

Orchard House Surgery

Ann Burrow Thomas Health Centre
South William Street
WORKINGTON
CA14 2ED
Tel: 01900 603985



VERSION April 2019

A guide to services

Telephone: (01900) 603985

www.orchardhousesurgeryworkington.co.uk

Opening Hours:

Monday - Friday

8.00am - 6.30pm

When practice is closed please dial: 111

Welcome

Orchard House Surgery boundary serves the whole of Workington as well as its surrounding area, to Flimby boundary, to Broughton and across to Distington boundary. Our team includes 2 GPs, 1 Nurse Prescriber, 3 Senior Nurses, 1 Health Care Assistant, 2 Job Sharing Practice Manager's, 1 Assistant Practice Manager, 1 Medicine Manager, 12 Admin / Reception staff, some staff have dual roles.

We offer a full general practice service and run specialist clinics, for Diabetes, Coronary Heart Disease, Epilepsy, Hypertension, Hypothyroid, Asthma, COPD, Carers health checks, NHS Health Checks, Stroke, Mental Health, Dementia, Osteoporosis, Rheumatoid Arthritis, Anticoagulation, Contraception, including IUCD's and Nexplanon fittings and removals, Care Plans for Vulnerable Patients, Near Patient Testing and Minor surgery.

At Orchard House Surgery we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception desk or online at the practice website. (Please see front page of guide). You will now register with the practice rather than one individual GP. Orchard House Surgery has wheelchair access at the entrance of the building and a buzzer in the main foyer to alert Reception staff to open the main doors on arrival.

Reception Hours

Receptionists are on duty from 8.00am to deal with urgent issues and to take requests for appointments, visits, repeat prescriptions and general enquiries during the following hours:

Monday – Friday
8.00am - 6.30pm

Surgery Hours

Doctors

Morning Surgeries

9.00 – 11.30am

Monday to Friday

Afternoon Surgeries

3.00pm – 6.00 pm

Monday to Friday

Nurses

Morning Surgeries

9.00 – 12.00pm

Monday to Friday

Afternoon Surgeries

2pm – 6pm

Monday to Friday

Our patients have access to out of hour's appointments at Workington Primary Care Centre within Workington Hospital each Saturday. Please book your appointments through Orchard House Surgery reception.

Our Team

The partners

Dr Gemma Kirby (female)
MBChB (dist paediatrics) MRCGP DCH DRCOG DFSRH

Dr Kirby joined Orchard House Surgery in 2014. She has a special interest in women's services.

Dr Magdalena Rocha (female)
MBChB, MRCGP,

Dr Rocha has joined Orchard House Surgery in 2017. She offers a full range of general practice care to her patients.

Our Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan appropriate care.

They are experts in many areas of disease management such as diabetes, asthma, COPD and Heart Disease

Mrs Lesley Newton (Lead Practice Nurse)

Mrs Christine Cronin (Practice Nurse)

Mrs Kerry Bellerby (Treatment Room Nurse)

Mr Leon Bond (Health Care Assistant)

Ms Kelly Benson (Phlebotomist)

Mrs Melanie Walker (Phlebotomist)

Lesley, Christine, Kerry, Kelly, Leon & Melanie form our nursing team within practice and provide care for the patients each having different specialities including asthma, diabetes, hypertension, holiday immunisations smears, blood tests etc.

Our Admin & Reception Team

Mrs Julie Harris – Joint Practice Manager

Mrs Gillian Blackburn – Joint Practice Manager

Mrs Sara Wetherell – Assistant Practice Manager

Mrs Jacqueline Sloan – Administrator Manager

Miss Leah Tubman – Reception Manager/ Administrator

Miss Kelly Benson - Choose & Book Administrator/ Phlebotomist

Mrs Melanie Walker – Medicine Manager

Miss Lauren Nicholson- Administrator

Mrs Janice Duncan – Clinical Interface Manager / Scanning Operator

Mrs Rachel Bone- Scanning Operator/ Administrator

Mrs Maxine Lithgow – Receptionist/ Prescription Clerk

Mrs Lynne Blight- Receptionist/Prescription Clerk

Miss Amy Carlton- Receptionist

Miss Leah Harrison – Admin apprentice

On the day requests for urgent appointments

If you require an on the day appointment, we have been fortunate to receive funding from the Prime Ministers Challenge fund, this is to fund an on the day service for all 5 practices' in Workington Community Hospital, which is staffed by GP's and Nurse Practitioners. Ring our practice number and if you require an on the day appointment, our receptionists will book you an appointment at the Workington Primary Care Centre within Workington Community Hospital

Home Visits

Please do not request a home visit unless it is an emergency and the patient is really unable to come to the surgery. Remember our doctors typically see four patients in the practice in the time it takes to do a single home visit. If a home visit is required, please contact the surgery before 10.00am if possible and inform the surgery of name, address and age of patient, and give full details of the illness.

