

The Practice Leaflet For
Brandon Lane Surgery

Find us at:

www.brandonlanesurgery.co.uk

www.nhs.uk

Follow us at Twitter:
Brandon Lane
Surgery@Brandonlanegp

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www.brandonlanesurgery.co.uk



Practice Area

Brandon Lane surgery accepts patients from the following areas:

- Bearpark
- Brancepeth
- Brandon
- Browney
- Croxdale up to the A167 divide.
- Esh Winning
- Langley Moor
- Lowes Barn
- Meadowfield
- Merryoaks
- Nevilles Cross
- New Brancepeth
- Stonebridge
- Ushaw Moor
- Whitesmocks

Friends & Family Test

Please complete our very short Friends & Family test questionnaire which can be found in reception, on our website and when you log into online services.

Patients' Comments/Complaints



Whilst we try to provide a good service, we recognise there is always room for improvement! If you feel you have anything to say to help us achieve this, we have a suggestion box in the waiting area where you can place your comments. We also offer a Patient Complaints Procedure to deal with comments, suggestions and complaints about the service we provide. Please address any comments or complaints to our Practice Manager, Karen Wood. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

The Independent Complaints Advocacy may also be able to provide advice if you have a complaint about a hospital, General Practice, dentist, pharmacist, optician or NHS funded care home. Their contact details 9am – 5pm Monday – Friday are:

Email: ica@carersfederation.co.uk

Tel: 08088023000

Address: North East HAS ICA
Aidan House
Sunderland Road
Gateshead NE8 3HU

Patient participation group

At Brandon Lane Surgery we like to consult with our patients through a patient participation group. You can be involved in areas from service development through to mystery shopping. The group consists of a representation of our patient population & mainly operates on a virtual basis so no need to find time to attend meetings. Information is provided either by e-mail or post. If you have spare time you might want to take on more of an active role within the group. We are always looking for new members. For further information please contact reception.

Childhood Immunisations

Each Tuesday we hold a clinic for babies and young children. It is extremely important that all youngsters are protected against infectious diseases. You should receive an appointment for this, but if you feel you have been missed, please contact us.

There are very few reasons why immunisation injections should not be given. Please discuss your child with the Health Visitor or Doctor if you are concerned.



Adult Immunisations

Many serious diseases, such as tetanus and polio are preventable by immunisation. Today all children have these immunisations but many older people have either never had these, or it is in the distant past.

Please check with us if in doubt, as we are trying to ensure all our patients are protected.



Are you a Carer?

Individuals irrespective of age, who provide or supervise a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment. Please inform a member of reception if you are a Carer. Please also see our notice board in reception for addition information & support.

Receptionists are available at the surgery between 8.25 am and 6.00pm
Monday - Friday excluding bank holidays.

Opening times

| | |
|-----------|---|
| Monday | 8:30 – 18:00 |
| Tuesday | 8:30 – 18:00 |
| Wednesday | 8:30 – 15:00 – phone lines open until 18:00 |
| Thursday | 8:30 – 18:00 |
| Friday | 8:30 – 12:15 & 13:15 – 18:00 |

Durham GPs also provide an extended access service on evenings and weekends. The service is ran from Meadowfield for all Durham practices. Your usual GP may not be on duty when you attend the extended access service but the GP on duty will have access to your medical record.

Surgery times may be adjusted.

Clinics

Monday
Minor Surgery

Tuesday
Childhood Immunisations

Wednesday
Counselling

Thursday
Ante-natal clinic & podiatry

Friday
Warfarin clinic

Various times & days

Dr C.F Khan



M.B. B.S. M.R.C.G.P.
Newcastle-upon-Tyne – 1987



BA Hons

The Clinical Practice Manager, **Karen Wood**, deals with the running of the business.
Karen sometimes holds health clinics

Ambulance Service

If you require an ambulance for your hospital appointment please contact the Transport Information Service on **03000 269999** 9am – 5pm Monday to Friday (except Bank Holidays). **This service is only for people who are medically unable to travel by public transport.**

Accident and Emergency

The Accident & Emergency Department at the University Hospital is open at all times for the emergency care of people stricken with sudden and acute illness or who are a victim of severe trauma.

