

Useful Numbers

Cumberland Infirmary : 523444

Choose & Book Appointments : 0845 658 3131

Carleton Clinic : 602000

Cuedoc out of hours : 401999

Emergency Dentist : 603900

NHS Direct : 0845 46 47

Central Clinic : 603200

Midwives : 814872

St Pauls District Nurses : 603479

Health Visitors : (West) 511380
(South) 603257 (North) 603478

Carlisle & District Primary Care Trust : 603500

Cumbria Police : 528191

Samaritans : 544444

Citizens Advice Bureau : 633900

Social Services : 607080

Registrar of Births & Deaths : 607430

Welcome to St Pauls Medical Centre

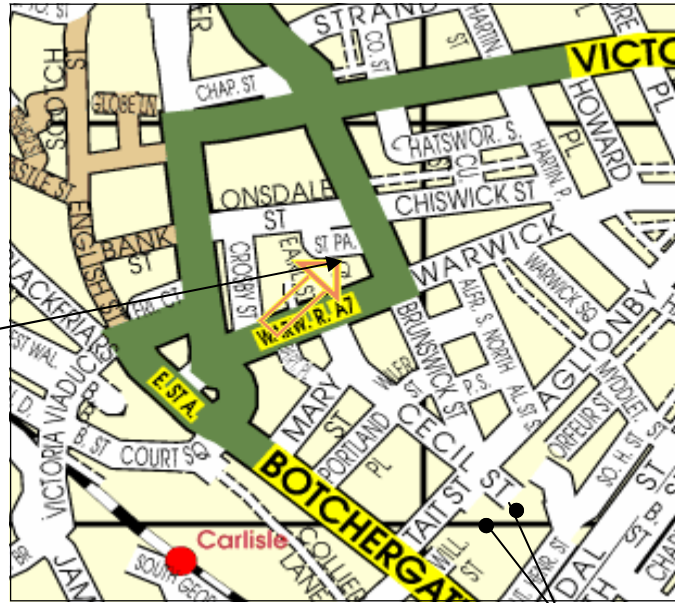
**St Pauls Square - Main Surgery
Arnside House - Branch Surgery
Carlisle**

Main Telephone Number

01228 524354

**Lines Open - 08.00 - 18.30
Monday - Friday**

How to find us

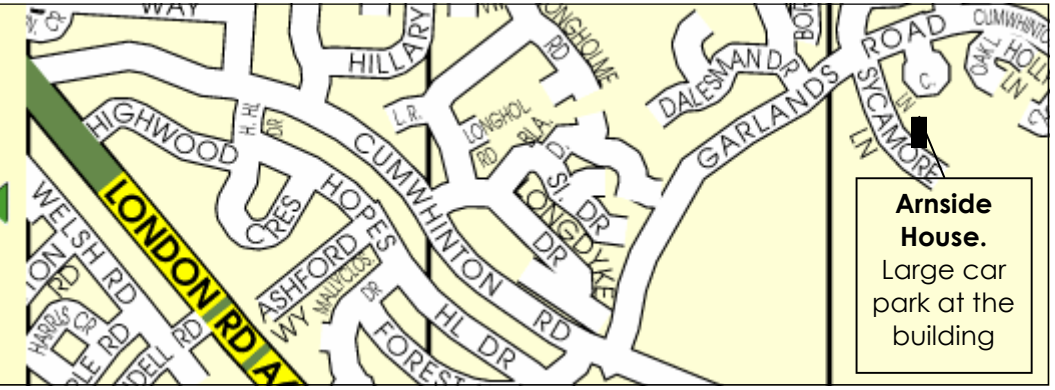


St Pauls Medical Centre.
Limited parking at the building

St Pauls is located in the city centre, close to the bus and train stations.

Arnside House is located to the south of the city close to junction 42 of the M6

Car Parking



Arnside House.
Large car park at the building

How to Contact Us

St Pauls Medical Centre

St Pauls Square
Carlisle
Cumbria
CA1 1DG
Fax: 01228 616660

Arnside House

Sycamore Lane
Carlisle
Cumbria
CA1 3SR
Fax: 01228 538047

Main Telephone Number

01228 524354

Lines open 0800-1830 Monday– Friday

All telephone calls are taken at St Pauls Medical centre. There are no lines into Arnside House, all appointments for both sites are made through St Pauls.

