

# A GUIDE FOR PATIENTS



## **DOCTORS**

WILLIAMS  
OLIVER

DENSHAM SURGERY  
LAWSON STREET HEALTH CENTRE  
LAWSON STREET STOCKTON-ON-TEES  
TS18 1HU

<http://www.williamsoliver.me.uk>

Telephone:

01642 672351 Enquiries, Home visits and Emergencies  
01642 606490 Appointments and Prescriptions  
(Telephone/face to face access to reception staff  
between 8:30 am and 6:00 pm - weekdays)

**NHS 111 Out of Hours (from 6:00 pm to 8:30 am and weekends)**

Fax:

01642 618112

## **WELCOME TO YOUR OWN FAMILY DOCTORS AT DENSHAM SURGERY**

This practice was founded in about 1900 and moved from its original premises on Densham's Corner into a brand new health centre in Lawson Street in 1974. The health centre was later replaced by the current building which was opened in 2006 when the practice became Densham Surgery, named after the practice founder, Dr Henry Densham. There have been a considerable number of changes over the years, especially since April 1990. We now employ more staff and run more clinics. We consider that we provide comprehensive health care of a high standard. This booklet tells you about the practice and the services that we offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference. This booklet is to help you to receive the best possible service from us and at the same time help us to run a smooth and efficient family medical practice.

### **THE DOCTORS**

**Dr Stephen Richard Williams**

MBChB 1982  
LEEDS/MRCGP DRCOG DCH

MALE

**Dr Gillian Oliver**

MBChB 1992  
LEEDS

FEMALE

### **SURGERY HOURS Monday to Friday 8:30 am to 6:00 pm**

Consulting Hours: Monday - Friday by appointment 8:30 – 11:20 am 2:00 – 3:40 pm/4:00 – 5:40 pm  
Saturday – Closed – Please refer to section: 'What to do when the surgery is closed'

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### **TELEPHONE NUMBERS**

All enquiries and home visits – **01642 672351**. For appointments and prescriptions – **01642 606490**.  
Consultation is by appointment only unless in an emergency.

**Out of Hours service NHS 111**

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### **TELEPHONE ACCESS**

Calls will be answered and dealt with as quickly as possible during working hours. Arrangements can be made for a patient to speak to GP/Practice Nurse on the telephone during the working day. In emergencies, when the surgery is closed, please ring NHS 111 and your call will be dealt with. \* Please refer to section 'What to do when surgery is closed'

**Your responsibilities to us are .....**

- To be patient and keep calls as brief as possible.
- To avoid calling at peak times for non urgent matters

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### **HOW TO MAKE AN APPOINTMENT**

Appointments can be made at the reception desk or by telephoning Stockton **01642 606490 between 8:30 am and 11:am and between 3:00 pm and 6:00 pm**. You will be offered the first available appointment with your doctor. We do not offer appointments any further ahead than 2 weeks and these are limited in number. The majority of the appointments will be available for 2 working days time and these are released exactly 2 working days ahead of time. There a limited number of two week appointments available to book online. For more information see the 'On-Line Services' section. Urgent cases will normally be seen on the same day if you ring as early as possible. You will be told when to come down and should be prepared to wait to see the doctor. Only one patient per appointment please. If you are unable to keep your appointment please let reception know as soon as possible. Note - wasted appointments make others wait longer.

**Your responsibilities to us are:**

**ONLY ONE PATIENT PER APPOINTMENT.**

- To attend punctually for appointments.
- To cancel if you are unable to attend.
- **NOT TO REQUEST URGENT APPOINTMENTS FOR ROUTINE MATTERS.**

### **HOME VISITS**

If you need the doctor to visit you, please ring Stockton **01642 672351 before 10:30 am**. Please do not ask for home visits after this time unless it is an emergency. The receptionist will ask for the patient's details - name, address and telephone number, also brief details of the patient's problem. Any information will be dealt with in strictest confidence.

#### **What circumstances a Home Visit is justified:**

The doctor will only undertake a home visit if the patient is too ill to be brought to the surgery.

#### **Criteria used in assessing a request for a home visit:**

Doctors will only undertake home visits when they have made a reasonable opinion that a visit is required on medical grounds: a) Does the patient have a medical condition which requires the doctor to see them?

b) Is it inappropriate on medical grounds for the patient to attend surgery?

