



MARLBOROUGH SURGERY
Seaham Primary Care Centre
St Johns Square
Seaham
Co Durham
SR7 7JE

Telephone: 0191 581 2866

Fax: 0191 513 0393

Website: www.marlboroughsurgery.co.uk

This booklet outlines the services which we offer. Please keep it safe and use it as a source of reference.

We are always ready to listen to any suggestions you may have for improving our service to you.

Durham Dales, Easington and Sedgefield
Clinical Commissioning Group

Welcome to our Practice

DDES CCG

The Durham Dales, Easington and Sedgfield Clinical Commissioning Group (CCG) was established in October 2011 and authorised as a statutory body in February 2013.

The CCG is made up of [40 member GP practices](#). It covers a total population of around 272,000 over a large and diverse geographical area. The CCG comprises [three localities](#) within County Durham: Durham Dales, Easington and East Durham, and Sedgfield. These localities have worked closely together as commissioners of local healthcare services for many years.

Clinical commissioning means that local GPs across our localities will now have greater opportunity to use their knowledge about healthcare to develop services that meet our patients' needs. Read more about clinical commissioning [here](#).

Our Contact Details:

Durham Dales, Easington and Sedgfield CCG
Sedgfield Community Hospital
Salters Lane
Sedgfield
TS21 3EE
Tel: 0191 371 3222
Email: ddesccg.enquiries@nhs.net

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1. Our Practice

Practice Medical Team – General Practitioners

<u>Name</u>	<u>Qualifications</u>
Dr Mohan E George (m)	MBBS FP Cert. (Registered 1974) Kerala, India
Dr Rajiv Mansingh (m)	MBBS MRCGP DRCOG Dip(Orth) MRCS(Edin) DFFP (Registered 2000) India
Dr Monica Walsh (f)	MBBS DRCOG MRCGP FP Cert. DFFP (Registered 1988) Newcastle upon Tyne
Dr Saeid Mousavi (m)	MBBS MRCGP PG (Theory)
Dr Shireen Ahmed (f)	MBBS MRCGP PGDip(DERM) DCH(Theory) DFFP(Theory)
Dr Marianne Baker (f)	MBBS (Registered 2003)
Dr Mona Singh (f)	MBBS MRCGP DRSRH

Practice Manager

Margaret Ross

Qualifications

Practice Manager

The Practice Manager is responsible for all administration and staff. Suggestions for improvements are always welcome and should be directed to her, as should any complaints.

Administration Staff

Receptionists

There are three full-time and five part-time receptionists. The Practice employs a further nine clerical staff.

The receptionists have an important job and try to deal with your queries, appointments, repeat prescriptions etc., as efficiently as possible. They have enquiries and calls coming from every direction, so please be a patient patient.

When telephoning for medical attention, the receptionists may ask for a few details. They have been trained to make these enquiries in order that we can help you in the most appropriate way.

Practice staff are bound by the same confidentiality rules as doctors. We comply fully with the Data Protection Act 1998 and Freedom of Information Act 2000.

We have an IT Policy in place and only authorised staff can gain access to the computer system.

The surgery has a copy of Patients' Rights and Responsibilities for you to access.

Nursing Staff

Nurse Practitioners

<u>Name</u>	<u>Qualifications</u>	
Gillian Hanson	EN, RGN	Nurse Practitioner
Jillian Holder	RGN	Nurse Practitioner

Practice Nurses

<u>Name</u>	<u>Qualifications</u>	<u>Surgery Times</u>
Tracy Johnson	RGN	8:30am – 12 noon 1:00pm – 6:00pm
Melanie Doshi	RGN	8:30am – 12 noon 1:00pm – 6:00pm

Nurses are available by appointment for:

- Blood tests
- Ear syringing
- Skin infections
- Wound dressings
- Minor injuries

The Nurses also give advice on asthma, diet, diabetes, smoking cessation and weight management.

District Nurses - Contact No. 0300 026 2262

The District Nursing Team provide specialist nursing to those in the community who are unable to get to the surgery for treatment such as wound care. They are also responsible for the ongoing health care needs of housebound patients and their families with a variety of conditions such as diabetes, arthritis, multiple sclerosis, etc. Another large part of their role is supporting terminally ill patients who wish to be cared for in their own home. They also liaise with Macmillan Nurses, Twilight Nurses and give advice on appliances and aids.

Our District Nursing Charge Nurse is Tony Harrison. We have three staff Nurses and two HCA's.

Community Midwife

Judith Holland (SRN and RM)

The Community Midwife offers full maternity and post-natal care.