Repeat Prescription Orderline:

01228 616666

24hr Automated Line - please allow **two working days** for prescriptions to be processed (not including weekends or Bank Holidays)

Web Site:

www.spmc.co.uk

There is an on line prescription order form within the web site

E Mail:

admin@spmc.co.uk

** Please note any urgent enquiries should be made via telephone as this e mail may not be read every day

The Doctors

Dr. Ian M.S. Kerss MBBS (Newcastle 1971) MRCGP
Full time

Dr. John Bone BSc (Hons) MBBS (Newcastle 1975) MRCGP
Full Time

Dr. John Anderson MD (Brussels 1978) MRCGP
Part time

Dr. Richard Barnsley MBBS (Newcastle 1982) MRCGP DRCOG
3/4 time

Dr. Rosemary Swain MBBS (London 1980) MRCGP DRCOG
3/4 time

Dr. Alan D. Edwards MBChB (Dundee 1985) MRCGP
Full Time

Dr. Neil Margerison MBChB (Leeds 1985) MRCGP DCCH
Full Time

Dr. Louise Dodgeon B.Med sci.(Hons) BM.BS (Nottingham 1993)
MRCGP
Part time

Dr Helen Lawrence MBChB MRCGP (Birmingham 1994)
Full Time

Dr. Sally Roberts MBBS (Newcastle 1992) MRCGP DRCOG
Part time

Dr Martin White MBChb MRCS MRCGP
Full Time

Dr Kevin McStay MBBS
Full Time

Primary Care Trust (PCT)- The practice is part of the local Carlisle & District Primary Care Trust they involved in the purchasing and commissioning of all local health services. You can contact the trust, sometimes know as the Health Authority on 603500.

PMS – In October 2001 the practice was designated as an NHS Personal Medical Service Pilot site by the Secretary of State for Health. This means that the practice has a different type of contract with the NHS, which is more flexible and more sensitive to the needs of our patients.

Video Consultations - Clinicians will sometimes video patient consultations, this is an important part of medical teaching and we hope that you feel able to agree to your consultation being video taped. This will help towards the doctors training and will only be used for training and assessment purposes. The recording will not take place without the patient's consent. No intimate examinations will be recorded and the camera will be switched off whenever you wish. If you agree to your consultation being recorded then you will be asked to sign a consent form. The video tape is confidential and will not be shown to anyone other than the doctor you had your consultation with and their supervisor.

Complaints Procedure - If you have any comments or criticisms about the service provided by the doctors and staff you are entitled to ask for an explanation.

We aim to provide the best service for our patients and encourage you to let us know about any difficulties.

Complaints will be dealt with firstly by the Practice Manager. It is best to write or telephone your complaint to the Practice Manager who will reply to your problems within a maximum of two weeks, but is likely to be within just a few days.

You may make a complaint on behalf of someone else, but we will need consent from that person before the complaint can be discussed. All information, including the outcome of a complaint will be recorded and kept in the strictest confidence.

Patient Forum - We recently introduced a patient participation group; patients are invited to come along to a quarterly evening meeting to discuss issues regarding practice services and facilities, changes in the NHS etc. If you would like to be involved in this group please inform the practice manager in writing

Patient Transport - If you require transport to the Hospital for an appointment then we can arrange this for you. Please ring well in advance in order to avoid difficulties. If you are physically able to make your own way to hospital you may not be eligible for transport

St Pauls Medical Centre Opening Hours

Monday - Friday 08.15 -18.30

Saturday afternoon & all day Sunday CLOSED

Standard Consulting Times

08.30 - 17.50

Saturday mornings

Some evening and Saturday morning appointments are available too; please check with reception

Consulting times vary between doctors and nurses - please check with reception

Arnside House Opening Hours

Monday - Friday - 08.15 - 17.30

Saturday & Sunday - CLOSED

Consulting Times

08.30 - 16.50

Doors Close 13.00-14.00 for Lunch

Introduction

Welcome to our group practice which is primarily based in purpose built premises within reach of Carlisle city centre; we also have a branch surgery to the south of the city. The main surgery occupies the ground floor of a modern block of flats whilst the branch is a converted building on two levels and both buildings are fully accessible for people with mobility problems. All of our clinicians and the majority of staff work between the two sites to offer a range of clinics.

