter to them. An occupational therapist will work with you to identify strengths and difficulties you may have in everyday life.

[Appointment Information](#)

Patients need to be aware when asking for an **urgent/emergency** appointment that they may need to travel to either our Main Surgery at Belford or the Branch Surgery at Seahouses.

When patients contact the surgery initially, they will be asked a series of questions to allow the reception staff to signpost you to the correct member of our team, patients will need to provide a contact number and inform our staff if they have a specific time range for the triage call to take place. All appointments are triaged by clinicians as a telephone appointment initially. Clinicians will invite patients into the practice for a face to face appointment if this is deemed necessary.

To get a telephone consultation either ring the surgery, go onto our website www.belfordmedicalpractice.nhs.uk and complete an e consult form or book an appointment online either via **the NHS App or Systmonline**. Please note that the clinician will only make one attempt to ring you back on the number you have provided. If you are not available to take the call you will need to ring and make a further appointment.

For continuity of care, patients are encouraged to see their usual doctor for continuing problems; when he/she is unavailable you will be offered an alternative.

If you require a Chaperone for your appointment, please can you request this at the time of making the appointment and we will try to provide one.

Part of recent safeguarding reviews have highlighted that if someone other than a child's parent or guardian are bringing them to an appointment, we must have consent from their parent/guardian to administer or prescribe any treatment for the child. This is not personal to any individual but something we are required to do. This can be done via a quick telephone call to the parent/guardian, or they can inform us of this consent when booking the child in for the appointment.

Home Visits

The practice provides home visits for acute problems to any of our patients who are unable to get to the surgery and wish the Doctor to visit that day. Home visit requests need to be made BEFORE 10.00 am by phoning the surgery. You will need to provide full details about the nature of your problem to the receptionist, this is so the doctors can prioritize the calls.

If you have had a stay in hospital and you are unable to come to the surgery, you can expect a visit from a member of the Primary Health Care Team for the following reasons: -

- Ongoing dressings and suture removal
- Home care package assessment
- Heart disorders
- Those who have had a major illness or an operation

Repeat Prescription/ Dispensing Information

Repeat Prescriptions/Dispensing - The practice can dispense to patients who live outside the villages of Belford and Seahouses. We can also dispense to anyone who is a visitor to the area.

Patients on repeat medication can order prescriptions online via the NHS App or Systmone online; in person whenever the surgery is open or call the surgery - telephone calls for prescription ordering will only be taken during the hours of 9am and 2pm.

It is the responsibility of every patient to know what medication they need and will be asked to provide the name of the drug and the strength. Providing this information is essential to the practice to ensure safe prescribing to its patients and to reduce wastage.

Patients who require prescriptions to be forwarded to other providers will need to provide stamped addressed envelopes or speak to the provider and ask them to provide them if not in England. If you are within England, please provide the member of staff with a post code and name of the pharmacy and this can then be sent electronically via EPS.

It is necessary to give a minimum 3 working days' notice for all prescriptions to be processed.

Controlled Drug Collection - Dispensing Patients on Controlled Drugs can no longer have them delivered to remote delivery sites (e.g., the local Post Office, Village Shop or Garage) for collection; they need to be collected directly from the dispensary at either site. You can either come in person or elect an adult representative to collect it on your behalf. Please note that whoever collects the medication will need to bring in some form of identification e.g., Drivers licence, passport or utility bill to present to the dispensers in line with Controlled Drug legislation, the Practice also requires a signature from the person collecting on the back of the prescription.

Patients that we are unable to dispense for can nominate any pharmacy for their prescriptions to be collected from.

Patients on regular medication may be required to attend the surgery for regular check-ups and this will be at the doctor's discretion.

Medication is prescribed on a 4 weekly basis. Any Patient travelling out of the UK for an extended period will be provided with a prescription for a **maximum** of 12 weeks medication if advance notice is given to the practice.

Patients requiring medication urgently out of surgery hours, should ring 111 or go to a local pharmacy who will be able to provide an emergency supply of medication.

Online Services

All Patients can be registered for Online services which are available 24hours a day. You have a couple of choices available to you to register for online services systemone online or you can register using the NHS APP . If you need any help registering online or on the NHS App please contact the surgery to organize a day/ time suitable to come in to get help from a member of staff

Out Of Hours Information

Out of Hours/Weekends - All out of hour's calls are now triaged by the new 111 service; please ring this number when you need advice. If you have an emergency, then ring 999

Out of hours nursing contact - Monday- Sunday 5pm-11pm – 0191 293 2580 (**all day on a weekend and Bank holidays**) Between the hours of 11pm and 8:30am please ring with switchboard on 0344 811 8111 who will then put you through to the District Nurse on duty.

Extended Hours at the Practice – The surgery offer an extended hours surgery running from 6:30pm-8pm on a Tuesday evening every week.