Contact No: (0191) 581 6560

Direct: (0191) 565 6256 – Labour Ward 10

Community Matron

Your Community Matron is an Advanced Level Nurse who has specialist knowledge in long term conditions, e.g. COPD, Heart Disease; and works together with GP's, Practice Nurses and District Nurses to provide support for patients.

Health Visitors

Eileen Moyle

Amanda Abley

Deborah Cairns

(along with two Nursery Nurses and Clerical Support)

The Health Visitors are concerned with the health and well-being of families. Health Promotion, early detection of ill health and monitoring of normal growth and development are their responsibility, with particular reference to mothers, babies and the under 5's. They liaise closely with the Practice, other members of the Nursing Team and Professions allied to medicine, such as Social Workers, Speech Therapists and Pre-School Teacher Counsellors. The Health Visitors have specialist knowledge of the facilities and resources available for families and children in the area. They run Baby Clinics jointly with the Doctors and also visit the elderly when necessary

Contact No: (0191) 581 4500 (Sure Start)

Health Care Assistants

Autumn Bird and Beverly Wilson are responsible for taking blood samples, blood pressures, running Warfarin Clinics, doing ECG's, BP's, basic dressings, weight management etc.

Training

We are now a Training Practice. This means we will have a GP registrar placed with us for a six month period. These are fully trained hospital Doctors who spend an additional three years training to become Primary care GP's.

Occasionally we also undertake the teaching/training of healthcare professionals. We will always seek your permission for the trainee to participate/observe during your consultation

2. Patient Information

Disabled Patients

The surgery is fully equipped for disabled access, including toilet facilities.

Surgery Hours

The Surgery is open:

<u>Day</u>	<u>Surgery</u>
Monday	8:00am – 6:00pm**
Tuesday	8:00am – 6:00pm
Wednesday	8:00am – 6:00pm
Thursday	8:00am – 12:00 noon and 1:00pm – 6:00pm
Friday	8:00am – 6:00pm
Saturday	8:00am – 12 noon

The Doctors can be seen, by appointment, between the following times:

Weekdays **8:00am – 6:00pm**

**We offer additional extended hours for pre-booked appointments only on:

Monday **6:00pm – 8:30pm**

Emergencies will be seen immediately by the Doctor or Nurse Practitioner, who will make a preliminary assessment. If your appointment is for anything other than a normal consultation, e.g. cervical smear or for medical examination, please inform the Receptionist at the time of booking.

Appointments

Method of obtaining:

Non-urgent appointments

You can consult with any of the Doctors. Appointments can be made by either calling at the surgery or telephoning reception on (0191) 581 2866.

You will be given the first available appointment to see the Doctor of your choice. Children under 16 must be accompanied by an adult.

You will be encouraged to see the same Doctor that you have seen previously with the same complaint.

Patients are able to see a health professional of their choice. If you do not express a preference you will be given an appointment in the next available clinic.

Urgent appointments

If you feel you need to see a Doctor urgently and are not able to wait for the next available appointment, you will be offered an appointment with the Doctor who is on call or Nurse Practitioner. The Doctor that you see may not be the Doctor of your choice.

Please try to attend the surgery if at all possible. Do not be offended by questions the Reception Staff ask; they must find out the urgency of each case.

Cancellations

If you cannot keep an appointment we would be grateful if you could inform us as soon as possible.

Telephone advice

If you wish to speak to the Doctor/Nurse by telephone, he or she is usually available at approximately 10:30am.

Please let the Receptionist know the nature of your call so that the Doctor/Nurse can have the necessary information to hand.

Home visits

If your illness prevents you from attending the surgery, a home visit can be arranged by telephoning Seaham (0191) 581 2866. Please ring before 10:30am.

Visiting guidelines

A GP visit is recommended if the patient is:

Terminally ill or truly bed-bound for who travel to premises by car would cause deterioration in their medical condition or unacceptable discomfort.

A GP visit is not necessary:

In most of these cases, to visit would not be an appropriate use of the GP's time:

Common symptoms of childhood: fevers, cough, cold, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are usually well enough to travel by car. It is not necessarily harmful to take a child with a fever outside. These children may not be fit to travel by bus or walk, but car transport is available from friends, relatives or taxi firms. It is not a Doctors job to arrange such transport.

Adults with common problems such as a cough, sore throat, influenza, back pain or abdominal pain are also readily transportable by car to Doctors premises.

Common problems in the elderly, such as poor mobility, joint pain and general malaise, would also be best treated by consultation at Doctors premises. The exception would be the truly bed-bound patient.