Emergencies outside Normal Surgery Hours:

CHOC Tel: 111

This service is covered by 111. The service covers evenings, weekends and Bank Holidays.

Please **DO NOT** use this service unless it is extremely **URGENT**. Minor matters can wait until surgery opens; make sure that you have Paracetamol or Calpol available at home.

When requesting a home visit from 111, you must always telephone first, you may be asked to attend a Medical Centre.

Any visitors or temporary residents seeking medical advice should notify the visiting doctor that they are not registered and make known whether they intend to register with a named practice.

Please remember that Doctors can be very busy dealing with serious cases; please be patient, polite and co-operative with both Doctors and Staff.

Please think carefully before you call the Doctor, are your medical needs genuine?

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, you will be asked where and when you would like to go. You will be given a choice of hospital to attend, and a leaflet explaining your options. Some appointments can now be booked electronically directly from within practice, so you can find out your hospital appointment date and time without delay. This service is called "Choose & Book".

Appointments

Please ring our telephone number 01900 603985 to book an appointment up to 1 week in advance.

- Urgent cases are seen on the day
- If your condition is non-urgent you can expect to see a GP within two working days, though you may have to wait longer if you prefer to see a particular GP.
- Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within 2 working days when all our nurses are working in surgery.
- Let us know if more than one person in the family needs to be seen. We offer a one appointment, one person, one problem system.
- Inform us if you want someone to accompany you during an examination (chaperone) or a private room to discuss any matters. Remember that the results of tests can only be given to the patient

You can help us by:

- Being on time for your appointment
- Let us know when you need to cancel your appointment
- Calling for a home visit or urgent appointment before 10am when at all possible
- Ringing for results of tests after 1pm weekdays

Clinics

We run a range of clinics. For an appointment or further details, please call our telephone number on (01900) 603985.

Ante-Natal Care

We would like all expectant mothers to either contact the Reception Desk for an appointment as soon as they find out they are pregnant, or self-refer themselves directly to the ante-natal department at Workington Community Hospital, so the patient can be booked early for scans and blood tests etc. to avoid any risk factors.

You are also most welcome to make an appointment for a pre-pregnancy consultation with a clinician.

Registering Your Baby with a GP

Following the birth of your baby please bring your registration form to the surgery for your baby to be registered

with a Doctor as soon as you are able. It is important to register your baby following the birth. Thank you

Post-Natal Care

You will be forwarded a Post-Natal appointment, please attend, as this is done for the wellbeing of both you and your child, by appointment only.

Vaccinations (Children)

Practice policy is that all children under 16 should be vaccinated as per the Department of Health Recommendations.

Please attend for vaccinations as they are important

You will be forwarded an invitation when your child is due an immunisation. This is by appointment only. You will receive a letter of invitation

Child Health Surveillance

All babies at 6 weeks old are invited to surgery for their 6 week baby check. This is by appointment only with the Doctor.

Child Health Clinics

Child health clinics are run by the Health Visitor. She will inform you of the various locations and times of their child health clinics.

Family Planning

The contraceptive pill, Emergency Contraceptive, IUCDs & Nexplanon are all available within Orchard House Surgery. Please ask at reception for an appointment with Dr Kirby or Dr Rocha

Cervical Smear Clinic

Please ask receptionists to make you an appointment with one of our practice nurse's.

