

Welcome to St Andrew's Medical Practice



Sensier House

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

When We Are Closed



- ▶ St Andrew's is open from 8 AM to 6 PM*, Monday to Friday.
* Please note we are closed for lunch between 1 PM and 2 PM
- ▶ When the surgery is closed, except at lunchtime, call **111** for free where you will be referred to the right healthcare professional, as close to your home as possible.
- ▶ Please remember to 'Talk before you Walk' – dial **111** first as you must have an appointment to be seen in one of the hubs across County Durham.
- ▶ You may also use NHS Online at 111.nhs.uk.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Telephones

- The Practice phone system was changed recently to try and support additional features to make access and patient wait times shorter and improve patient experience.
- Contractually we are required to hold a cloud based system as stipulated by the NHS as analogue lines are no longer permitted. We are working very closely with the provider to resolve some issues since the switch across to the new system.
- Many of the barriers are currently out of our control with most issues being secondary to NHS digital services. We are exploring all avenues to get a complete solution as soon as possible.

Chaperone policy

- ▶ There are occasions when patients need to be assessed by a doctor which might involve intimate examinations.
- ▶ A chaperone is designed to protect both patients and staff from abuse or allegations of abuse and to assist patients to make an informed choice about their examination and consultation
- ▶ If you would like a chaperone please ask today during your consultation, or when booking your next appointment.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>



Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

Care Coordinators are part of your general practice team



They can help by:

- preparing you for upcoming conversations about your health and care
- monitoring your health and care needs and responding to any changes
- supporting you to understand and manage your care.

Talk to the reception team to find out more.



TOP TIPS FOR DEALING WITH STRESS



TIP 01

Divide big tasks
into small ones

TIP 02

Create to-do lists

TIP 03

Stay active

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.

Visit **Every Mind Matters** for more tips and advice



NHS

**Need urgent mental
health support?**

Call 111

**Select
Mental
Health
Option**

We're here for you 24/7.

HERE

TO

HELP



**The Abdominal Aortic Aneurysm Screening Programme
is a free NHS screening test...**

Clinical Pharmacists are part of your general practice team



They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects.

Talk to the reception team to find out more.



Your
health
matters

Help us
help you



NHS

**North East and
North Cumbria**

**Better
Health**

**Smoke
free**

NHS



Make 2025 the year you quit smoking.

We can help you quit for good.

Search **Better Health**
quit smoking now for free support.

Pharmacy First Scheme

The logo for the Pharmacy First scheme, featuring the words "Pharmacy" and "First" in white text on a dark teal background, with a white pill shape behind the text.

- ▶ The Pharmacy First scheme means you can see a pharmacist about several minor illnesses and conditions you would previously have had to see your GP about.
- ▶ You can visit your pharmacist for a consultation, and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.
- ▶ Under Pharmacy First Scheme, pharmacists can treat and prescribe medication for seven conditions.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Pharmacy First Scheme



- Ear ache - 1 to 17 years
- Impetigo - 1 year and over
- Infected insect bites - 1 year and over
- Shingles - 18 years and over
- Sinusitis - 12 years and over
- Sore throat - 5 years and over
- Uncomplicated urinary tract infections - women 16-64 years

Should you contact the Surgery about one of these conditions, you may be referred to a local chemist. Normally, the chemist will contact you to discuss and issue any appropriate medication.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Prescriptions

1 of 2

St Andrew's Medical Practice is committed to safeguarding NHS resources by ensuring value for treatment and limiting waste.

As the price and availability of treatments change, we may therefore consider safe, alternative treatment options that are more cost-effective and switch to these where appropriate.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

