



A GUIDE TO OUR SERVICES

Dr Sagi, Dr Sriranjani and Associates

Pallion Health Centre

Hylton Road

SUNDERLAND

SR4 7XF

Tel 0191 568 9510

Fax 0191 510 3558

E-mail Address (TBC)

Website: www.wearsidemedicalpractice.co.uk

SURGERY OPENING HOURS

Monday 8:00am – 6:00pm

Saturday and Sunday CLOSED

Welcome

Welcome to Wearside Medical Practice. As a practice we serve the Pallion area along with a number of the surrounding areas.

We are a two partner practice with the support of a full primary care team. If you would like further details of our team please see the website www.wearsidemedicalpractice.co.uk to get to know the members of our team.

The Practice is adjacent to Sunderland Royal Hospital and is situated within a newly built health centre. The Health Centre is also occupied by an onsite Pharmacy, Treatment room and a walk in centre. Diabetic Screening, Podiatry and Seminar Rooms are also on site.

There is dedicated car park exclusively for patients use. The car park works on a token system whereby you must obtain a token from the reception to exit the car park.

The Health Centre is easily accessible by public transport. The Buses stop directly opposite surgery on Hylton Road (Number: 10, 20 Pennywell, No 8, 9 South Hylton).

Millfield metro station is the nearest train station for the practice which is only 10 minutes' walk away.

There are designated disability parking spaces in the car park. A Wheelchair is available at the Health Centre reception for people with difficulty in walking. Lifts are situated on the ground floor for ease of access.

Surgery rooms are located on first floor, accessible by stairs and lifts.

There are toilet facilities for the disabled on both ground and first floor.

There are breastfeeding areas and baby changing rooms situated on both the ground floor and first floor.

The practice is able to provide a 'quiet room' should you need this whilst you wait for your appointment.

Should you need to speak to someone confidentially we are able to provide a quiet room for this conversation.

How to Register with the Practice

If you live in the practice area and wish to register with us, please call into the surgery to complete a registration form.

Please bring with you two forms of ID. If you have difficulty registering with a doctor you can contact the 'PCSE' who can advise you about registering with a practice.

Clinics

We run a range of clinics. For an appointment or further details, please call our appointments line on 0191 5689510

Antenatal

Monday 1.00 – 4.00p.m.

This clinic is run by the Midwives. 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 in the afternoon clinic throughout your pregnancy either at the practice or at the local hospital, or both.

Child Health and Immunisation & Health Clinic for new mums

Wednesday 9:00am -12.00pm

All new babies are invited for regular check-ups from eight weeks old.

Diabetes

Led by our nursing team, these clinics offer advice and general health check-ups to patients diagnosed with diabetes.

Asthma

Led by our nursing team, these clinics offer advice and general health check-ups to patients diagnosed with asthma.

C.O.P.D.

Led by our nursing team, these clinics offer advice and general health check-ups to patients diagnosed with COPD.

Smear Clinics

Appointments can be made any time.

Podiatry

By referral from a GP

Physiotherapy

By referral from a GP

INR

Allocated in Pallion Family Practice, by appointment only

Counselling Clinic

By individual arrangements

Health Visitors

They can be contacted on 03000031552 for advice for your baby or children under school age.

District Nurses

Visit patients who are unable to come to the surgery. They can be contacted on 0191 5026426

Treatment room Pallion Health Centre

Appointments can be booked 0191 5026424

Other Health Care Services

Primary care services not available at our practice are provided by Sunderland CCG. Telephone **(0191) 5128484**

Information about Chronic Disease Reviews

WHY HAVE I RECEIVED AN INVITE FOR A CHRONIC DISEASE REVIEW?

You will have received an invitation to attend for a review appointment if your name is on one or more of our chronic disease registers. A chronic disease is also known and referred to as a Long-Term Condition. This means that you have a condition that will require you to have monitoring and treatment for a long period of time, often for the rest of your life. Conditions such as Diabetes, Heart Disease, High Blood Pressure (hypertension), Lung conditions such as COPD and Asthma, Epilepsy, Rheumatoid Arthritis, Mental Health problems, Kidney Problems and a history of having a stroke are all included under the name chronic disease or Long-term condition.

WHY IS THE LETTER SO GENERIC AND NOT SPECIFIC TO ME?

Up until last year our reception staff used to invite patients from each individual register. A lot of patients have one or more chronic diseases which often meant patients received a large number of letters and had to attend a number of different appointments, one for each condition. We looked at the impact on staff resources as well as the inconvenience to patients having to attend multiple appointments and decided to combine the registers together. This means that only one invite regardless of how many conditions a patient has is sent meaning the staff are able to use their resources to deal with other aspects of the job and the patient only needs to attend one combined appointment which is much more convenient for them.