Minor surgery

Thursday 9am – 12 noon

Minor operations. Please discuss this with your doctor who will then arrange for you to be given an appointment

Diabetes

Led by our Lead Nurse, this clinic offers advice and general health check-ups to patients diagnosed with diabetes – By appointment only

Asthma

Asthma sufferers can receive advice and support in this clinic from our nurses who specialise in asthma care – by appointment only

Coronary Heart Disease

CHD sufferers can receive advice and support in this clinic from our nurses who specialise in CHD care. – by appointment only

Chronic Disease Management

General Clinic –

Appointments for all other chronic disease management areas are made by appointment only

Stopping Smoking

Asda Pharmacy	Dunmail Park Shopping Centre, Maryport Road, Workington CA14 1NQ Mon=8.00-23.00, Tue-Fri=7.00-23.00, Sat=7.00-22.00, Sun=11.00-17.00
Boots UK Ltd	29 Murray Road, Workington CA14 2AB Mon, Tue, Thur, Fri+Sat=9.00-17.30, Wed=9.00-19.00, Sun=11.00-16.00
Harrington Pharmacy	25 Church Road, Harrington, Workington CA14 5QA Mon-Fri=9.00-17.30, Sat=9.00-12.30
Moorclose Pharmacy	Unit 6, Moorclose Rd/About, Moorclose, Workington, CA14 3RW Mon-Fri=9.00-18.00, Sat=9.00-13.00
Seaton Pharmacy	91 Main Road, Seaton, Workington CA14 1JE Mon-Fri=9.00-18.00, Sat=9.00-12.00
Tuschem Ltd	Workington Community Hospital, Park Lane, Workington CA14 2RW Mon-Fri=9.00-17.30

Cumbria Partnership NHS Foundation Trust no longer provides a Stop Smoking Service, as Public Health are now commissioning this service from local pharmacies. Please find a list of pharmacies above, who offer smoking cessation support in Workington. Public Health have advised that due to staff turnover and training, it is recommended that all patients contact the Freephone signposting number for the most up to date information before attending the pharmacy – Telephone **0300 013 3000**.

Vaccinations (Adults) & Travel Vaccination Service

Ask the Receptionist to check if your vaccinations are up to date. If you are travelling abroad, we do offer a Travel Vaccination Service. Please call into the surgery to make an appointment and complete a pre travel vaccination questionnaire.

Vaccination against influenza is given routinely starting in October of each year.

Immunisations for patients aged over 65 years

If you are a Chronic Disease Management Patient and/or aged over 65 years you will automatically be offered a seasonal influenza vaccination and pneumococcal vaccinations, if applicable.

Shingles

The national vaccination programme for shingles is delivered throughout the year. If you are eligible you will be forwarded a letter of invite

The Podiatry Service

Patients are now able to self-refer to the Chiropody Service. There is a referral form that you are required to complete and sign. The aim of this service is to make the pathway to the Podiatry service faster. Please ask at reception for a referral form.

Physiotherapy Referral

Patients are now able to self-refer to the Physiotherapy Service. There is a referral form that you are required to complete and sign. The aim of this service is to make the pathway to the Physiotherapy service faster. Please ask at reception for a referral form.

ORCHARD HOUSE SURGERY is launching 'shared records'

Our practice now has the ability to share some information from your medical records with other health services that provide you with care. This information is limited and is called a 'shared record'.

Medical records are increasingly being stored on computers. If you give permission, the healthcare professionals you visit in the Allerdale area can view your shared record or a relevant section of it on a new computer system. This is done through a secure NHS network, not the internet.

Your shared record will contain a summary of your most up-to-date, relevant health information which includes things such as:

- Your recent diagnosis and test results;
- What allergies you have;
- What medications and treatment you currently receive.

By allowing access to your shared record, you can ensure that healthcare professionals treating you have the most up-to-date and accurate information about your overall health and current treatments.

This will allow healthcare staff to give you better advice and provide safer and more effective care.

It will help to ensure that mistakes are avoided and can also reduce the need for you to give different health services the same information repeatedly.

At the start of your treatment, you will be asked directly for your permission to view your shared record.

Your shared record will only be accessed while you are being treated.

You can decline to share your record.

More information

For more information, please download the 'Changes to your medical records' leaflet on the practice website

A Question & Answer sheet giving further information is also available to download there.

If you want to discuss sharing sensitive information, or want to disable access to your shared records, please contact your GP Surgery or speak to the healthcare professional treating you.