Unnecessary visits cause long delays for those in genuine need and reduce the money available for vital patient care.

The majority of minor injuries can be dealt with at the Practice without the need to visit hospital and we have appointments specifically for this. If you need an x-ray your waiting time may be reduced if you have seen your GP first. Please contact us on 01913782099 during opening hours.

When the practice is closed please ring 111 for advice before going to A&E.

If it is a life threatening medical emergency always dial 999.

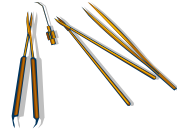
Holiday Immunisations

As many people now travel abroad on holiday, it is more important than ever to make sure you have the correct immunisations. The practice can provide immunisations that are available on the NHS but others you will have to pay for & may need to attend a travel clinic. A form is available from reception to complete and return giving details of your holiday. A member of our team will then contact you with details of the immunisations that you require and to arrange an appointment. Please contact the surgery in plenty of time as some vaccinations need to be ordered.



Minor Surgery

To avoid patients having to go to hospital, Dr Khan carries out minor surgery operations, cryo and injections on patients in the surgery. Things that can be treated are warts, ingrowing toenails, cysts, foreign bodies, skin lesions, biopsy, skin tag removal, injection into joints & many more. If you think that you could benefit from this service please make an appointment with one of the GP's to carry out an assessment & place you on the clinic list.



Minor Injuries

We can assess the majority of minor injuries in practice rather than patients having to attend A & E at the hospital. This includes cuts, bumps, sprains, foreign bodies, burns, minor dislocations, stings & bites, suture/stitch removal & dressings. We have appointments allocated each day to deal with these situations. Please ring the surgery and ask for an appointment before attempting to visit A&E.

For life threatening medical emergencies dial 999.

Medical Students

From time to time the practice has medical students on 3 week placements at Brandon Lane Surgery. The students may sit in on the consultation or speak to you without the doctor being present. The student will **always** consult with the doctor regarding your symptoms and you will receive the same high care as usual. If we have a student receive a card when you come into the surgery therefore you will receive the same high standard of care as usual. Please inform the receptionist if you would prefer that the student was not present during your consultation. Students need this valuable experience and we therefore appreciate your co-operation.



The Practice

Brandon Lane is a small Practice that aims to provide a professional and caring service for all of our patients.



Sue Khan is our Management Support involved in areas such as searches, monitoring, & infection control. Sue also undertakes some healthcare assistant duties so you may see her in clinic.

All first contact will be with our friendly reception team who are happy to answer any queries that you may have.



Alison is our Lead Receptionist and a very professional & highly experienced member of the team. You may be met by Alison when you come to the surgery. If you have any comments about the service that we offer please let Alison know.



Leanne & Gillian are our Receptionists who will greet you when you come to the surgery. They will be happy to answer any questions that you may have or advise you where you might find alternative help if more appropriate.



Lead Nurse

All Nursing work is under the clinical direction of the Doctors but, in certain situations, patients can consult them directly without seeing the Doctor first – ask the Receptionist.



Justine

Justine is our Lead Practice Nurse. Justine undertakes all types of nursing duties such as health checks, childhood immunisations, wound care, minor ailment advice, smears & some disease management. If you need a diabetic review you are likely to see Justine.

Healthcare Assistant

Jenna is our Healthcare Assistant. If the Doctor decides you need to have blood taken, you may be booked in with Jenna. She will not, however, be able to answer any medical questions you may have. Jenna runs various other health clinics & assists in minor surgery.

Minor Ailments

You can receive treatment for some minor ailments from the Pharmacy **without** the need to see a Doctor or Nurse. Treatment is free if you are exempt from prescription charges. These ailments are: **sore throat, headache/earache/temperature, thrush, allergic contact dermatitis, head lice, hayfever, athletes foot, threadworms, nasal congestion, indigestion/heartburn, diarrhoea, constipation & infant teething.**

Ante-Natal Clinic

The Midwife holds an Ante-Natal Clinic each Thursday by appointment. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the surgery or at the hospital, or both.



