

TIDESWELL SURGERY has been established for over 30 years . The surgery has over 3300 patients and covers the rural areas within the boundaries set by NHS England as shown below:



TIDESWELL IS a training practices and has supported junior doctors from Health Education England Foundation Programme for many years giving general surgery experiences and tuition for our experienced GPs.

All patient information is handled confidentially according to NHS guidelines. Patients have the right to access their records and must send a request in writing to the Practice Manager.

Personal Information – Patients records are computerised and accessible from our main Surgery. The information is covered by the Data Protection Act and is available to all our staff covered by a confidentiality agreement. You have the right under the Data Protection Act to inspect your records subject to limitations of the law. Your information can be shared with other Surgery's only with your consent.

Patients are given the option to share their information with 3rd party health professionals such as hospitals/ community services strictly for justified access.

ZERO TOLERANCE— As with all NHS establishments we operate a zero tolerance policy for abuse either verbally or physically. We reserve the right to remove a patient from our list if necessary.

The surgery operates **CCTV** cameras and recording equipment in the public areas of the surgery. Telephone calls may be recorded for training purposes.

DISABLED ACCESS - There is a disabled car parking space immediately outside the front door of the Surgery with wheelchair access. All clinical rooms are on one level with wide corridors. The Patient toilet caters for disabled patients and is equipped with an alarm.

REGISTERING AS A PATIENT – Call in at the Surgery and complete a Registration Form and questionnaire . You will need to bring a form of ID with you, I.e Passport or Driving license.

SYSTMONLINE—Patients registered for this service will have the following options available:

- View existing appointments,
 - Book or cancel appointments.
 - View or Request repeat medication. When ordering repeat prescription please allow **48 hours** for them to be processed.
 - Change demographic details and fill in practice questionnaire's.
 - Apply for online access to their coded medical records
- To register, please ask at reception. You will be given the details and password to get started.

NHS TRUST - Tideswell Surgery is part of North Derbyshire Clinical Commissioning Group, their telephone number is 01246 231255.

OUT OF HOURS—When the surgery is closed and you need a doctor urgently, please telephone **NHS 111**. (This call is free from mobiles and landlines) Your call (which may be recorded) will be taken by a call handler who will take your details and do the following:

Call 999 if this is appropriate
Transfer you to speak to a Nurse
Transfer you to speak to a Doctor
The Nurse or Doctor may give you advice, ask you to attend base at either Chesterfield, Buxton or Whitworth or offer you a home visit.

PATIENT PARTICIPATION GROUP – Tideswell holds regular meetings with the group to discuss issues relating to the practice services. We are always looking for new members, of all age groups for innovative suggestions to improve the services. If you wish to take part in these meetings please contact the surgery . We are working towards a **DEMENTIA FRIENDLY** practice

REPEAT PRESCRIPTIONS—To order your prescription please use one of the following options: Please allow **48 HOURS** (working hours) for your prescription to be processed

- On-line via **SYSTMONLINE** services
- Telephone 01298 871396 **AFTER** 10am
- Complete **REQUEST FORM** from reception
- Complete counterfoil and **FAX** to 01298872580
- Complete counterfoil and **POST** to the surgery
- Complete counterfoil and **HAND IN** at the surgery

NHS CHOICES— This website holds a vast majority of help, including Health A –Z, information directory on care services and support available www.nhs.uk

Tideswell Surgery

(In Partnership with Bakewell Medical Centre)

PEAK & DALES MEDICAL PARTNERSHIP



Dr Angela Parry
MBCHB.DR.COG.MRCGP.

Dr Clare Shell

BSc.PhD.MBChB.DCH.DPall Med.MRCGP

**Tideswell Surgery, Parke Road, Tideswell, Buxton,
Derbyshire, SK17 8NS**

01298 871396

Fax 01298 872580

Email admin.tideswellsurgery@nhs.net

Web www.tideswellsurgery.co.uk

TIDESWELL SURGERY and Bakewell Medical Centre, both long established GP practices have collaborated to form Peak & Dales Medical Partnership.

