

## ONLINE ACCESS SERVICES

Patients can book appointments, order prescriptions and access their medical records via the 'Patient Access' online access services. Please speak to our receptionists that will help you with the necessary registration. We now offer 'E-consult' which you can access via our practice website [parklanepracticesunderland.nhs.uk](http://parklanepracticesunderland.nhs.uk)

## COMPLAINTS

Although we always aim for high standards, there may be times when you are not happy with our service. If this happens, please let staff know in the first instance so that they can help. Our practice aims to learn from concerns voiced by patients. **Lucy Pickard** is responsible for dealing with patient complaints if they cannot be resolved by another member of the team. The NHS England Customer Contact Centre is also available on 0300 3112233 to help you work with the practice re any concerns. For further guidance on Complaints please refer to our Complaints Policy, a copy of which is available from reception.

## SUGGESTIONS/COMMENTS RE SERVICES

Any concern or suggestion about the services we offer is thankfully received from our staff. Please feel free to pass your comments to our staff, good or bad, so that they can be dealt with appropriately. We will, from time to time, request you complete a patient questionnaire which we would appreciate you completing honestly and constructively. It is our aim to deliver services with the patient in mind and your comments will help shape those services.

## CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please let reception team know as soon as possible so that we can keep our records up to date. If you would like us to have your Next of Kin details please also give these to reception. Thank you

## ADDRESS of **Sunderland Clinical Commissioning Group:**

Pemberton House, Colima Avenue, Sunderland Enterprise Park, Sunderland, SR5 3XB  
Tel 0191 5297000

Practice website: [parklanepracticesunderland.nhs.uk](http://parklanepracticesunderland.nhs.uk)

# Welcome to Park Lane Practice



**Unit 1-6 City Green, Sunderland, SR2 7BA**

**[parklanepracticesunderland.nhs.uk](http://parklanepracticesunderland.nhs.uk)**

**Tel: 0191 5026470**

## **OPENING HOURS:**

**8.00am – 6.00pm Monday - Friday**

**Dr Sunil Joseph**

**MBBS, Registered London 1998**

**When the surgery is closed if you need to see a doctor urgently or need medical advice please call NHS '111' and they will direct you to the appropriate service**

**Any patient who is suffering with:  
CHEST PAIN, MENINGITIS SYMPTOMS OR EXCESSIVE BLEEDING -  
RING 999** – by doing this you will be attended to as a matter of urgency, do not just turn up to A&E as you may have to join a queue to see a clinician.



*Our Practice team is very patient focused and we aim to deliver services that put the patient at the centre, by involving them in their medical care and the design of the services being offered. If you have any queries our staff will be pleased to help.*

## HOW TO REGISTER?

Registering with the practice could not be easier. If you live within our catchment area just complete our new patient registration forms and make an appointment for a new patient health check. Your medical records may take a while to come from your previous practice, therefore we ask you to ensure you have enough medication to allow us time to receive these. We ask that all new patients attend for a New Patient Healthcheck with our healthcare assistant prior to seeing a GP.

## OUT OF HOURS PROCEDURE

What to do if you need medical assistance and the surgery is closed:

1. Ring NHS 111 (**111**) - a 24 hour helpline for advice and out of hours appointments
2. Sunderland GP Alliance Extended Access Service is available Monday—Friday 6—8.30pm, Weekends 9am—5.30pm and Bank Holidays 10am—2pm. This service is bookable via the practice or by calling **111** out of surgery opening hours
3. RING **999** in case of EMERGENCY

## PROVISION FOR DISABLED PATIENTS

For those patients who are disabled there are designated disabled parking bays at City Green to the rear of the surgery, disabled toilets and widened door frames for easier access.