Repeat Prescriptions

The doctor may inform you that your medication can be obtained without seeing a Doctor on the next occasion. This is called a 'repeat prescription'

To order your repeat prescription:

- Indicate clearly the item you require on your prescription counterfoil and place in the prescription box on the reception desk
- Write your request on the repeat prescription form available in the foyer and place in the prescription box
- Telephone the surgery, select '2' for prescriptions (see opposite)
- Order online, if you have registered for this service

You may collect your prescription from the reception desk during surgery opening hours or please inform the surgery if you wish your prescription to be collected by a specific pharmacy for dispensing

Your prescription will be ready to collect in the afternoon TWO working days after you submit your request. If you collect directly from the pharmacy please allow THREE working days

For example: Present prescription request at surgery
Monday am/pm – ready after 4pm Wednesday
Friday am/pm – ready after 4pm Tuesday
Tuesday am/pm - ready at pharmacy Friday pm

Please be aware that at holiday times it may take longer for your prescription to be done, so please order a little earlier.

If you do request your prescription early please indicate why clearly

If you completely run out of medication, or are in urgent need of a repeat, please make this known to reception and they will arrange for your prescription to be done as soon as possible. It is your responsibility to try to prevent such occurrences happening.

TELEPHONE REQUESTS FOR PRESCRIPTIONS

You may telephone the surgery to request only your usual repeat prescription (These are listed on the right hand side counterfoil of your prescription form)

Telephone 01900 603985 and select the option for prescriptions

It is essential that you leave the following information as a recorded message:

- Your full name
- Your date of birth
- Each item you require including strength and dosage – spell if necessary

Please note: other prescription request (i.e. non repeatable or acute items) are not accepted on this line. You will need to speak to the reception team or make an appointment with a doctor

PRESCRIPTION REQUESTS FOR OUTSIDE THE AREA

If you wish your prescription to be faxed through or posted to a pharmacy outside the area please submit your repeat prescription request with a stamped envelope addressed to the pharmacy

ELECTRONIC PRESCRIPTION SERVICE

Orchard House Surgery now offers Electronic Prescribing. With electronic prescribing, your doctor selects the medication you require into a computer. This electronic prescription is sent over a secure network to the pharmacy you choose. The pharmacy receives the prescription and can begin filling it right away.

WASTE

Please make sure that you only order the items that you require

Always check your prescription before leaving the pharmacy.

Did you know that?

- Medicine returned to the pharmacy cannot be reused, even unopened packets if it has left the premises
- The average cost of a prescription is £10 of which £5 is wasted
- You can return any unwanted/old medicine to the pharmacy for safe disposal

PLEASE HELP PREVENT WASTE

If you require further information or help with your repeat prescription please speak to our medicine manager or repeat prescription administrator

Online Services for Orchard House Surgery Patients

Manage your healthcare provision online

We are introducing a new service called Online Services Records Access. This will let you interact with our practice using the Internet at your convenience, even when we are closed. You will be able to book appointments, cancel appointments, and request medication through your medical record.

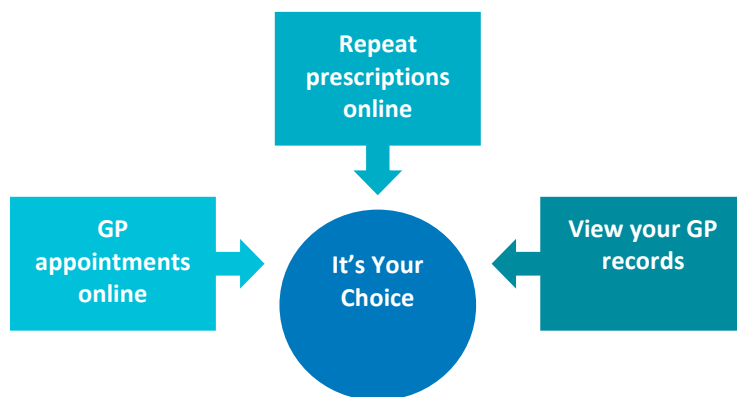
You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password.

If you are interested in this service, please ask at reception for a form to complete or fill in the online form on the practice website (please see front cover) to download the form and return the completed form to the surgery.

You can also get further information from the website at www.hscic.gov.uk.

Online Services Records Access Leaflet Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.



Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

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

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. Call NHS Direct for details.

