

BIXTER HEALTH CENTRE
RCGP Accredited Practice 2005

<p>SURGERY OPENING HOURS 8.30AM - 5.30PM (MON - FRI) APPOINTMENTS & ADVICE TELEPHONE ADVICE AVAILABLE FROM GP & NURSE Please avoid Surgery times (see below) Tel 810202</p>		
<p>AFTER HOURS (5.30PM - 8.30AM) Tel NHS24 @ 08454 24 24 24 For advice & help</p>		
<p>SURGERIES BY APPOINTMENT ONLY</p>		
MONDAY	BIXTER	09.10 - 09.30 11.00 - 12.50 16.00 - 17.10
TUESDAY	URGENT & EMERGENCY GP APPOINTMENTS by WALLS GP Tel. 809352	
WEDNESDAY	BIXTER	09.10 - 09.30 11.00 - 12.50 16.00 - 17.10
THURSDAY	BIXTER	09.10 - 09.30 11.00 - 12.50 16.00 - 17.10
FRIDAY	BIXTER	09.10 - 09.30 11.30 - 12.50
<p>LONG APPOINTMENTS By arrangement with GP 15.00 - 16.00 Monday, Wednesday & Thursday</p>		
<p>PRACTICE NURSE CLINICS 09.00 - 10.15, 11.00 - 12.45, 14.00 - 17.00</p>		
MONDAY	BIXTER	By appointment
TUESDAY	BIXTER	By appointment
WEDNESDAY	BIXTER	By appointment
THURSDAY	BIXTER	By appointment
FRIDAY	BIXTER	By appointment
<p>OTHER CLINICS</p>		
SECOND WEDNESDAY EVERY MONTH	HEALTH VISITOR WELL CHILD CLINIC	10.00 - 12.00 OPEN CLINIC
THURSDAY & FRIDAY	PHYSIOTHERAPY	By GP referral
BY ARRANGEMENT	CHIROPODY	By GP referral
BY ARRANGEMENT	COUNSELLING	By GP referral

Dispensing medicines

Repeat prescription orders should now all be placed on the special prescription phone number **746912**

Outside normal Surgery hours requests can be left on the dispensary telephone answering service. This answering service may also be used at certain busy times during the day. Making up your medicines with care takes time. Do not "turn up" at the Health Centre without ordering your medicines before hand.

[Your medicines will normally only be available for collection the next working day.](#)
In exceptional circumstances, medicines may be available to collect after 3pm on the same day, but only if the request is made before 11am and your need is urgent. This same day service is not guaranteed.

Medical Emergencies
Phone 999
 and then call
810202 during surgery hours

GP & Community Nurses
Out-of-hours Services
& Medical Emergencies

After 5.30pm access to care is by phoning **NHS24 on 08454 24 24 24**

You will be able to speak to a trained NHS24 nurse who will arrange for you the most appropriate service for your current need. This may range from advice, through seeing your own GP the following morning, or you seeing a GP at the Gilbert Bain Hospital, or you being visited by the duty GP and/or a highly trained paramedic. If your condition requires immediate admission to hospital this will be done by the ambulance & paramedics.

House visit requests

House visits are available for those patients unable to attend the surgery because of illness or disability. Requests for a visit should be made before 11am. Better facilities for examination and treatment exist at the Health Centre, so if at all possible help us by coming to the centre.

Dr Andrew Cooper BMBCh (Oxford '77)
MRCGP DRCOG DA
Dr Caroline Hinton BscHons MBChB
(Manchester '96) DFFP
Annie Georgeson Practice Nurse.
Judith Clubb Practice Nurse.
Liz Peterson, Janice MacFarlane and
Leanne Johnson have all trained in
dispensing medicines. As well as
dispensing your medicines they perform
reception duties.
Susan Cooper is our receptionist.
Magnie Shearer is our Practice Manager

Practice services

All GPs working in the Practice provide General Medical services and in addition contraceptive, maternity and child surveillance services to registered patients. The Practice also provides travel vaccination service, smoking cessation services on a one-to-one basis and some minor surgery. The Practice dispenses medicines for its patients. Medical students are taught within the practice on occasions. Wheelchair access with reserved parking and disabled toilet facilities are provided.

Community Nurses

Patricia Williamson is our Community Nurse and Midwife. Val Smart is our Community Nurse and Health Visitor. Maggie Drosso is our Community nurse. They can be contacted by telephoning
810469

within normal office hours and leaving a message on the answering machine. "Out-of-hours" duties are shared between the nurses. If you need to contact the duty community nurse urgently out with normal office hours, telephone
NHS24 on 08454 242424

The Bixter Practice Area

The Bixter Practice only accepts new patients who live within the practice area. The practice boundaries are; to the west, the Gruting Bridge of Walls road junction; to the north, East Burrafirth and to the east Tresta.

Dental Emergencies

If you have a dental problem that cannot wait until the dental surgery opens then:
**Phone NHS24
08454 24 24 24**

Complaints

The practice operates an in-house complaints procedure. Should you feel unhappy with some aspect of the service you have received, please feel free to approach any member of staff or, if you prefer please write to Dr MacFarlane. We provide a leaflet on how to make a complaint. A Suggestion box is provided in the Waiting room for your comments.

Access to medical records & Freedom of Information

A record of your medical history is kept in the form of written notes and computer data in the practice. We take the security and confidentiality of your records very seriously. Information about you will be shared with other NHS staff when it is required to provide you with medical care, or for NHS administrative purposes. You can have access to your medical records. We require a signed, written request and a nominal fee of £10 will be charged. Please contact Dr MacFarlane with your request. The only information likely to be withheld from you would be that considered harmful to you or that provided by, and the identity of, another person that would be harmful to them. For further details see notice in Health Centre Waiting Room. The practice complies with the Freedom of Information Act and has a Model Publication scheme.

Patient's Rights & Responsibilities

The Bixter Patient's Charter is displayed in the Health Centre Waiting Room. Essentially, the Practice will strive to answer the phone promptly, give you an appointment the same day if you need one, minimise waits or warn you and give you an explanation if they are unavoidable, disturb your consultation only in exceptional circumstances, dispense your medicines with care and investigate and try to resolve any complaint promptly. In return we ask that you tell us if you will be unable to keep your appointment and that you give us ample time to dispense your medicines safely.