#### **Your responsibilities to us are:**

- Not to request a home visit unless the patient is too ill to be brought to the surgery.
  - To ensure that requests for home visits are made as early as possible and preferably before 10:30 am.
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### **WHAT TO DO WHEN THE SURGERY IS CLOSED**

The surgery is closed between 6:00 pm Friday – 8:30 am Monday and from 6:00 pm – 8:30 am Monday to Thursday. Surgery will be closed on Saturday mornings and for one Tuesday afternoon every 2 months. During these hours, if you require medical attention, you will need to contact the out-of hours service via NHS 111, During these hours, if you ring surgery on Stockton **01642 672351** an answer phone message will advise you that the surgery is closed and to ring the out-of hours service (NHS 111).

#### **Your responsibility to us is ....**

- **TO ASK FOR MEDICAL ATTENTION ONLY IF THE COMPLAINT REALLY CANNOT WAIT UNTIL THE NEXT DAY'S SURGERY.**
  - **For medical advice and information call NHS 111**
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### **WALK IN CENTRE**

There is a Primary Care Walk in Centre available at Tithebarn House, High Newham Road, Hardwick, TS19 8RH.

Tel: 01642 525480

This is open between 8:00 am and 8:00 pm 7 days a week for treatment of minor injuries and illnesses without an appointment.

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### **PRESCRIPTIONS**

Please note the Practice does not accept request for repeat prescriptions by telephone.

Patients may order repeat prescriptions by delivering or posting a request, via on-line services or via the pharmacy. We now also have two red post boxes for repeat prescription requests, one situated in the health centre foyer, the other on the wall in the practice reception area. These are emptied at the end of every working day. Prescriptions will be ready from 4:00 pm, 2 working days later and those enclosing a S.A.E. will be sent by return of post.

#### **Your responsibilities to us are ....**

- To give reasonable notice when ordering repeat prescriptions.
  - To send or deliver your request if possible.
  - To take medicines as prescribed.
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### **ONLINE SERVICES**

Patients can now order repeat prescriptions, book appointments and view a summary of their medical record by registering for Online Services.

Patients who are interesting in registering will need to come into the practice to request a user name and password. Photo ID such as passport or photo driving licence will be required together with proof of current home address, such as a utility bill. Further information can be obtained from reception or the practice website <http://www.williamsoliver.me.uk>

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### **INVESTIGATIONS AND RESULTS**

Any tests will be dealt with promptly and you will be advised of the usual length of time before we could expect results. The results of any test you may have had can be given by our receptionists between 3:00 – 5:00 pm only. However, due to confidentiality Pregnancy Test Results are not given over the telephone. It would be helpful if you could give the date the test was done. Any necessary treatment resulting from such tests will be made available at the earliest opportunity.

#### **Your responsibility to us is ....**

- Please do not ring for results before 3:00 pm or after 5:00 pm.
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### **CHANGING DOCTOR**

Patients are registered with the Practice. Patients will normally be expected to consult with their usual doctor, subject to availability. If you leave our practice, we will return your medical records within 14 days for North East Primary Care Services Agency to pass to your new doctor.

#### **Your responsibility to us is ....**

- To try to resolve any problem you may have with the doctor before asking to change.
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### **CONFIDENTIALITY**

All staff in the practice are bound to maintain patient confidentiality. Any proven breach of confidentiality will be treated extremely seriously. Confidentiality also extends to family members, therefore medical information relating to you will not be divulged to a family member without your consent.

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### **DATA SHARING**

Your medical records are used by Densham Surgery and other NHS care providers.

- SystemOne Records: Patient requires to consent or dissent to this model of share.
- Summary Care record: A Summary Care Record will be created for you unless you choose to opt-out.
- Care data: Identifiable information will be sent to the HSCIC unless you choose to opt-out.
- Public Health: Anonymised data will be collected and used for surveillance purposes only.

There is a lot of information about information sharing on our Practice Website, [www.williamsoliver.meluk](http://www.williamsoliver.meluk) so please take the time to read it carefully before making choices.

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### **REFERRALS**

From time to time, it may be necessary to refer patients to a consultant for further care. We will do our utmost to ensure referral letters are sent promptly from the practice.