When to call 111 -

Call 111 when it is less than 999

NHS 111 is a free-to-call single non-emergency number medical helpline operating in England and Scotland. The service is part of each region's National Health Service and has replaced the telephone triage and advice services provided by NHS Direct, NHS24 and the local GP out-of-hours services.

When to call Accident and emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected

broken bones, go to your nearest accident and emergency department or 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.

Insurance/ Medical Forms/ Letters

If you require any form to be signed by the Doctor, please consult the receptionist initially, please note when our GP's complete forms on your behalf, it is a service which is outside of General Medical Services, therefore the forms are completed in the GP's own private time. On completion of these forms there will be a charge as per British Medical Association guidelines. Please refer to notice board opposite reception for a price list.

Other Information

NHS England & CCG's began on the 1st April, 2013

NHS England is an executive, non departmental public body of the Department of Health. NHS England oversees the budget, planning, delivery and day to day operation of the commissioning side of the NHS in England as set out in the Health & Social Care Act 2012. It holds the contracts for GPs and NHS dentists. NHS England authorises the Clinical Commissioning groups, which are the drivers of the new, clinically-led commissioning system.

The Clinical Commissioning Groups will ask GP's to carry out some commissioning functions in relation to primary medical care on its behalf. This will mean that GP's have a core role in improving patient care across the system.

NHS England will retain formal responsibility for ensuring that a practice is meeting its core contractual duties.

CQC

“The Care Quality Commission (CQC) is the independent regulator for health and social care in England. It makes sure services such as our practice, provide people with safe, effective, compassionate and high quality care, and encourages these services to improve “

All GP practices in England must be registered with the Commission
The CQC Inspectors measure standards against a set of regulations. Initially there were 16 regulations but these have been replaced by 11 new regulations. These are referred to as fundamental standards of quality and safety

To Make a Complaint about the care you have received within the surgery

Workington Health Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect our service, please let us know. Please contact the Practice Manager, who will be happy to listen to your concerns. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised by any member of the team, as you would wish, you can write to:

Complaints Manager,
Drs' Kirby and Rocha
Orchard House Surgery
South William Street,
WORKINGTON,
CA14 2ED.

Any complaints or concerns raised by our patients will not affect the care you receive within practice.

Please ask at reception for Complaints Leaflet / The leaflet is also available on the Practice webpage.

www.orchardhousesurgeryworkington.co.uk

Further information: PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found @
Patient Advice & Liaison Service – NHS Cumbria
Workington Community Hospital Park Lane, Workington, CA143 2RW
Tel: 0300 1239006 (24hr answer phone)
<http://www.pals.nhs.uk/officemapsearch.aspx>

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found @
Penrith Office: Suite 5, Cumbria House, Gilwilly Industrial Estate, PENRITH, CA11 9FF
Tel: 0808 802 3000
http://www.pohwer.net/how_we_can_help/icas_providers.html

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Orchard House Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies: PALS, ICAS & OMBUDSMAN

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

Patient confidentiality

We are Data Protection registered and respect your right to privacy and keep all your health information confidential and secure.

A patient has the right of complete confidentiality – even after death.

No receptionist (or indeed any member of staff) should reveal anything they know about a patient to that patient, any relative or third party.

Access to their medical records and information contained therein is restricted to medical staff and other staff at the discretion of the doctor only on a need to know basis.

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 care.

This information may be used for management and audit purposes. However, it is only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call one of our practice manager's at the surgery.

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

Patient Participation Group

Orchard House Surgery has a Patient Participation Group, which aims to meet quarterly during the year to discuss, and improve the services we offer to our patients. Please find the dates on our practice web site.

Would you be interested in being a part of the Patient Participation Group and helping us improve our services to our patients?

If so please contact the surgery

Our Virtual Patient Participation Group

Would you like to have your say about the services that are provided by Orchard House Surgery, but do not wish to attend monthly meetings?

If so please leave your e-mail details and we will contact you every now and again to ask you a few questions. The replies that we receive from our virtual patient participation group will be summarised at the end of each year and will form the patient questionnaire results for our practice.

Contact forms where you are able to complete your e-mail address for us to add you to our Virtual Patient Group are available from reception.

Any Suggestions:

If you have any suggestions or ideas that you think should be contained in this guide, please inform us accordingly.

Thank you for taking the time to read our Practice Guide