Out-of-hours emergencies

A healthcare professional can be contacted when the surgery is closed by ringing **111**

During the night you may be seen by a Doctor from a deputising service. If there is any delay in responding to an **absolute emergency**, you are instructed to dial 999 and ask for the Ambulance Service.

Repeat prescriptions

In some cases, with the Doctor's consent, you may obtain repeat prescriptions from the receptionist. You may either hand in the print-out attached to your previous prescription, put it in the box provided in Reception or post it to us. We do not take repeat prescriptions over the telephone.

Prescriptions will be ready for collection after 48 hours. If you are unable to pick up your prescriptions, you can send a stamped addressed envelope and it will be posted to you or picked up by the Chemist at your request. Prescriptions will not be given to children under 16 years.

Test results

Test results may be obtained by attending or telephoning the surgery after 11:30am.

Newly registered patients

Patients will be asked to bring their medical card if possible. If you do not have your card, we will ask you to fill out a Patient Registration Form GMS1, putting as many details on as possible. An appointment for a health check with a Doctor needs to be made for patients over five years and 11 months. A Doctor has to see them before they can be registered. A urine bottle will be given to the patient to bring a sample when attending the health check.

A practice booklet will also be given to the patient.

Change of Address

It is very important that we are informed if you change your address. Also, if you are waiting for a hospital appointment, please let the hospital know as well.

Access to medical records

The Marlborough Surgery has an Access to Medical Records Policy. Please ask to speak to the Practice Manager for details.

Zero tolerance to abusive behaviour

The Doctors and Staff of this surgery re-affirm their commitment to do everything possible to protect themselves, patients and visitors from unacceptable behaviour and their zero tolerance of any incident that may cause hurt, alarm, damage or distress. This includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in a patient's medical records the fact of the removal and circumstances leading to it. The DDES CCG is then responsible for providing further medical care for such patients.

Services Provided

Family planning care

Most of the Doctors in the Practice can provide full contraceptive services.

A full range of contraceptive methods is available; barrier methods, diaphragms, implants, caps, condoms, IUD's the Pill, injectable contraceptives, emergency 'morning after' contraception and natural family planning. There is a confidential counseling service for all patients, including young people. Pregnancy test, pregnancy counseling and referral for termination can be arranged, please speak to your doctor.

Maternity care

If you think that you may be pregnant, please see a Receptionist who will advise you of the procedure. Alternatively, leave a specimen at Reception. If the pregnancy is confirmed you will be given an information pack including a telephone number to contact a midwife to arrange your appointment.

Child health services

Well Baby Clinic

Held every Thursday 9:00am – 11:00am, no appointment necessary.

After the birth of your baby, please bring his/her NHS number and details to register them on the practice list.

The Doctor and Health Visitor are able to discuss any of your baby's problems. You will need to make an appointment for yourself for a check-up six weeks after the birth of your baby. It is a good idea to arrange this check to coincide with your child's six-week check-up.

Immunisations

You will be sent an appointment for your baby's immunisations, they can be carried out at the Immunisation Clinic on Thursday between 12:30pm and 4:30pm or make an appointment at any other consulting time convenient to you.

Minor operations

We have cryo-cautery for removal of warts. Most of the Doctors will arrange to remove lumps and bumps at a mutually convenient time. You will be fully informed and asked to complete a consent form.

Clinics/Diabetics/Asthma etc.

We provide comprehensive care for those suffering from chronic diseases. Please make an appointment with the Nurse.

Non-NHS medical examinations

Please ask at Reception for details of charges for examinations not covered by the NHS.

Immunisations

Travel injections

Please make an appointment, at least eight weeks before your holiday, to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS. A list of these charges is held at Reception.

Flu vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing or rest homes. Please contact the Reception staff during October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, we can arrange a home visit.

See also 'Child Health Services'.

Other services available at the practice

Clinics:

Chiropodist	}	
Physiotherapist	}	Are all available at the surgery.
Counsellor	}	Please see your Doctor or ask at
CPN	}	Reception
Appliances	}	

Other services available include:

Social Services

Care of the Elderly

Aid for the

Disabled

For advice or referral for the above services, see your Doctor or Health Visitor. Alternatively, you may ring Social Services direct on 0845 850 5010.

Complaints procedure

This Practice offers a complaints procedure in accordance with NHS guidelines.

Please speak to our Practice Manager, or a Receptionist, who will provide you with further information.

It is our aim to resolve any problems promptly.