Training/ Research

Belford Medical Practice Training - On the 3rd Wednesday of each month the surgery will be closed between 1:00 pm and 4:30 pm this is for staff training you will not be able to access the surgery during this time. If you have an emergency, please ring 01668 213738.

Belford Medical Practice Research - The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

Some research is carried out on anonymized data which means it is not possible to find out which individual set of records the data comes from, and this research does not require your consent because permission has been granted by bodies such as NHS England. Other research is carried out on individual people, and this can only happen with your consent. So if a research study wishes to access your records or have your involvement, you will have the opportunity to ask questions and say no if you do not want to be involved.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to

'Dr S Moss' Telephone number: 01668213738

Medical Records

Access to medical records - The implementation of data protection legislation GDPR 2018 has updated patients' statutory rights of access to their health records. All manual and computerized health records about living people are accessible under the Data Protection Act 1998. If you require access to your health records this is called a Subject Access Request, please contact the Practice Manager to get the relevant form to complete.

You have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Dr S Moss Telephone number: 01668213738

Data Extraction from Medical Records - NHS England is commissioning a modern data service from the Health and Social Care Information Centre (HSCIC) on behalf of the entire health and social care system. This is to be known as care data.

The General Practice Extraction Service (GPES) will be used to extract data monthly. The information they take will be NHS number, date of birth, postcode and gender. This will allow patients' GP data to be linked to any hospital data. Only coded information about referrals, NHS prescriptions and other clinical data will be taken.

All patients will be opted into this unless they inform the practice. If you do not want this information to be gathered, then you must let us know and we will add a code of objection onto our clinical system.

You can find out more about the HSCIC by logging onto their [website](#)

Change of Personal Details- We ask that you notify us of any change to your personal details. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

Named GP's for all our registered Patients - As part of our contract with NHS England we now have to ensure that all registered patients have a named accountable GP who will take lead responsibility for the coordination of all services required under our contract and

ensure they are delivered to each of our patients when required (based on the clinical judgement of the named accountable GP)

All patients at the practice have a named GP who is responsible for their overall care. If you wish to know who this is then please contact the surgery. If you have a preference as to which GP you would like to be assigned to please contact the surgery and all reasonable efforts will be made to accommodate requests

Missed Appointments/ DNA's

Missed Appointments – DNA'S - Due to the Number of Patients Failing to Attend for their Appointments this puts an increased burden on our appointment system, which means that others may not be able to see the Doctor/Nurse as easily as they would like to.

To try and resolve this, the practice has developed the following Policy:

If you fail to attend appointments without informing us or cancel appointments without giving the practice sufficient time to rebook the appointment (we request that at least 2 hours' notice is given when an appointment is no longer required) we will write to you asking if there are any specific problems preventing you from letting us know. If you repeatedly fail to attend for appointments, you may be removed from the Practice List and must find an alternative GP Practice.

Telephone Triage – We continue to have a high number of failed telephone encounters. Clinicians will only try to contact you once. Please ensure when booking a telephone appointment that you provide current contact details.

Practice Expectations

Dealing With Abusive/Violent Patients - Zero Tolerance

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

Violence or abuse from another person is unacceptable and will not be tolerated. All such occurrences should be immediately reported to the Practice Manager and a Doctor. The panic button system should also be used if any concern for safety is apparent, to call for help from others in the building.

Staff should not under any circumstances expose themselves to physical attack and must use their judgement as to the appropriate course of action. E.g.: - attempting to settle the situation or calling the police.

We will: -

- Treat everything you say to us as confidential.
- Always have a caring attitude to all your problems.
- Work with you to resolve your problems in an appropriate way.
- Refer you to specialist services if necessary.
- Enable you to see the doctor within 2 working days.
- See emergencies immediately.
- Let you access your records should you wish.

In return we would like: -

- You to take some responsibility for your own health and fitness.
 - To be informed if appointments cannot be met.
 - A joint effort to try and resolve your problems.
 - Information as to how we could improve our services to you.
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- **Contacting the Practice** - Patients who wish to make contact with the surgery can do so in person, via the telephone or can write into the practice. The admin mailbox is not for patient use and any requests received this way will be returned to the patient. To email the surgery you need to use the designated mailbox nencicb-nor.belford@nhs.net this mailbox is not to be used to request appointments or prescriptions.
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- **Complaints** - All Complaints should be directed to the practice any abuse posted on social media could result in the patients being removed from the practice list.

Should you have a cause for dissatisfaction with any of the services we offer, verbal and written complaints should be made to the Practice Manager or to a doctor. Alternatively, there is a formal complaints procedure, details of which can be obtained from the Practice Manager.