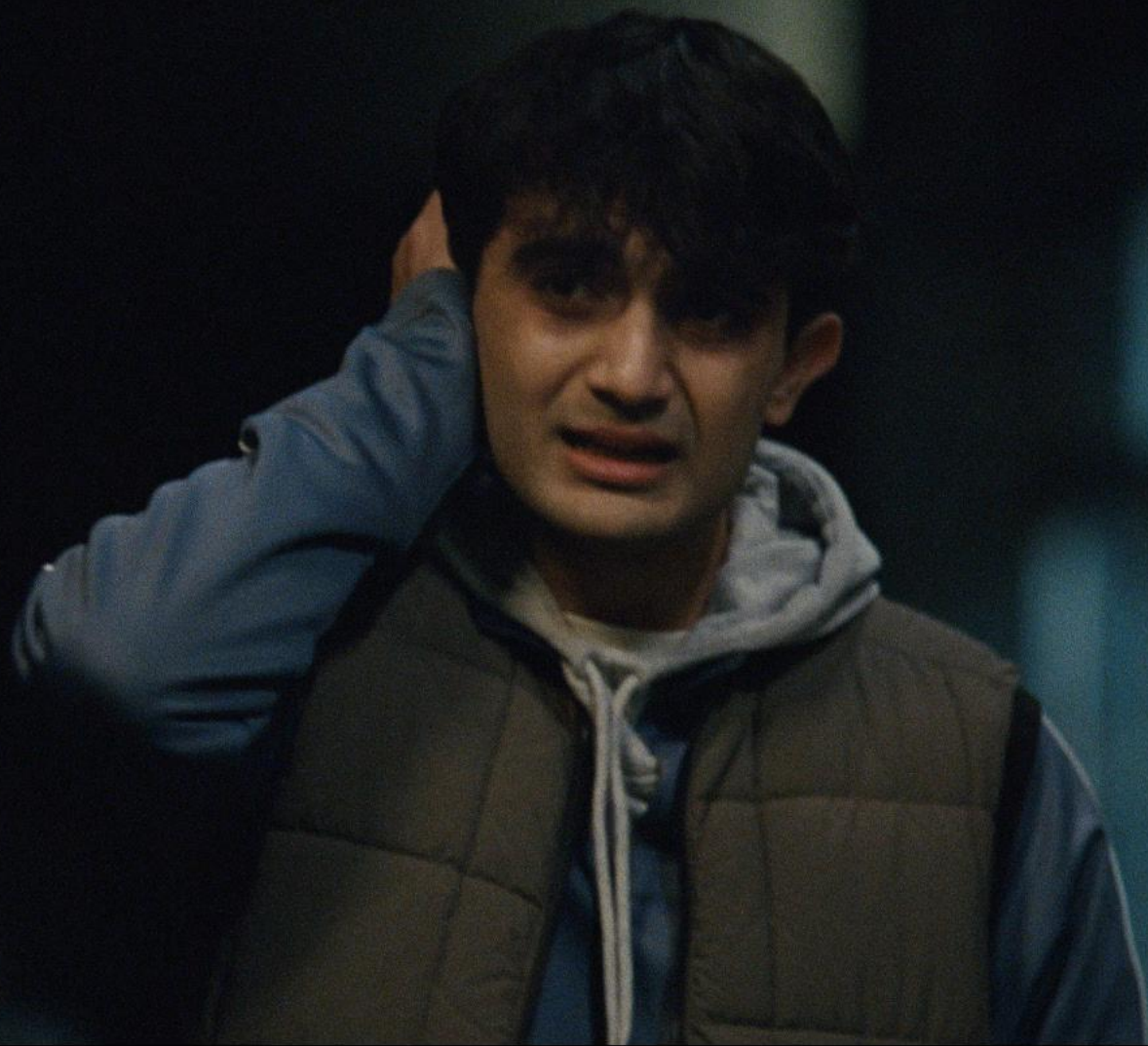
Prescriptions

2 of 2

We will inform you whenever these type of changes take place and are happy to discuss any applicable concerns at the time.

By being registered as a patient at St Andrew's, you acknowledge that the treatments we provide are continually reviewed and may be changed to more cost-effective options or stopped based on the available evidence.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>



We're here for you evenings and weekends



Evening and weekend appointments are available at this GP practice or at an NHS service nearby.

Book with the reception team or visit our website for more details.

Your health matters

Help us help you

General Practice – Enhanced Access

There is GP coverage across our Primary Care Network

- Monday to Friday between 8 AM and 8 PM
- Saturdays 9 AM to 5 PM.

Please note, an appointment between

- 6 PM and 8 PM, Monday to Friday or
- a Saturday appointment

will be at one of four practices within our PCN.

You will be advised of the location at the time you book your appointment.



<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

General Practice – Enhanced Access

- ▶ Sundays and Bank Holidays are covered by the **111** service where patients will be directed to a local hub.
- ▶ As you may not be consulted by St Andrew's surgery staff, you must consent to your records being viewed by staff at the appointment location.
- ▶ For more information go to
bit.ly/enhancedaccess
- ▶ Anything life threatening, please contact **999**.



<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Social Prescribing Link Workers are part of your general practice team



They can help by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities.

Talk to the reception team to find out more.



Your
health
matters

Help us
help you

We are here to help you.
Thank you for treating
us with respect.



Health and Wellbeing Coaches are part of your general practice team



They can help by:

- providing coaching support to help you manage your condition
- working with you to identify your health and wellbeing goals
- signposting you to helpful resources and peer support groups.

Talk to the reception team to find out more.



Your
health
matters

Help us
help you



eConsult also allows you to seek advice from a medical professional for your condition or if you need general or administrative advice.

eConsult is also available on the **NHS App** and from a link on our website.

eConsult is available from **6AM to 10PM**, Monday to Friday. It is not available overnight, weekends or bank holidays.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Telephone

Our phone lines are open 8 AM to 6 PM

Please note the following options when you ring.