HOW DO I KNOW IF I NEED A BLOOD TEST?

When booking your appointment ask the receptionist. If you have had recent blood tests she will be able to check that these were the correct blood tests.

WHY DO I NEED TO BRING INHALERS OR DEVICES IF I USE THEM?

Some reviews such as those for Lung Conditions means the nurse needs to check that you are taking your inhaled medication correctly. If you don't bring your inhalers with you we may have to ask you to make a further appointment as your review will not be able to be carried out.

WHY DO I NEED TO ATTEND?

Even if you are feeling well it's extremely important to make sure that your condition is well controlled and that you are taking the correct, most up to date medications to help control your condition.

WHAT IF I DONT WANT TO ATTEND?

We strongly recommend that you do attend but ultimately, we cannot force this upon you. We would ask that if you don't want to attend you let us know as soon as you receive your first invite. We don't want to be sending you letters if you don't want them.

Appointments

Ring our main appointments number: (0191) 568 9510

- 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 want 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 one working day.
- Tell us if you are in a telephone box. We will ring you back. Say **IMMEDIATELY** if your call is an **EMERGENCY**.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination 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
- Letting us know if you need to cancel
- Calling for a home visit before 11:00am or urgent appointment at 8:00am
- Ringing for a repeat prescription from 10:00am - 12:00noon and from 2:00pm – 4:00pm
- Ringing for the results of tests between 2:00pm – 4:00pm

Appointments can be made either by telephone, online or by calling in at the reception desk.

If you have given us your mobile number, you will get a reminder two days before your appointment. It is important that you inform us if you change your mobile number if using this service. Please let us know if you do not want to use this service.

With online access you can update your details if you change your telephone number or address. You can gain online access by asking the receptionist the next time you are in the surgery or passing.

We aim to offer routine appointment within two working days and an urgent appointment on the same day with a health care professional depending on your clinical need. You may not be able to see the clinician of your choice for urgent appointment.

There is not limit as to how far ahead you can book your appointments. If they are on the system you can book them.

If you want two people to be seen at the same appointment, please make two appointments.

If you have more than one problem to discuss with the doctor please ask for 'double appointment'.

We always try to minimise the waiting time for you, whilst we try to see you at your allocated time, some patients' appointments may take longer than the time allocated, so please be patient if there is a delay.

SGPA: Extended Access Appointment

The Practice can arrange an appointment for patients in the Extended Access between 6:00pm and 8:00pm weekdays across the City (Riverview / Southwick / Washington / Pallion / Houghton). Weekends 9:00am – 5:00pm.

These appointments are for acute cases only and accessible to all Sunderland GP Practices.

Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair via the Centre's lift.

For patients with special problems, we can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment

Make the Most of Your Appointment

- Make a note of any questions or concerns you might have before your appointment so you can make sure you cover everything you want to.
- Wear loose clothing to make it easier for you to have your blood pressure checked and easily removable footwear to examine feet should these examinations be needed.
- If you are concerned about not understanding or remembering something from your appointment you can bring someone with you. Someone you are happy to share your medical information.
- Be direct. You may have a problem that is embarrassing or difficult for you to talk about. Don't leave it until the end. Remember these problems are probably common ones your doctor comes across.
- If you are prescribed medication, be sure you are happy why it has been prescribed, how it works and how long you have to take. You can ask the pharmacist about medicines as well.
- If you are on medications, please bring them with you. Also bring other medications you are taking not prescribed by your doctor like herbal medicine, health food purchases etc.

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend one of our clinic sessions. Please ring before 11am to arrange a visit and let us know if your condition is urgent.

Evening and Weekends

Extended Access appointments are available at Pallion Health Centre, Washington, Houghton, Riverview and are provided by SGPA. Our staff will advise you.

Sunderland offers patients registered with our practice a full out of hours service when our practice is closed. For urgent advice and treatment, call the out of hours service on **111**

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

Travel Vaccinations

Please contact your local Masta Travel Clinic (Boots)

Emergencies

Contact surgery during the opening hours: 0191 5689510

Emergency appointments are usually available to be booked at 8.00am and 12 noon each day. Please only request an Emergency appointment if your problem is a genuine emergency.

When surgery is closed, telephone 111.

If it is a **medical emergency**, such as:

- heart attack
- stroke
- severe shortness of breath at rest
- loss of consciousness

telephone 999.