## CARER'S REGISTER

It is beneficial for us to know if you are the main carer for a relative or friend. All carers and young carers at our practice are entitled to a free seasonal influenza vaccination and an annual carer's healthcheck. For further information about the help that is available to carers please contact: Sunderland Carer's Centre on 0191 5493768

## LANGUAGE INTERPRETATION SERVICE

The practice are able to book the services of an interpreter to help translate from any language to English during consultations – this services needs to be booked in advance. If an interpreter is not available in person, we have access to a telephone interpreting service. Please indicate to a receptionist if you need an interpreter.

## PATIENT PARTICIPATION GROUP

We believe very strongly in patient participation. We would like patients to have a say in the services we provide and if you are able to attend our patient group by giving up 1 hour of your time per quarter please let our receptionists know and they can pass your details to the Practice Manager. Any patient of the practice is welcome to attend our meetings.

## SELF HELP

For many conditions (e.g colds, sore throats, back-ache) there is no need to see a doctor immediately and self help leaflets or a discussion with a pharmacist ("chemist") can often provide answers. Self help leaflets are available to download at [www.patient.co.uk](http://www.patient.co.uk) or you can contact **NHS 111 on '111'**

## ANTIBIOTICS

Antibiotics are only effective against bacterial infection and most infections are caused by viruses. (e.g. 80% sore throats are viral) The doctor will advise you whether antibiotics are indicated, but in many situations they will not be.

## NON NHS WORK

There are certain services performed by GPs which are not covered by the NHS and for which there may be a fee. These include: employment medicals, the completion of insurance forms, fitness to drive certificates, private medical certificates etc. Please speak to the reception team if you have a request.

## CONFIDENTIALITY

Every patient has the right to confidentiality (**this includes under 16s**) and as an organisation we adhere to the NHS Code of Practice. The practice is compliant with the Access to Medical Records Act 1990 and Freedom of Information Act 2000. The practice is registered under the Data Protection Act 1998.

## WHO HAS ACCESS TO YOUR RECORDS?

The practice will not release any medical record to a third party without a patient's written consent as per the Access to Medical Records Act 1990. A patient's medical record will automatically be entered on to the central NHS data sharing spine unless a patient informs the practice that they do not want their medical record shared. Research is an important part of NHS healthcare and from time to time anonymous data from our computer system will be used for this purpose. If any patient does not want their record using in this way please inform staff.

If you require access to your records please ask our reception team for a form and the secretaries will arrange this for you

## REMOVAL OF PATIENTS

***This practice operates the NHS Zero Tolerance Policy.***

We request that all patients are courteous to our staff at all times. Any registered patient who commits an act of violence against any member of staff or has behaved in such a way that staff have feared for their safety will be removed from the list. Incidents involving the Police will result in IMMEDIATE removal from our list. If you require further guidance refer to our Removals Policy, a copy of which is available from reception.

**Well Baby Services** – our doctors can provide baby checks (e.g. 6 weeks after birth). Our Practice Nurse offers childhood immunisation clinic and aftercare advice.

**Weight Loss** - The GP and nursing team will provide advice for anyone wanting help to lose weight.

**Counselling Service**—This service is offered to patients, ask your GP if this service is needed.

**Learning Disability & Mental Health Review** - all patients with these conditions will be invited annually for a formal review to ensure their health is maximised.

**Influenza/pneumococcal Vaccinations** For those with certain chronic diseases and all patients over 65 years old. Nasal flu for pre-school children aged 2 & 3 years

**Shingles Vaccination** Our receptionist will be able to advise whether or not you are eligible to have the shingles vaccine—this is age determined.

**Cervical smears** - Our Practice Nurse and Advanced Nurse Practitioners undertake cervical smears & we have late appointments for women that work.

**REPEAT PRESCRIPTIONS** If you need regular prescriptions you may be put on to the repeat prescription system. Prescriptions can be requested by handing in a request, on-line via Patient Access and over the telephone from **1pm onwards**.

**ELECTRONIC PRESCRIPTION SERVICE (EPS)** EPS is a quick and easy way to get your prescription to a pharmacy of your choice. The prescription is sent electronically from the practice to the pharmacy's meaning there is no need for you to come to the surgery to collect your prescription. Please ask a member of the reception team if you would like to nominate a pharmacy for us to send your prescriptions to.

