

ONLINE SERVICES

Systmonline Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.

Order repeat prescriptions online.

Look at part of your GP records online.

Access information (allergies, adverse reactions and medications and test results)

Speak to the Patient Liaison Team to register for systmonline.

NHS APP If you head to your Appstore on your smartphone you can download the 'NHSAPP.' Once you have done this it will take you through a step by step registration process.

ORDERING PRESCRIPTIONS

There are various ways you can order medication:

By Email - darccg.prescriptions.denmarkstreet@nhs.net

SystemOnline -Please ask at reception for a user name and password and information on this system. SystemOnline can also be accessed via our website.

NHS app -Download the NHS App from your app store and register your details to use this service.

Post -Post your prescription slip into the Surgery for the Patient Liaison Team to process.

Telephone -01325 460731

For all methods (other than post) please allow 2 full working days for our Patient Liaison Team to process your prescriptions. Where possible your prescription will then be sent electronically to your nominated pharmacy.

Useful Telephone Numbers

District Nurses - 03000 267979

Midwives - 01325 743255

Patient Transport - 016420263122

Physiotherapist - 01325 728988

CONFIDENTIALITY

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit to the surgery, but we won't. You can be sure that anything you discuss with any member of this practice will stay confidential.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of patients or it is overwhelmingly in the public interest to do so.

Confidential patient data will be shared within the health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

If you have any worries about confidentiality, please feel free to ask a member of staff.

NEW PATIENTS

All new patients registering with the Practice will be requested to complete a medical questionnaire and registration form. An appointment will then be made with the Nurse for a "New Patient Registration" examination. This enables the Nurse to carry out full health screening i.e. BP, weight, height, past and present medical history, and family history.

All patients will be allocated a named GP who will be responsible for your overall care at the Practice. You will be informed of your allocated GP following your registration. You may, however, choose to see whichever health care professional when requesting an appointment. If you have a specific GP you wish to be allocated to, please let us know and we will make every effort to accommodate this, however, we cannot guarantee this request.

ZERO TOLERANCE

The Practice has a Zero Tolerance Policy. This means the Practice will not tolerate any violence or aggression towards our staff. Guidelines introduced to protect NHS staff give managers the right to withhold treatment "as a last resort" if staff are threatened, unless the condition is life-threatening.

Denmark Street Surgery Practice Information

Denmark Street
Darlington
County Durham
DL3 0PD

PRACTICE PHILOSOPHY

"The Practice aims to work together to provide sustainable quality healthcare"



Opening hours:

Monday 7.30am – 6.00pm
Tuesday 7.30am – 6.00pm
Wednesday 7.30am – 6.00pm
Thursday 7.30am – 6.00pm
Friday 7.30am – 6.00pm
Saturday closed
Sunday closed

Telephone number: 01325 460731
(8.00am – 6.00pm Monday to Friday)

Email - denmark.street@nhs.net
Website- www.denmarkstreetsurgery.nhs.uk

Welcome to Denmark Street Surgery

Dr Shelagh M Naismith

Dr A Micaela C Young

Dr John Jewitt

Dr Claire Jones

Dr Kate Holterman

Dr James Nevison

Dr Daniel Palmer

Dr Beverley Hammill

Dr Josephine Grayson

Dr Helen Merson

Practice Business Manager Cherrie Hirst

Patient Liaison Team Lead Tracey Carey

Administration Co-ordinator Rachel Barker

Business Support Assistant Amy Norton

Clinical Nurse Practitioners Jane Pratt and Zoe Whensley.

Practice Nurses Karen Coverdale, Denise Andrews, Nadia Carter, Lynsey Wind, Susan Groves and Lynett Mungoni.

Healthcare Assistants Grace Christie, Jeremy kew.

Phlebotomists Debbie Johannson and Julie Smith.

Patient Liaison Team Karen Hocking, Sandra Gregory, Amanda Dorrington, Michelle Abbott, , Katie Parsonage, Amy Greenwood, Amy Norton, Helen Ibbotson, Jeanette Chandler and Fiona Simon.

Business Administration Apprentice Violet Hogg.

Data Quality Julie Smith, Val Dulson, Gayle Tyldesley and Melanie Close.

Secretarial Team Maureen Gowling, Susan McCabe, Charlotte Hird, and Melanie Close.

ABOUT THE PRACTICE

Denmark Street Surgery is situated on the corner of North Road and Denmark Street. We encourage patients to use our car parking facilities to avoid congestion in Denmark Street. Wheelchair access is available to most areas of the surgery. Our Nursing team work from the annex building within the surgery, we have an online checking in system for all appointments, simply scan the QR code which is located at the entrance of the surgery, confirm your date of birth and appointment time and check in is complete! Alternatively you are welcome to check in at the main reception desk.

We have a proud tradition of providing GP training for doctors as part of the Durham Tees Valley training scheme. These doctors are fully qualified and furthering their specialist training in General Practice. Each trainee works under the direct supervision of a GP trainer who is a senior doctor at the practice and their work is closely monitored. As part of their training, we may ask permission to record telephone or face to face consultations. We may also send out questionnaires asking you to rate how they perform. This is invaluable for the trainees and helps them become excellent GP's. Many of our current senior GP's started their careers training at the practice.

We also welcome nursing students from Teesside University to get some experience in General Practice and provide mentoring for nurses and other healthcare professionals who are completing their prescribing training.

SURGERY APPOINTMENT TIMES

Doctor and Nurse Practitioner telephone appointments are available Monday - Friday From 8am - 6pm. You can pre book a telephone appointment up to 1 week in advance subject to availability. Limited Doctor and Nurse Practitioner telephone appointments are available to book online.

Please be assured if a **face to face appointment** is required our Patient Liaison Team will contact you to book a convenient time for you.

If you require an **urgent** appointment please call the surgery at 8am.

For patient that are **too ill to attend the surgery** please call between 8am –10am to book a home visit. Where possible we would prefer you to attend the surgery as our Doctors have better facilities in the surgery to treat you.

Practice Nurse and Health Care Assistant appointments are available between 7.30am—17.30. Which consist of both face to face appointments and remote telephone reviews, our Patient Liaison Team will book you in appropriately.

Midwife –The Midwives attend the surgery every Wednesday and Thursday. Appointments can be made for routine antenatal checks at the surgery.

Out of hours appointments - Primary Healthcare Darlington provide evening and weekend GP, Nurse and Health Care Assistant appointments on behalf of all GP surgeries within Darlington, offering a truly 7 day service which is Located at Forsyth House.

Interpreter Services - Please let our Patient Liaison Team if you require an interpreter for your appointment.

E-consults - is an online service through our practice website or the NHS App to receive advice from a clinician within 48 hours.

CLINICS AND SERVICES AVAILABLE

The Practice Nurses manage a number of health promotion issues. Appointments may be made at your convenience. These include:

- Family Planning
- Long term Condition reviews
- Immunisations and Vaccines
- Cervical Screening
- Wound Management
- Health Checks
- Ear Syringe

We also offer a minor surgery clinic . Small bumps and lumps can be removed in the Surgery under local anaesthetic. In addition we operate a Cryotherapy clinic. Please consult you Doctor for this service.

Please contact the surgery for any further information in regards to these clinics and services.