4. Common Illnesses

Self-treatment of common illnesses

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse, i.e. lifting heavy weights, etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol, which will not only help with the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bedsore

Bedsore are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is not broken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a virus infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Stomach ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 – 30 minutes to reduce the swelling. Then apply a crepe bandage firmly and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to more swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately ten minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor cuts and grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

Insect bites and stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac in the wound.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of the patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German measles (rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm, and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant may contact their doctor.

Immunisations can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisations can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed after a couple of days by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisations can prevent this disease.

5. Useful Telephone Numbers

NHS 111

For information and advice on:

- What to do if you're feeling ill
- Health concerns for you or your family
- Local health and social care services
- Self help and support organisations

Emergency Ambulance, Police, Fire, Paramedic	999
NHS 111 Service	111
<u>Chemists</u>	
Boots	0191 581 2358
Well Pharmacy	0191 581 4007
Eilbeck – Adelaide Row	0191 581 3203
Lloyds – Blandford Place Seaham	0191 581 3788
Westlea Pharmacy	0191 581 3271
<u>Local Urgent Care Centres</u>	
Seaham	Peterlee
Seaham Walk-In Centre Seaham Primary Care Centre St John's Sq., Seaham 08:30am – 5:15pm Monday – Friday	Peterlee Community Hospital O'Neill Drive Peterlee 7 days a week, 24 hours a day
<u>Hospitals</u>	
Freeman Newcastle	0191 233 6161
Gateshead Queen Elizabeth	0191 482 0000
Newcastle General	0191 233 6161
Newcastle RVI	0191 233 6161
Sunderland Eye Infirmary	0191 565 6256
Sunderland Royal Hospital	0191 565 6256
Pallion Health Centre	0191 565 6256

St Benedicts Hospice			0191 565 6256
Childrens Centre Durham Road			0191 565 6256
University Hospital of North Durham			0191 333 2333
University of North Tees			01642 617 617
<u>Emergency Chemists</u>			
Asda(Seaham)	Saturday	7:00am–10:00pm	0191 513 6219
	Sunday	10:00pm–4:00pm	
Boots (Park Lane, Sunderland)	Saturday	9:00am – 5:30pm	0191 567 5422
Boots (Bridges, Sunderland)	Saturday	8:30am – 5:30pm	0191 567 0933 & 0191 514 4318
	Sunday	11:00am – 5:00pm	
<u>Family Planning</u>			
Sunderland Royal Hospital			0191 569 9966
<u>Local Contacts</u>			
Bereavement Counselling Services			0191 514 7007
Bereavement Support Group (Chester-le-Street)			0191 386 1170
Citizens Advice Bureau			0191 586 2639
Compassionate Friends			0191 384 3519
DDES CCG			0191 371 3222
Drug and Alcohol Abuse (CAT)			0191 510 8933
Easington Substance Misuse Initiative Seaham			0191 581 6833
MIND (Chester-le-Street)			0191 388 3411
Miscarriage Association			01924 200 799
Police			0845 606 0365
Registrar of Births, Deaths (Seaham)			0300 026 2501
Samaritans			08457 90 90 90
Social Security – Seaham			0191 554 6300
Social Care Direct (24hr Contact)0			0845 850 5010

6. Useful Website Links

Patient UK is a comprehensive web directory for UK patient information. It provides excellent links to support groups and voluntary organisations.

www.patient.org.uk

National Electronic Library for Health (select the virtual Mental Health Library section). This has information for patients and clinicians.

www.nelh.nhs.uk

The Department of Health site provides access to the most up-to-date government health circulars, papers and reports.

www.doh.gov.uk

The Health Index Database enables you to search for a private specialist, nursing home or hospital. It holds discussions and is searchable by health community, e.g. depression or sleep disorders.

www.healthindex.co.uk

The official NHS website. This provides basic advice to treat common symptoms. Also provides excellent links to support groups and associations.

www.nhsdirect.nhs.uk

NHS Durham Dales, Easington and Sedgfield Clinical Commissioning Group is a statutory body responsible for purchasing a range of healthcare services on behalf of local people

www.durhamdaleseasingtonsedgfieldccg.nhs.uk

Common Childhood Illnesses – A guide for parents and carers of children aged birth – 5 years.

www.durhamdaleseasingtonsedgfieldccg.nhs.uk

Click on the link, then Common Childhood Illnesses, then Enter Site

The official gateway to NHS organisations on the internet, both local and national.