#### **Your responsibilities to us are ....**

- To ensure that you keep the practice informed of any change of name, address or telephone number so that hospital mail will reach you at the correct address.
  - To take responsibility for making your own appointment if referred using the Choose and Book system and for making the appointment promptly to avoid costly automatic reminders being generated.
  - To recognise that there may be some delay before you receive an appointment, which is usually outside our control.
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### **WAITING TIMES**

We would normally expect that patients are seen within 30 minutes of an appointment time, and we will always try to keep you informed if we are running late so that you can re-book your appointment if necessary.

#### **Your responsibilities to us are ....**

- To observe the “one patient, one appointment” rule and not to ask for other family members to be treated at the same time by the doctors or nurses.
  - To attend punctually for appointments. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.
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### **ACCESS TO RECORDS**

The Data Protection Act 1998 and Access to Health Records Act 1990 give patients the right to see their written records and/or any records held on computer.

Requests are by appointment and may be subject to an administration charge. No information will ever be released without your consent unless we are legally obliged to do so. Information is held on computer and we are registered under the Data Protection Act.

#### **Your responsibility to us is:**

- To ensure that your written consent accompanies any request you have authorised for medical information.
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### **PATIENT SERVICES**

#### ***Clinics***

We hold health promotion clinics at various times and these are by prior appointment only.

<b>CLINIC</b>	<b>TO SEE</b>	<b>CLINIC</b>	<b>TO SEE</b>
Well Person	Practice Nurse	Antenatal	Ran by Midwife*
Diabetes	Practice Nurse	Postnatal	GP
Diet/Smoking Cessation	Practice Nurse	Family Planning	GP
Asthma	Practice Nurse	Menopause	Practice Nurse/GP
Heart/High Blood Pressure	Practice Nurse	Child surveillance	Health Visitor/GP
Travel Health and Advice Including Yellow Fever	Practice Nurse	Minor Operations	GP
Private Medical	GP	*Following confirmation of a positive pregnancy test, please ring the Midwifery Service direct for a Ante-Natal Booking appointment on 527197/527218 between 8.30 am and 9.30 am.	

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### **LOCAL AREA COVERED BY THE HEALTH CENTRE**

Central Stockton. A map of the practice area is displayed in the surgery.

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### **NEW PATIENTS**

Please contact reception for details.

Once we take you onto our list, we fully expect you to help us with the preventative aspect of our work such as immunisations, cervical smears etc. We need your full co-operation for a relationship between the primary care team and yourselves to be successful. Help us to help you.

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### **DISABLED ACCESS**

At Lawson Street Health Centre reserved car spaces for the disabled are marked near the front door. Patient services are provided at ground floor level. A disabled patients' WC is provided near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

There are lifts available.

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### **NON DISCRIMINATION**

Patients should expect to be treated with respect and courtesy and not to be discriminated against on the grounds of sex, race, colour or creed.

#### **Your responsibilities to us are .....**

- To afford the same level of courtesy and respect to all members of the practice
- To recognise that verbal or physical abuse will not be tolerated.

For new/nursing mothers, there are baby changing and breast feeding facilities available on the ground floor. The key to these facilities is available from the main reception (opposite the main health centre entrance). Please do not hesitate to ask if you require access to these facilities.

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### **COMPLAINTS**

To help us make sure we provide the best possible service for patients, this practice operates a practice-based complaints procedure.

If you have any comments or criticisms of the service you have received from this surgery, please contact our practice manager, Mrs P Clarke, at the reception desk or by telephoning 01642 672351 or 01642 606490.

We will note your comment, investigate it and respond within 14 days.

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### **VIOLENCE POLICY**

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

### **REVIEW/MONITORING**

We will review and monitor the services we provide to ensure that our commitment to high quality patient care remains constant. Your views are important to us, as is your co-operation in achieving these aims. Positive and negative feedback will help us to judge whether we are meeting these standards.

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### **NHS HARTLEPOOL AND STOCKTON-ON-TEES CLINICAL COMMISSIONING GROUP (CCG)**

The NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG) are the doctors now responsible for your local health services. The CCG is made up of all the doctors' practices in Hartlepool and Stockton-on-Tees and from 1<sup>st</sup> April 2013 replaced the Primary Care Trust.

The CCG can be contacted at:

NHS Hartlepool & Stockton-on-Tees Clinical Commissioning Group  
Billingham Health Centre,  
Queensway,  
Billingham, TS23 2LA  
Telephone: 01642 745000  
Email: [hstccg.hartlepoolandstocktonccg@nhs.net](mailto:hstccg.hartlepoolandstocktonccg@nhs.net)

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