This booklet tells you all about the services that we provide.

Parking is limited at St Pauls Medical Centre though there are car parks within easy walking distance.

Arnside House

There is a large car park at Arnside House which is at the front of the building and a drop off point with disabled parking at the rear. The patient entrance is at the rear, because of the layout of the interior of the building and due to the fact that the front door is accessed via steps which means that it is not suitable for patients with mobility problems.

All patients are seen by appointment only, bookings can be made via telephone on the main number at St Pauls Medical Centre or you can make them in person at Arnside House. Most consulting rooms are on the first floor and we do have a lift, however there are two rooms which do have stairs to them, if you have any problems with mobility please let the receptionist know. If you require directions to the branch surgery please ask the receptionist.

As Arnside House was recently developed we took the opportunity to design modern treatment rooms that meet our present and hopefully future needs. They are well stocked with up to date equipment which has allowed us to further develop our services. Because of this there are a number of 'specialised' appointments and clinics that are only held at Arnside House.

There is also a pharmacy in the grounds of Arnside House; this is run independently by Dalston Pharmacy.

does not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in any published results.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to **'Tracey Scott, Practice Manager 524354'** or see our 'Your Information' leaflet for further details.

Freedom for Information

The practice complies with the principles of the Freedom of Information Act 2000. For further details please see our specific leaflet or speak to the Practice Manager, Tracey Scott

Telephone Calls

Telephone calls may be recorded for training and quality purposes. All calls are treated with the strictest of confidentiality and will only be accessed by practice staff.

The practice is registered under the Data Protection Act 1998, all staff are aware of this and are expected to adhere to its principles

Patient Behaviour

All of our staff are well trained and are expected to behave to certain standards and treat everyone with respect and courtesy. In turn we expect the same from our patients; we will not tolerate abusive or violent behaviour towards our staff or other patients. Our staff may terminate a conversation or ask a patient to leave the building if they feel the patient behaviour is not acceptable.

In certain circumstances patients can be removed from the practice list; they will be given a written explanation of this and the local primary care trust will be informed so that they may find a new gp.

Patient Information/Medical Records

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This database is managed by a company outside the NHS which

How to see the Doctors or Nurses

All surgeries are by appointment only. Appointments can be made for both sites by telephone at St Pauls Medical Centre on the main number or in person at both reception desks. There are no outside telephone lines to Arnside House as there is limited reception staff there.

Although you may be registered with a specific doctor you can see any doctor of your choice within the practice. Due to demand there may be times when there is a wait for a particular doctor, you will be offered an alternative.

Appointments

We will always try and arrange an appointment with the doctor of your choice and at the most convenient time for you however this may not always be possible due to holidays and outside commitments, in which case you will be offered another doctor. We allow future booking of appointments; our books are normally made up six weeks in advance. We also have a short consultation surgery that runs each day for acute or 'quick' problems. There is usually a limited number of 'book on the day' appointments as well. If you feel that your problem is urgent please tell the receptionist who will offer you an appointment that day with a doctor.

We also offer a limited amount of evening appointments during the week at St Pauls, last appointment 18.50 and some Saturday mornings. Primarily aimed at those who have difficulty attending through the working day; please ask at reception if you would like to be seen at this time.

If you are unable to keep your appointment please contact reception and then we can offer the time to someone else. We generally lose around 50-100 appointments a week through failed attendance.

We ask you to be as prompt as you can for your appointments, as if you are more than 10 minutes late you may be asked to re-appoint. The decision as to whether or not you will be seen is at the doctors or nurses discretion.

We will treat you as an individual and will respect your privacy; if you wish to discuss something at the reception desk and require further privacy please ask the receptionist.

At Arnside House all patients must report to reception upon arrival. At St Pauls you can either choose to attend reception or you can use our self check in system. In the entrance hall there is a touch screen on the wall, follow the on screen instructions. The screen will not give out any patient names but tells you the name of the doctor, nurse or other clinician that you are seeing.

House Visits

A request for a home visit should only be made if the patient is too ill to attend surgery. Where possible requests should be made before 10.00 am. Normally you will be asked to leave your details and a doctor will call you back, this allows the doctor to assess the call and decide upon urgency which helps prioritise the calls and workload. The doctor who visits may not be the doctor of choice. To ensure time effectiveness the city is split into visiting 'zones' so your doctor of choice may not be in your area on the day you request a call.