Contraception

In order for patients to consult us about contraception at a time convenient to them, we use normal surgery time.

Condoms are available free of charge from the surgery and you can use your C Card at the surgery.

Chlamydia testing packs are also available at the entrance to the building. Simply collect one, complete the details & post.

Cervical Smear Tests

Regular smears help prevent cervical cancer by picking up early changes. If you have not had a smear in the last 3 years please make an appointment with the Practice Nurse.

Podiatrist



The podiatrist visits the surgery once per month. The podiatry service aims to prevent and improve foot problems through assessment, treatment and education.

Counsellor

We have a Counsellor attached to the Practice on a part time basis. They are happy to see any patient referred by the Doctor. They deal with problems which are affecting emotional health. A patient may be seen regularly for 4 to 6 weeks in these cases.



District Nursing Team

The District Nursing Team provides nursing care in patients' homes where the patient is unable to attend the surgery due to them being housebound or following an operation leaving them unable to travel for a short time. They help and advise patients towards self-care that families can safely follow. The District Nurses are not based at the surgery.

General Information

Patient Registration

When new patients join the Practice we will ask them to complete a registration form and a health questionnaire. You will also be asked to attend an appointment where we will carry out brief medical checks and discuss any medications you take, or any health problems you may have.



Appointments

The Practice operates an appointments only system. For those that need to book ahead we have **pre-bookable appointments available each day at 8:30 – 9:00, 10:00, 10:10, 4:00, 04:10, 5:00, 5:20 & 5:30** with the GP. Afternoon slots are not available on a Wednesday as the surgery closes at 3pm although telephone lines remain open until 6pm. If you require medical advice during this time please telephone the surgery as we have a GP on-call.



Illness often comes suddenly and you may wish to see the Doctor urgently therefore the remainder of our appointments are allocated on the day on a first come first served basis. If all appointments with the doctor are booked you will be offered the first available pre-bookable appointment or an appointment with the nurse or a telephone consultation as appropriate. As a principle, we try and have a very short waiting time so that patients can be seen either on the day they ring or otherwise on the next day if necessary.

Please make a separate appointment for each member of the family who is to be seen.

Appointments can be booked through the online service once you have registered with reception to use this. You can pre-book online or for same day, login at 8:30am rather than queue on the phone or in the surgery. Any available appointments will be shown.

Services

On-line access

Please register for our on-line access service. This allows you to book pre-bookable appointments with a GP, order your repeat medication, view test results & immunisations and access an overview of your medical record at any time of the day or night. You can also complete surveys & questionnaires. Additional services are frequently being added.

Up to the age of 12 parents can have proxy access for children but from the age of 13 years children must re- register for the service in their own name. You can also have proxy access for people that you care for providing that we have their consent.

To access the service please complete an application form at Reception.

Home Visiting

Except in a sudden emergency, we feel it is important to have requests for visits in **before 11:30 am**. This means we can usually visit in the late morning. A doctor will assess every request for a home visit. By doing this, the Doctor can assess the urgency and advise on any treatment necessary before the visit. If the request for a home visit is late, while the Doctor is out doing other visits or involved in booked consultations and it is not for an emergency requiring immediate response, there may be a delay. This can mean after the Chemists' shops are closed.

Please confine requests for night visits to medical problems that cannot wait until the next day's surgery.

The 111 service can be contacted for information advice by dialling 111. This service is available 24 hours a day, seven days a week.

Website

Further details regarding the practice can be found at www.nhs.uk. Click GP and type Brandon Lane Surgery in the search box or by visiting www.brandonlanesurgery.co.uk.

Health Visitor

A Health Visitor is a Registered Nurse who has undergone further training in child development and health promotion and can give advice on health care to all age groups, particularly children and the elderly.

The Health Visitor may give some ante-natal support and will make contact shortly after the baby is born to give care and support to both mother and baby.

Weight Loss

The healthcare assistant offers help and support for those patients who are overweight and who would like to make long term changes to their lifestyle in order to reduce their weight.



Warfarin Clinic

You may be taking the medicine – Warfarin. This is a tablet used to thin the blood in certain medical conditions. It is important for you to take the correct dose. During the Friday clinic blood levels are checked and advice provided on the correct dose for each patient on warfarin.