**MEDICATION WASTAGE** **You can help save NHS Money!**

If you don't need all the medication on your repeat prescription sheet – don't order it. Order what you need at the time. A lot of public money is wasted on drugs and appliances that are thrown away or stockpiled in a cupboard. Money saved in prescribing can be put back into the NHS system to benefit other areas of healthcare. It's your money, spend it wisely.

**HOLIDAY IMMUNISATIONS** –These are given by the Practice Nurse, by appointment. If you are travelling abroad and think you may need immunisations, please ask the reception team for a travel form to complete. **PLEASE NOTE:** not all travel vaccinations are available from the surgery and you may need to visit an independent travel clinic for these. **Travel vaccinations are a non-NHS service and will be chargeable**

**FLU VACCINATIONS** – every year we offer a “flu” service with various dedicated clinics. If you are 65 or over or have a long-term condition that qualifies you for a flu vaccination you will be invited to attend by the practice. Carers, patients with a Learning Disability & pregnant women are also eligible for a flu vaccination.

**THE PARK LANE PRACTICE TEAM– WHO ARE THEY?**

**DR SUNIL JOSEPH (Male) MBBS Registered 1998 (London)**

Dr Joseph has been with the practice as a partner since 2006. His special interests include mental health and diabetes.

**PRACTICE MANAGER**

**Lucy Pickard**

Lucy oversees the management of the practice and ensures services are delivered to patients according to Department of Health guidelines and policy. If you have a complaint or a query you would like to discuss with Victoria please ask reception to speak with her

**ADVANCED NURSE PRACTITIONERS**

**Christine Foster & Michelle Chapman**

Christine and Michelle are our advanced nurse practitioners and can see patients for a variety of acute symptoms. They are able to prescribe medication and refer patients to specialists and for further investigations such as x-ray and ultrasound. They are unable to treat pregnant women, babies under 6 months old, or patients attending for treatment in relation to their mental health.

**PRACTICE NURSE**

**Joanne Thornton**

Joanne is our practice nurse who carries out general nursing duties cares for patients with chronic ill health, e.g. heart disease, asthma, diabetes & heart failure. The Practice nurse is available Monday, Tuesday, Thursday and Friday. The nurse can also help with general health advice, family planning, immunisations, blood pressure and weight checks, smears, dressings, blood samples, urine tests, ECG and spirometry.

**TREATMENT ROOM NURSES**

A nursing clinic is run by local district nurses at the surgery on Monday, Tuesday, Wednesday & Friday afternoons. Patients can be seen in the treatment room for bloods, ECG, dressings, suture removal, ear irrigation, Vitamin B12 /Zoladex injections BP and dopplers.

**HCA Sinead Kay**

Sinead carries out NHS Health Checks, BP, Spirometry, B12, Flu, Shingles and Pneumonia injections. She also performs ECGs, urine tests, ear syringing, smoking cessation, New Patient registrations, blood testing and assists the Practice Nurse in the baby immunisation clinic.

**OUR RECEPTION STAFF**

**Sue (Senior Receptionist), Laura, Stephanie, Jayne, Susan and Jan**

The admin staff help to keep the practice running smoothly. They assist our patients by making appointments, answering telephone calls, ordering prescriptions and deal with queries.

**SECRETARIES - Maureen and Denise**

The secretaries manages referrals and written requests for information together with the Drs at the surgery. If you have a query relating to a referral, please ask at reception who can contact the secretary on your behalf.

## DISTRICT NURSE

The District Nurse visits patients in their own homes who cannot come to the surgery. If you require treatment from a District Nurse the surgery will normally refer you to them.

