

INFORMATION FOR PATIENTS



Orchard Court
Orchard Road
Darlington
DL3 6HZ

Telephone: (01325) 465285

Fax: (01325) 284034

DOCTORS

Dr Robert Charlton	MBBS, MRCGP, DRCOG
Dr David Russell	MBBS, MRCGP
Dr Richard Stevens	MBBS, MRCGP, DRCOG
Dr Sally Stone	MBBS, MRCGP, MRCP, DRCOG
Dr Jorg Schmidt	3 rd ste exam, University of Wurzburg, Germany
Dr Manar Saweirs	MBBS MRCGP
Dr Sara Woolder	BM, BS, MRCGP, DRCOG

PRACTICE PHILOSOPHY

Orchard Court aims to provide accessible, high-quality health care to all patients in a friendly, open, non-judgemental and professional atmosphere.

PRACTICE NURSES

Sister Sarah Dodsworth

BSc (Hons) SRN

Nurse Claire Tiplady

MSc

Michelle McMeekin

HCA

PRACTICE MANAGER

Mrs Karen Fuat

DEPUTY PRACTICE MANAGER

Mrs Rachel Mcmain

PRACTICE DESCRIPTION

We have 4 male doctors and 2 female doctors. Of the male doctors, 1 is full-time (Dr Schmidt) and 3 are part-time (Drs Charlton, Russell & Stevens). Our female doctors Dr Stone, Dr Saweirs and Dr Woolder are also part-time. We also from time to time have a medical student attached to the practice.

We have 2 female Practice Nurses, who offer a full range of services including health promotion, blood pressure management, immunisations, cervical smears and chronic disease clinics such as asthma, diabetes and heart disease.

We also employ a Practice Assistant to help our Practice Nurses with procedures such as taking blood samples. We have 1 Secretary, 8 Receptionists and a Practice Manager and a Deputy Manager.

We also have other members of the Health Care Team who visit from time to time including District Nurses, Health Visitors, Community Midwives, Community Psychiatric Nurses and Counsellors.

We provide a full range of medical services including maternity care, contraceptive services child health surveillance and minor surgery services. The nurse also runs Diabetic, Asthma, Coronary Heart Disease and COPD clinics

The surgery is within:

Darlington CCG

Dr Piper House, King Street, Darlington,

Co Durham DL3 6JL

Telephone number 364271

www.darlingtonccg.nhs.uk

SURGERY OPENING HOURS

Monday 08.00am – 6.00pm

Tuesday – Friday 7.30am– 6.00pm

(Closed 12 midday – 1.00pm Tuesdays)

During above times a receptionist is always available to talk to.

Appointments: telephone (01325) 465285

Consultation times vary from day to day between 07.30-11.00am and 1.30-5.40pm.

APPOINTMENTS

Appointments can be made by calling at the surgery, by telephone or if you are registered to use SystemOnline. Patients are free to express a preference to see a doctor or nurse of their choice for routine appointments at the surgery.

Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

SYSTEMONLINE

SystemOnline can be used to:

- Logging in and changing details
- Appointments – Booking and Cancelling
- Prescriptions - Ordering

Links to training videos are below:

Play list for IOS devices (Apple) -

<https://www.youtube.com/playlist?list=PLkgW2Cz1X00LxtjaZyTVtpuiw23yvwqH4>

Play list for Android Devices -

<https://www.youtube.com/playlist?list=PLkgW2Cz1X00Lrb5gszrEvS7w1tndhRuvA>

Play list for Windows devices -

<https://www.youtube.com/playlist?list=PLkgW2Cz1X00L5S-tlwXYj3YH7VK6GmHMI>

URGENT CASES

If you feel that you need to be seen the same day, you will be - but not always by the doctor of your choice.

NEW PATIENTS

To register with this practice, please speak to the receptionist, who will discuss your registration with the Practice Manager. The Practice only accepts new patients who live within our Practice area, see map below. If accepted you will be offered a 'new patient medical'.

NAMED ACCOUNTABLE GP

You may be aware that all practices are required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them.

The GP you have been allocated is the GP you are registered with.

This does not prevent you from seeing any GP in the practice as you currently do.

You do not need to take any further action, but if you have any questions or wish to discuss this with us, please contact us on 01325 465285 or e-mail at orchardcourtreception@nhs.net

Alternatively you can discuss it with your clinician at your next visit.

HOME VISITS

If you require a home visit, please contact the surgery before 10.00am on the day that you require it. You will be visited between the hours of 10.00am and 2.00pm. Where possible the doctor who knows you best will visit you at home, but this is not guaranteed as visits are generally allocated considering geographical location and on call commitment.

Please do not request a visit if you are able to attend the surgery as your doctors time could be better spent seeing patients than being caught up in traffic. Please bear in mind that a home visit takes on average 5 times longer than seeing a patient in the surgery. We can also offer much better facilities at the surgery to help diagnosis and treat a problem than we can do on a home visit.

Only request a home visit after 10.00am if it is an emergency as this will involve the doctor having to leave the surgery, thereby inconveniencing patients who have made appointments and who may have urgent medical problems.

EVENINGS AND WEEKENDS

For urgent advice and treatment when our practice is closed call **111**. **Primary HealthCare Darlington offer both evening and weekend appointments for all Darlington GP surgeries. You can make an appointment through reception or by ringing 111.**

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Darlington Urgent Care Centre, Darlington Memorial Hospital, Darlington – to see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 8am until 8pm. Please ring 111 for an appointment.

BEHAVIOUR

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.

We would like to make it clear that violence and abuse from patients against our staff is unacceptable and will not be tolerated. These patients will be reported to the police maybe subsequently prosecuted and maybe struck off the practice list. The Government and the NHS has made a commitment to also stamp out violent and abusive behaviour.

SPECIALIST AND HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

ACCIDENT & 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.

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.

REPEAT PRESCRIPTIONS

To order repeat prescriptions please submit the right-hand part of your prescription to the Receptionist either by post, in person or by sending a stamped addressed envelope to the surgery. Please DO NOT telephone the surgery. Only tick the items that you require. Your prescription will be ready to collect 48 hours after receipt of your request. Prescriptions ordered on a Friday will be ready for collection on Tuesday. Alternatively, you may order your medication at a pharmacy. If you are registered for system online you can also use our website at www.orchardct.co.uk

DISABLED ACCESS

The surgery was purpose-built and so allows access to all of our patients. This does include suitable access for disabled patients for example those in wheelchairs.

COMMENTS BY PATIENTS

We are always willing to receive compliments, complaints and comments from patients. In the event that you feel you wish to make a complaint about the service or treatment you have received, we operate an in-house complaints procedure. Patients will not be discriminated against in any way should they feel it necessary to make a complaint. For any of the above please contact Mrs C Dowson, our secretary.

HOW YOU CAN HELP US

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 11am.

OUR PRACTICE AREA

The Practice has patients throughout Darlington but only accepts new patients who live within our Practice area, see map below.