Partners: Dr I Clayson, Dr P Love, Dr A Parry and Dr P Williams
Associate Doctors: Dr A Leviston, Dr C Shell and Dr G Todd
Business Manager: Nick Derbyshire

Consultation Hours

GP Appointments

Every Morning:	08.40— 09.40	PreBookable
	10.00 — 11.00	Open Surgery
Every Afternoon	15.00 — 17.00	PreBookable
Late evening surgery on alternate Wednesday & Thursday		
18.30 - 19.30	PreBookable	<i>Check Website for Dates</i>

TADDINGTON BRANCH SURGERY— Bramwell Institute,
Main Road, Taddington Thursday 12.30 — 13.00

PRACTICE NURSE ~ PreBookable Appointments

Monday	08.30 —11.30	14.30 —17.40
Tuesday	07.30 —11.30	No Afternoon Clinic
Wednesday	09.00 —11.30	14.30—17.00
Thursday	08.30 —11.40	15.00—17.30
Friday	08.30 —12.20	14.00—17.00

HEALTH CARE ASSISTANT/PHLEBOTOMIST Prebookable Appointments

Monday	09.00 —11.30
Tuesday	08.00—11.00
Wednesday	08.00 —11.30
Thursday	08.30—11.30
Friday	08.00—11.30

MIDWIFE Clinics

Alternate Tuesday 13.00—15.00 PreBookable Appointments
Telephone the Surgery for an appointment.

HEALTH VISITOR Clinics 13.30— 16.30

Drop in Clinic, 1st Tuesday of the month
Assessments 2nd, 3rd and 4th Tuesday

ALL CLINICS ARE SUBJECT TO CHANGE

APPOINTMENTS - We offer prebookable appointments between 8.40 and 9.40am and an Open Surgery every morning between 10 and 11am. Patients arriving between these times will be able to see a GP.

When booking an appointment the receptionist may ask the reason for the appointment, so you can be assigned to the right clinician for the required length of time. If you have a verified mobile number you will receive a **TEXT** message reminder

We are also open until 8pm on one night a week; this takes place on alternate Wednesday and Thursday. These appointments are particularly aimed at patients that work outside the village and cannot get to the surgery during normal working hours.

If you are unable to attend for an appointment please telephone to **CANCEL** so the appointment can be allocated to someone else

Home Visits can be requested by calling the surgery before 11am. Visits are at the discretion of the GP. Ensure that full details are given and contact numbers are confirmed

GENERAL ENQUIRES – 01298 871396 - To speak to a doctor or nurse for results or advice please ask for a telephone call back. The receptionist will ensure your contact details are correct. The clinician will call you back after their surgery, the call will be from a withheld number.

Services Offered

ANTE-NATAL CLINIC - The Midwife is based at Darley Dale Birth Centre and information can be obtained from them on 01629 593019. The midwife also carries out clinics at the surgery on a alternate Tuesday Afternoon, please call the Surgery to book an appointment.

CERVICAL SMEARS—These are done by appointment only by the Practice Nurse or Doctor.

CHRONIC DISEASE MANAGEMENT— Patients who suffer from Asthma/ Coronary Heart Disease/ COPD/Cancer/Chronic Kidney Disease/Dementia/ Diabetes/Epilepsy/Hypertension/Hypothyroidism/Learning Disabilities/ Mental Health and Osteoporosis will be invited for an annual review on their birth month or biannually if necessary.

CITIZENS ADVICE BUREAU — CAB attend the surgery weekly on Wednesday afternoon – Please contact the surgery for an appointment.

COMPLAINTS and COMMENTS - If you have a complaint or comment this can be made in a number of ways. You can contact the Practice Manager, by telephone, write a letter or by calling in at the surgery. Alternatively, you can write to: **NHS ENGLAND**

PO Box 16738 Redditch B97 9PT

Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm)

Email the Commissioning Board: england.contactus@nhs.net

We have a complaints procedure in place and full information can be obtained from reception!