The District Nurses are based at **Riverview Health Centre** and can be contacted directly on **0191 5027424**

## HEALTH VISITOR & SCHOOL NURSES

The Health Visitors & school nurses work with all children aged 0 to 19 and can be contacted on—  
**0300 0031552**

## MIDWIFE

Nina Wilkinson is our midwife and she holds an antenatal clinic each Wednesday afternoon. The midwives are based at **Riverview Health Centre** and can be contacted directly on **0191 5678911**

## GENERAL INFORMATION:

### HOME VISITS

When you request a home visit, please be sure it is absolutely necessary as they are time consuming for the doctors. The doctor could see at least 3 patients in the surgery for every home visit. The receptionist will take details of your request and you will be contacted back to confirm your request. Please give the duty doctor all the necessary details for them to assess the urgency of your request. Please try to ensure, where possible, that requests for home visits are made by 9.30 a.m. This allows the doctor to plan their day for seeing other emergencies. Home visits are normally for those patients who are housebound by illness or for terminally ill patients.

### CHOOSE AND BOOK/HOSPITAL APPOINTMENTS/PATIENT CHOICE

We use the Choose and Book electronic referral system. If you are being referred to a hospital to GP will pass on this information to the secretary who will send out the relevant documents to you by post.

### BOOKING AN AMBULANCE TO ATTEND AN OUTPATIENT APPOINTMENT

The ambulance service is available only in cases of medical need where no other transport option can be accessed. If you need an ambulance to take you to and from a hospital appointment please call **0191 2151515** who will be happy to arrange this for you. Please book your ambulance as soon as possible to avoid disappointment. To cancel a booking please call 03001110247.

**BOOKING A ROUTINE APPOINTMENT** Our appointment system allows you to book a routine appointment to see a GP on the same day, within 2 working days and 14 days ahead. It is also possible to book same day with the advanced nurse practitioners for acute illness. We offer 10 minute appointments with Doctor and a minimum of 15 minute appointments with advanced nurse practitioners.

**CANCELLATIONS** It is very important for patients to cancel their appointments, if no longer needed, even at short notice. This can be done by contacting reception on 0191 5026470 or by replying to your appointment reminder text message. We can always offer the appointment to another patient. The appointment system relies on patients cancelling appointments when not needed. We thank you for your cooperation and together we can make our appointments system work. Our fail to attend policy advises that patients who repeatedly fail to attend will be removed from the practice list—you will receive a copy of this in your registration pack.

**SAME DAY APPOINTMENTS/ URGENT ADVICE** Any patient needing to be seen that day should ring the surgery and the staff will deal with the request appropriately. Any patient who needs to be seen that day will be seen. It is best to ring as early as you can and before 9.30 a.m., if possible, so that we can allocate you an appointment.

### TELEPHONE APPOINTMENTS/ADVICE

If it is more convenient for you it is possible to have a telephone consultation with a GP, advanced nurse practitioner or nurse where physical examination is not required. Ask the reception team if you are unsure if your problem can be dealt with in a telephone appointment.

### SERVICES OFFERED:

**Well Woman** Cervical screening, Sexual Health, contraception services, HRT checks

**NHS Healthcheck for** patients 40-74 years old, includes cholesterol, weight and blood pressure.

**Carer Healthcheck** for any patient registered at the practice and who is a known carer. If you care for a friend or relative and have not informed the practice please see a member of the reception team

**Learning Disability Healthcheck** for any patients registered as having a learning disability, we provide an annual healthcheck.

**Minor surgery** - Dr Joseph provides a minor surgery service. As well as the management of certain skin lesions (e.g. epidermoid cysts) the doctors are also able to provide joint injections & cryotherapy

**Drug and Alcohol Service** - We can help patients who need support and refer to **Wear Recovery**, in the local area who can help

**Heart Disease/Stroke** – our Dr/Nurse teams are able to provide specific reviews to ensure your care is in line with the very latest evidence.

**Asthma/COPD** – Spirometry is available at the practice and our nurse is able to conduct annual asthma reviews for patients.

**Ante Natal Clinic** – The Midwife oversees the care of pregnant women. Pregnant women are also eligible for a seasonal influenza vaccination and whooping cough (Pertussis) vaccination from 20 weeks onwards.