Violent or abusive behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We 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.

Telephone Consultations



You can book to have a telephone consultation with a Doctor. Please telephone the surgery with your request **before 11:00am** and a doctor will ring you back after morning surgery or the nurse after clinic.

Are your contact details correct?

It is extremely important that you inform us of any change to your personal details such as change of address or change in telephone number so that we can contact you regarding your treatment, in an emergency & text your appointment reminders to you. The details also need to be correct in order for us to refer you to other services such as the hospital.

If you move house you can remain registered with the practice if you continue to reside within our practice area. If you move outside of this area you will need to register with a new practice within 14 days. The NHS Choices website will help you find a local practice if you are unsure.

Newsletter

Next time you visit the surgery please pick up a copy of our newsletter. This provides details of any changes to the surgery and useful information for patients.



Automatic doors

For your convenience the surgery has automatic doors. Please press the buttons located on the walls to enter and exit.

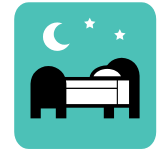
Car Parking



There is a limited amount of car parking behind the surgery. When this is full there is some parking at the side and front of the building.

Out-of-Hours Service

The out-of-hours period is:



Weekdays - 6pm to 8:30am;

Weekends - 6pm Friday to 8:30am Monday;

Bank Holiday – 6pm the night before to 8:30am the morning after.



If you require medical advice during the out of hours period please ring **111**. This is a Freephone number.

For medical emergencies dial 999.

The out-of-hours service can only be accessed by telephone.

Please do not telephone for appointments when the surgery is closed.

Private Fees

Although NHS treatment is free, we are often asked to carry out tasks outside this, such as signing private sick notes, signing passport forms or carrying out medicals for LGV licences etc. The British Medical Association has given us a list of agreed fees for these. A list of prices can be found at the reception desk.

Repeat Prescriptions

The Doctors may sometimes decide that you may have some of your regular medication without seeing the Doctor each time. If this is the case, your prescription will have a slip attached detailing the items you can have repeated. To obtain a new prescription you can either sign up to our **on-line ordering scheme** or bring or post this slip to the surgery a few days before treatment runs out.

Because of the risk of errors, repeat prescription requests **cannot be taken by telephone**. Requests received before 11am will be ready for collection 2 days later. You will still have to see the Doctor at intervals as he/she requests, in order to check the effect of the treatment.

For medicines you require that are not on this slip, please make a telephone appointment with the Doctor.

When collecting prescriptions from the surgery, you will be asked for some information to ensure that you are the correct person collecting the correct prescription.



Blood Results & queries

We respectfully request that you **do not telephone the surgery with general queries before 9:30 in the morning**. The telephones are very busy before this time as patients are ringing for appointments. **For blood & test results please ring the surgery after 1pm.**

Chaperones

The practice respects the privacy and dignity of all patients. The doctor, nurse or you as the patient may request a chaperone to be present during some examinations.

Hearing loop

We have a portable hearing loop system in order to improve the sound quality for anyone who uses a hearing aid. Please set your hearing aid to the **T setting** and ask the receptionist to turn the loop on. The loop can be used at reception and during a consultation with the doctor.

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.

General Data Protection Regulations

Brandon Lane Surgery has a legal duty to explain how we use any personal information we collect about you as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in paper and electronic format.

We will collect information such as personal details, including name, address, next of kin, records of appointments, telephone calls, your health records, treatment and medications, test results. etc. and any other relevant information relation to your care.

Your data is collected for the purpose of providing healthcare services; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. We are committed to maintaining your confidentiality and protecting the information we hold about you. We adhere to the Data Protection Act (DPA 1998), NHS Codes of Confidentiality and Security, and guidance issued by the Information Commissioner's

All health and adult social care organisations are required to share information about patients with each other, by law; this is to improve the care delivered to the patient. An additional requirement is that the patient's NHS number is used as the unique identifier when sharing any information or data.

Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information. This is done by registering a Type 1 opt-out, preventing your information from being shared.