Independent Advice can also be sought from Complaints Advocacy Service for Derbyshire. Tel: 0300 4562370 Email: pohwer@powher.net. Help and Supports is available from your PALS on 0800 0323235 Email: derbyshirepals@gemcsu.nhs.uk

COMMUNITY MATRON – Supports patients and their families who suffer with long term medical conditions implementing Right Care Plans and liaising with other necessary agencies.

COUNSELLOR– Referrals can be made via the doctor or nurse or by self referral found on www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire-home/ or Details can be obtained at reception or the GP

DISTRICT NURSES - We work with Dales Community Services who have a team of nurses who will visit housebound patients for assessment of needs which can include: Dressings, Blood tests, BP, Catheters, Palliative care and therapy services.

EMERGENCY MEDICATION/PRESCRIPTIONS - If you need medication in an emergency, out of the surgery hours please ring 111. Emergency medication can be dispensed when the chemist is closed.

FAMILY PLANNING – Appointments can be made with either the Doctor for advice and information about Contraception.

HEALTH PROMOTION— Patients can self refer for smoking cessation and weight management advice by completing the online form at Live Life Better Derbyshire .. www.livelifebetterderbyshire.org.uk .. Exercise on Referrals must be done by a health care professional and the criteria needs to be health related.

HEALTH CARE ASSISTANTS/ Phlebotomist – Carry out blood tests, Blood Pressure, Height and Weight and BMI calculations, Pulse observations, ECG and 24 Hour Blood Pressure Monitoring , NHS Health Checks

HEALTH VISITOR – The health visitor attends the surgery the first Wednesday afternoon of the month. To book an appointment ring Jane on 01433659936

IMMUNISATIONS — We hold a full service of Immunisations, including Seasonal Flu , childhood immunisations, pneumococcal, Shingles, Pertusis etc.

INR MANAGEMENT/TESTING – The Doctors and Nurses carry out INR testing and Warfarin management at the practice. The system means that patients get immediate results when they attend the clinic. Home Vistis are arranged for housebound patients only

INTERPRETER – As a GP surgery in the North Derbyshire CCG we use Capita Translation and Interpreting Services.

Minor Injuries and Casualties– Minor injuries can be dealt with at the surgery, out of surgery hours you can attend the minor injuries unit at Buxton or Whitworth Hospital. Major injuries can be dealt with at Casualty Department at Chesterfield Royal Hospital– 01246 277271.

MINOR SURGERY—This service is available for patients at Bakewell Medical Centre. For further information contact the surgery.

NHS HEALTH CHECKS –The Health care Assistant is currently inviting all patients ages 40 and over, who have no diagnosed chronic disease, for a general Health Review following the CCG guidelines in order to identify people who may be at risk of developing cardiovascular problems and promote a healthier lifestyle.

PALLIATIVE CARE – Support patients and their families in conjunction with other agencies, such as Macmillan Nursing Service, Community nurses, Monthly meetings are held with GP and Community Matron

PHYSIOTHERAPY — A therapist from the Whitehouse attends the surgery twice a week. Patients can self refer for a single assessment at the drop-in clinic otherwise a referral would be required from the GP

PODIATRY – Appointments can be made at the Surgery. Requests for Home Visits for treatment can be made at Newholme Hospital on 01629 817973. A form must be completed, these can be obtained from reception, self referrals will then be triaged by the Podiatrist.

PRESCRIPTIONS AND DISPENSING – When ordering repeat prescription please allow 48 hours for them to be processed. We are able to dispense medication directly to patients who live more than 1.6km from a chemist.

PRESCRIPTION DELIVERY— A GP attends Bramwell Institute at Taddington every Thursday a 12.30 to 1pm and delivers medication

TRAVEL VACCINATION - A Foreign Travel Assessment form can be obtained from reception or downloaded from the website. This must be completed by all travellers and returned prior to an appointment being made with the Practice Nurse.