Non-NHS Services

Non-NHS Services - Certain services provided by your doctor are not covered by the National Health Service and you may be asked to pay a fee e.g., private medicals for insurance, employment, HGV license, insurance claims, private sick notes.

If you have any queries about fees, please contact reception or visit our website for the list of private fees.

Belford Medical Equipment Fund - This is a registered charity and is run thanks to the kind donations and fundraising efforts of the patients. It enables the practice to buy and loan out equipment otherwise not available to the practice and helps patients continue treatment at home.

Patient Participation Group - If you are interested in joining our Patient Participation Group or would like to know more details contact the surgery. If you have any suggestions please feed them through the group or contact the surgery direct.

Bell View Home from Hospital Scheme - Bell View have established a group of local volunteers who will offer basic, low level support to older people when they return home from hospital. Practical help will be offered including getting daily papers, tidying up, sorting post, making hot drinks and snacks. An essential element of the scheme will be to provide social contact and reassurance for people when they are at their most vulnerable. The Scheme is not providing personal or medical care.

Individuals will also be supported to access groups, services and opportunities available within their local area. If you require the use of this service or would like further details then contact Bell View Resource Centre on 01668219220.

Citizens Advice Bureau - The Citizens Advice Bureau holds a free and confidential appointment services. Listed are some of the areas that the service can assist you in, Housing, Employment, Legal, Family, Consumer Benefits, and Debt. Northumberland Advice Line Telephone 03444111444 Monday – Friday 10am – 4pm
www.citizensadvice.org.uk/northumberland

Carers Information

If you are a carer please inform the surgery to enable us to keep our records up to date. There is help and advice available for carers.

Carers Northumberland contact details are as follows

Phone 01670320026

Info Line 01670320025

Website – www.carersnorthumberland.org.uk

Address Carers Northumberland, Suite 17, Wansbeck Business Centre, Rotary Parkway, Ashington, Northumberland, NE63 8QZ

Useful Telephone Numbers

Alnwick Infirmary/Berwick Infirmary/Wansbeck/NSEC 0344 8118111

Maternity Units Alnwick 01665 626732 Berwick 01289 353622

Newcastle Hospitals 0191 2336161

St George's Hospital Morpeth 0191 246 6800

Social Services Alnwick 01665 603411 Berwick 01289 334000

Belford Chemist 01668 213285

Seahouses Chemist 01665 720228

Bell View Belford 01668219220

Citizens Advice Berwick 03444111444

PALS Patient Advice & Liaison Service 08000320202

Out of Hours 111

The **emergencySMS** service has been developed by RNID, BT, Cable & Wireless, the Department of Communities and Local Government, OFCOM, the UK emergency services and all mobile network operators.

For more information, visit:

www.emergencysms.org.uk

www.rnid.org.uk/esms



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364920810 The Royal National Institute for Deaf People. Registered office: 19-23 Featherstone Street, London EC1Y 8SL. A company limited by guarantee registered in England and Wales number 454169. Registered charity numbers 207720 (England and Wales) and SC008506 (Scotland).

RNID •

Contact **999** by **SMS text**



What is emergencySMS?

If you cannot make voice calls, you can now **contact the 999 emergency services by SMS text** from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss or difficulty with speech.

Since September 2009, the emergencySMS service has successfully handled hundreds of real emergency calls. Thanks to this service criminals have been arrested, lives have been saved and babies have been born safely.

What is an emergency?

Please do not send test or non-emergency texts – only use emergencySMS for real emergencies.

For example, if:

- someone's life is at risk
- a crime is happening now
- someone is injured or threatened
- there is a fire or people are trapped
- you need an ambulance urgently
- someone is in trouble on the cliffs, on the shoreline or is missing at sea.

This service works throughout the UK on all mobile networks, it cannot be used from abroad.

How do I use emergencySMS?

Register

You will only be able to use this service if you have registered with emergencySMS first.

Register now: don't wait for an emergency.

To register, text **'register'** to **999**. You will get a reply – then follow the instructions you are sent.

In an emergency

> Text 999

We need to know:

- > **Who?**
Police, Ambulance, Fire and Rescue or Coastguard.
- > **What?**
Briefly, what is the problem.
- > **Where?**
Exactly where the problem is happening – give the name of the road, house number, postcode or nearby landmark, if possible.

What happens next?

The emergency service will either ask for more information or will tell you that help is on the way.

Don't assume that your message has been received until the emergency service sends a message back.

It will usually take about two minutes before you get a reply. If you don't get a reply within three minutes, please try again or find other ways of getting help.

CONTRACT

Belford Medical Practice are contracted to provide primary medical services by

NHS England

Waterfront 4

Goldcrest Way

Newburn

Newcastle upon Tyne

NE15 8NY

Tel:- 01912106400

Details regarding primary medical services in the area can be obtained from the Care Trust on the contact details listed above.