www.nhs.uk

The UK's leading cancer information service

www.cancerbacup.org.uk/info/specific-cancers.htm

Medicdirect is a new health information site aimed at UK public and practitioners.

www.medicdirect.co.uk

Provides free and easy to understand medical information and advice

www.medinfo.co.uk

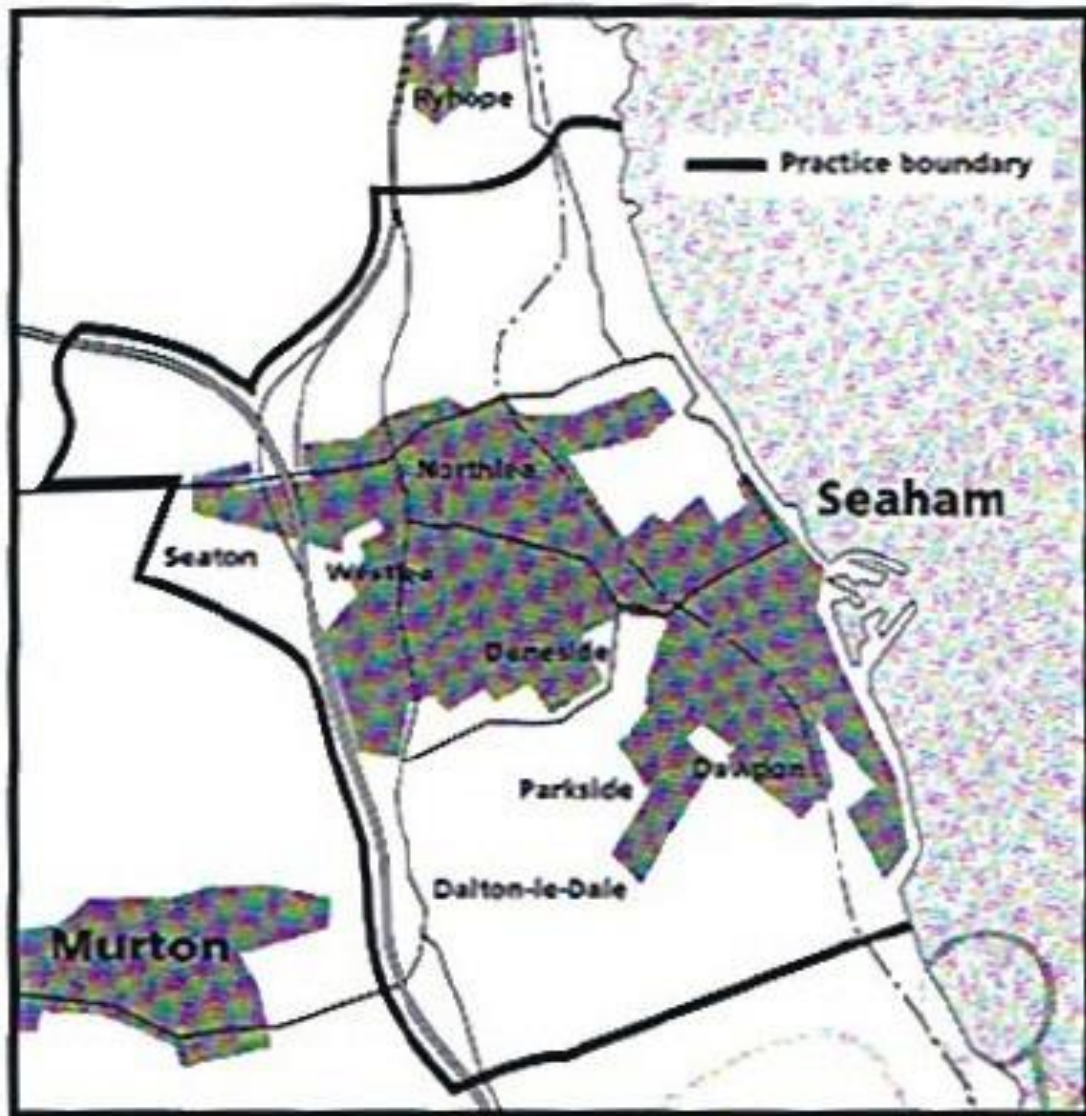
The Royal Marsden Hospital's patient information leaflets, providing information about different types of cancer - includes children's cancers.

www.royalmarsden.org/patientinfo/

Lists support groups available for patients in the UK

www.netdoctor.co.uk/directory/support_groups/index.shtml

The practice area



This large print leaflet has been produced for
download from our website:

www.marlboroughsurgery.co.uk