When to call 111

You should call 111 when:

- You think you need to go to A&E or to another NHS urgent care service
- Your GP surgery is closed and you need healthcare advice
- You don't know who to call for medical help.

When to call 999

Call 999 for life threatening emergencies such as:

- Major accident or trauma
- Severe breathlessness
- Severe bleeding
- Loss of consciousness
- If you think you are having a heart attack.
- If you think you are having a stroke.

Repeat Prescriptions

You can obtain your regular medications without seeing the doctor. To obtain repeat prescriptions by telephone, please call the surgery after 10 am during surgery opening hours. To ensure that you are given the correct medication please inform the member of staff the exact items that you need. Please allow 2 working days for us to process your request.

You can also obtain repeat prescriptions by post. Remember to include self-addressed stamped envelope. We recommend you allow 7 working days when using this option.

You can also obtain repeat prescriptions online. *You have to register first to use the online services. You can obtain registration details from the reception.*

Remember your pharmacist can deliver your repeat medications, if you are elderly and infirm or unable to collect prescriptions.

Electronic Prescription Service (EPS)

If you are on regular medications and you collect prescriptions by post or by coming to the surgery, EPS is a more convenient way to collect your prescriptions.

We send the prescription electronically to the pharmacy chosen by you, so it is ready for collection from the pharmacy without you having to come to the surgery.

EPS is useful if you have a pharmacy nearer to you that is more convenient than attending the surgery and you use the same pharmacy to collect your prescriptions.

If you go to different pharmacies each time to collect your prescriptions, then EPS is not suitable for you.

Certain controlled medications like *tramadol* cannot be sent by EPS. You have to collect the prescription from surgery.

You need to tell us which pharmacy you use so that we can send the prescription electronically to them. You cannot nominate more than one pharmacy. You can always change your nominated pharmacy by letting us know. If EPS is not suitable, you can cancel it by phoning or writing to the surgery.

Do you pay Prescription Charges?

If you pay prescription charges, you could save money by buying 'prescription pre-payment certificate' (PPC) if you need more than 3 prescription items in 3 months (PPC for 3 months) or 14 prescription items in 12 months (PPC for 12 months).

To buy PPC:

Telephone 0845 850 0030

You can pay by credit card

Patient Participation Group *

Become a member of Patient Participation Group

Our Patient Participation Group is encouraging patients to give their views about how the practice is doing. They would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their email addresses so that they can contact you by email every now and then to ask you a question or two.

Are you interested in leaving your email contact details?

We are always seeking new members to join our patient participation group. If you would like to be actively involved, with the changes in the NHS, either by attending meeting or email your contact details to Henny Carmichael 0191 5689510

email H.Carmichael@nhs.net.

Your contact details will only be used for this purpose and will be kept safely.

The Minutes of our Patient Group are available to view on the Practice Website.

Complaints

The Practice aims to give a friendly and professional service to all our patients. If however you have any concerns about any aspect of our service, please let us know. Speak to whoever you feel most comfortable with – your GP, our practice manager, or our reception staff will be happy to help. The majority of cases can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised, as you would wish, you can write to:

The Complaints Manager (this dept. has replaced PALS from April 2013)

NHS England

PO Box 16738

Redditch

B97 9PT

You could also contact Ombudsman on:

03450 154 033 or go to

<https://www.ombudsman.org.uk/about-us/contact-us>

for further help.

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.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you.

If you would like to see your records, please call our practice manager at the surgery on telephone number: 0191 5689510. 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.

Your Local CCG

The area served by Wearside Medical Practice is in the district covered by Sunderland Clinical Commissioning Group. It is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your CCG Guide to services.

The CCG also produces Your Guide to Local Health Services.

Sunderland CCG

Address: Pemberton House, Colima Avenue, Sunderland Enterprise Park, Sunderland SR5 3XB

Phone: 0191 512 8484

Website: <http://www.sunderlandccg.nhs.uk/>

PATIENT HEALTH ADVICE

TEMPERATURES

Children often get a high temperature (a fever) when they are poorly. If the child's temperature is above 37.5 degrees centigrade (or if you don't have a thermometer but you think your child has a temperature), try to lower it as follows:

1. Make the room cooler by turning off the fire and opening the window.
2. Take off the child's warm clothing.
3. If your child is in bed only a sheet is needed while the child is hot.
4. Give plenty of cool drinks.
5. Some children find sponging with tepid (cool but not cold) water soothing.
6. If your child still feels hot, or is miserable, give Paracetamol. Give the higher but correct dose as prescribed on the packet. Repeat every four hours if necessary, to a maximum of four doses in 24 hours.
7. If your child does not improve after taking Paracetamol, contact the doctor. 8. You will not make your child worse if you take him/her in a pram or car to see the doctor. Sometimes the fresh air makes feverish children feel better.