- 1) Appointments & General Enquiries
- 2) Prescriptions - Automated
- 3) Dispensary
- 4) Repeat sick notes
- 5) Secretaries
- 6) Test Results



<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Are your details up to date??

Please keep us up to date with any changes in your:

- ✓ address,
- ✓ telephone number,
- ✓ mobile number,
- ✓ email address,
- ✓ carer details.



You can also advise us via eConsult which is accessible on our website home page or the NHS app.

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Your general practice team is here to help you

Talk to us to find out more



Your
health
matters

Help us
help you

GP Partners

Dr Neil Middleton

Dr Victoria Oliphant

Dr Matthew Shield

Dr Victoria Middleton

(maternity leave to 12/25)

Salaried GP

Dr Adebola Adisa

Dr Sarah Bremner

Dr Iain Dailey (maternity cover)

Dr Elizabeth Logan

GP Registrar

Dr Nkechi Adigwe

Dr Alasdair Anderson

Dr Racim Chemat

Advanced Paramedic Practitioner

Rebecca Appleton

Katie Davison

Jo McKay

Lee McKay

Advanced Nurse Practitioner

Emma Chandler

Kerry Ouston

Susie Watson

Alison Wake

CLINICAL
STAFF

Practice Nurse

Claire Bell
Julia Bleasdale
Kayleigh Collingwood
Karen Cunnington
Margit Howard

Nursing Associate

Alice Storey
Alicia Ward (Trainee)

Phlebotomist

Olivia Alston

Healthcare Assistant

Glynis Eddy
Sheila Gittins
Thomas Simpson

**Advanced Physiotherapist
Practitioner**

Chris Robson

Pharmacists

James McGann
Emma Littlefair

Pharmacy Technician

Jordan Stevens

Practice Manager

Tracey Martin

Deputy Practice Manager

Bev Barrett

Reception Supervisor

Elaine Robinson

This team is responsible for ensuring that our surgery runs smoothly and efficiently.

If you experience any difficulties with arrangements or have any suggestions for improving our services, please see our website.

Search for **Comments, Suggestions**

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

General Podiatry and Foot Health Care

- ▶ County Durham Darlington Foundation Trust (CDDFT) podiatry service provides assessment, diagnosis and treatment of conditions affecting the lower limbs and feet.
- ▶ Reasons for referral can include but are not limited to: flat feet, osteoarthritis, plantar fasciitis, tendonitis, verruca, ingrowing toenails, ankle/foot pain.
- ▶ However, the service is unable to provide care for people requiring simple toenail cutting or pedicure.
- ▶ You can self-refer to podiatry without needing to see your GP or Health Care Professional first.

General Podiatry and Foot Health Care

- ▶ Please help us improve access and appointment availability at our surgery by using the on-line form to refer yourself, instead of contacting your doctor.
- ▶ On-line referral form at <https://www.surveymonkey.co.uk/r/cddftPodiatrySelfReferral>
- ▶ For more information go to the County Durham Darlington Foundation Trust website and search “podiatry”

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Travel Vaccines

- ▶ St Andrew's Medical Practice offers a travel vaccine service for our patients.
- ▶ You will be required to complete a brief questionnaire prior to an appointment. This will normally be via an interactive text message.

For more information see our website or

bit.ly/83001-travelvaccine

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>



Not every problem
needs a GP
appointment. eConsult
and we will let you
know.

See our website or the NHS App for details.



FAKE MEDS

REAL RISKS

**Buying medicines from unregistered
online pharmacies could be**

very dangerous...



The Veterans Mental Health
and Wellbeing Service

The first call for help takes courage

**Op COURAGE: The Veterans
Mental Health and Wellbeing
Service**

Specialist care and support for Service leavers,
reservists, veterans and their families

Visit the NHS website at www.nhs.uk/encourage

Op COURAGE

<https://StAndrewsMedicalPracticeSpennymoor.nhs.uk>

Added:21/02/2023



Royal College of
General Practitioners



**Armed Forces veteran
friendly accredited
GP practice**



**We are an Armed
Forces veteran friendly
accredited GP practice.**



This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

**To find
out more,
ask your
nurse or GP.**

NHS111 - British Sign Language Service

- British Sign Language users can now use **SignVideo** as a way to contact NHS **111**. You can download the app or use a PC/laptop and webcam to access the service. Sign Video is the replacement for InterpreterNow.
- Using your computer and webcam, or the **SignVideo** app on your smartphone or tablet, you make a video call to a BSL interpreter.
- The interpreter telephones an NHS **111** adviser and relays your conversation with them. The NHS **111** adviser will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.
- The service is open 24 hours a day, 7 days a week

<https://signvideo.co.uk/nhs111/>



Did you miss something?

Is there anything in this presentation you want to see again?

Are you interested in viewing the presentation online?

A PDF version (without videos) is available on our website:

www.StAndrewsMedicalPracticeSpennymoor.nhs.uk

Search **presentation**