COUGHS, COLDS, 'FLU

Colds and influenza are caused by viruses. In three or four days your body will make enough antibodies to kill the virus. However, the virus may have irritated the lining of the breathing passages and this may cause a cough. A cough is not a bad thing: it is there for a reason. It helps defend your lungs by making sure that any secretions your tubes produce are coughed up rather than settling in the lower lungs where they would cause trouble. Similarly, "phlegm" or "sputum" is there to act as a barrier to catch the dust and germs that we breathe in. Assuming you are otherwise feeling well, you need not worry if your cough and phlegm takes two or three weeks to settle, especially if you are getting gradually better. Coughs may be worse at night because you are breathing in cold, dry air which irritates the breathing passages. Smoking or inhaling other people's smoke makes coughs worse. Your doctors will not prescribe antibiotics for coughs, colds and flu-like illnesses because they do not work against viruses. Antibiotics can cause side-effects. Some bacteria develop resistance to the antibiotic which can prevent it helping when it is really needed. Coughing prevents mucus from blocking the air passages. It can be dangerous to try to stop this with cough mixture.

HOME REMEDIES

1. The best treatment for adults is steam inhalations. Add a teaspoon of vapour rub or menthol crystals to a bowl of steaming water. Put a towel over head and bowl, and inhale for ten minutes. Do this four times a day.
2. Humidify the air, especially in the bedroom. Boil a kettle once in the bedroom when there is a bout of coughing.
3. Hot drinks can be soothing.
4. Paracetamol (or soluble Aspirin for children over 12 years old) can be used if there is a fever. Please speak to a pharmacist who will be able to advise.
5. Stop smoking and avoid smoky rooms.

WHEN TO SEE THE DOCTOR

1. If the coughing is accompanied by breathlessness or pain in the chest or lasts longer than 3 weeks
2. If coughing produces blood.
3. If coughing produced UNUSUAL yellow or green phlegm. The following complaints do not usually require antibiotics: Coughs, colds, hoarseness, sore throats, flu-like illnesses, acute bronchitis in young people and asthma.

SORE THROATS

Most sore throats are caused by viruses. Antibiotics do not work against virus infections and the symptoms will usually clear without any treatment within a week. If you are sneezing, have a running nose, hoarseness, or a cough, you probably have a virus infection. Another cause of sore throats is smoking or inhaling smoke which causes inflammation and may make your throat sore. Please see your local pharmacist for advice.

HOME REMEDIES

1. Warm drinks.
2. For adults: two soluble Aspirin gargled and swallowed every four hours (NOT in children under 12 years who should be given Paracetamol).
3. Stop smoking and avoid smoky rooms.

WHEN TO SEE THE DOCTOR

1. If swallowing drinks is impossible.
2. If it deteriorates after two days.
3. If your temperature exceeds 39 degrees centigrade.
4. If a child is drooling having difficulty with swallowing.
5. If there is difficulty in breathing

DIARRHOEA DEFINITION:

Diarrhoea is the passage of loose, usually watery motions. It can be associated with crampy abdominal pains or vomiting. Usually it eases within 2-3 days. Diarrhoea is unpleasant but rarely dangerous and is usually caused by a mild infection – viral or bacterial. PREVENTION Food hygiene: keep food covered and appropriately refrigerated and washing the hands before food preparation and after visiting the toilet are important in the prevention of diarrhoea. Please speak to your local Pharmacist for advice.

TREATMENT

Drink plenty of clear fluids. Food can be taken in moderation if you are hungry.

WHEN TO SPEAK TO THE DOCTOR OR NURSE

1. If you are unable to keep fluids down for over 12-24 hours.
2. If the diarrhoea isn't settling within 3-4 days.
3. with continual abdominal pain.
4. in a child less than six months old.
5. If repeated attacks occur.
6. If blood is present.
7. If your work involves food.

CYSTITIS

Cystitis is an inflammation inside the bladder. There may be a burning or scalding pain in the water passage (urethra) when you pass water, the need to pass water more often than usual although you may only pass very small amounts and an urgent need to pass water for fear of losing control. There may also be fever, an ache in the abdomen or back, cloudy urine or blood in the urine.

WHAT TO DO

1. Immediately drink ½ litre of water.
2. Drink another ¼ litre of liquid every 20 minutes until you are passing large amounts of water.
3. Take a teaspoon of sodium bicarbonate with water every hour for three hours and then three times a day.
4. Take painkillers such as Paracetamol.