Telephone Advice

To ensure confidentiality, telephone calls during consultations are avoided therefore if you need to speak to a doctor or nurse by telephone the receptionist will take your details and telephone number and ask the doctor or nurse to call you back. All messages are sent at the time of your call and passed via internal E Mail. The doctor or nurse will call you back at a time that is convenient to them, this is usually at the beginning or end of surgery. In order to help prioritise calls and workloads the receptionists will ask for details to pass on to the doctor or nurse; if you feel your problem is urgent please let the receptionist know. By asking questions the receptionists also find that at times they can help you rather than disturb the doctor or nurse thus saving both parties time.

contact number.

The practice intends to operate a 'text reminder' service using mobile 'phones to remind patients of appointments. Please ensure we have an up to date mobile number for you.

Flu Programme - The practice recommends that all patients aged over 65 or patients with particular chronic conditions, diabetes etc should be immunised against flu. Generally clinics will start at the beginning of October though the date can vary depending on vaccine delivery dates. 'High risk' patients are prioritised and patients are contacted via letter to attend for appointments. We have a large number of people to vaccinate so we try to accommodate them as easily as possible and usually have a couple of Saturday mornings with hundreds of appointments in order to do this. Watch notice boards, waiting room screens and newsletters towards the end of September for availability and further information .

Computer - The practice is computerised in order to make the service to patients more efficient. Steps are taken to make sure that patient data is protected and the practice has a security policy which is understood by all staff.

Web Site – The practice has a web site which is designed specifically for patients – www.spmc.co.uk. The site has a number of patient information leaflets as well as links to other patient information web sites. Patients can also order repeat prescriptions, make a complaint or complete a web survey on-line.

Confidentiality - We consider all medical and personal information completely confidential, all staff understand this and there is a clause in each persons contract. It will not be disclosed unless the patient gives consent. However, as in all training practices our medical records may be reviewed, by the trainees and their assessors, to ensure that our medical records achieve the high standards required to be involved in teaching future General Practitioners.

Services Provided by Other Organisations

Drug User Clinic - A Drug & Alcohol worker from Portland House attends the surgery for one day per week. Patients are referred into this service by their gp

Dietetics - Two afternoon per month a dietitian from Carlisle Hospitals attends the surgery to do a clinic.

Specialist Physiotherapy - Sally Bennett works at the practice two days a week; she sees patients for an assessment prior to orthopaedic surgery. Patients are referred by their gp.

Physiotherapy

Patients requiring general physiotherapy are referred up to the department at Carleton Clinic. Again all patients must see their doctor first for a referral.

Counselling/Mental Health Services

We often have staff who work for the local mental health services using our premises to see patients of ours referred to their service.

Patient Information

Staff Training - Once a month for an afternoon the practice will be closed at both sites for staff training, this includes all practice staff both medical and administration. The training takes place on either a Tuesday, Wednesday or Thursday and runs from 1.00-5.00 pm, during this time CueDoc provide the necessary emergency cover. St Pauls re-opens at 5.00 but Arnside remains closed on these days

Change of Name & Address - Please inform the practice if you change your name, address or telephone number. There may be times when appointments need to be cancelled or re-arranged so it is always useful if you can give us a daytime

There may be times when it is more appropriate to speak to the duty doctor rather than your usual doctor. There is also a 24hr nurse led advice service - NHS Direct which is available on 0845 46 47

Out of Hours

The practice is part of CueDoc the local out of hours emergency cover. Cuedoc are in operation outside of normal working hours 18.30 - 0800 and all day Saturday, Sunday and Bank Holidays. Once closed our answering machine gives out CueDocs number 401999 and NHS Direct 0845 46 47 for advice.

Short Consultation Surgery

At St Pauls we are constantly striving to improve our services to patients and understand the difficulty in booking appointments.

We introduced the short consultation surgery which runs on a daily basis to help patients who need to be seen quickly and have an acute problem that can be dealt with in a few minutes. The surgery runs at St Paul's, Monday-Friday 2.30-5.30 and is a book on the day service only; the session is opened at 08.00 each morning. Appointments are booked consecutively according to demand so you will only be offered the next available slot as it becomes free.

The success of this service depends upon the patient making a decision themselves as to how long or complicated their problem is, this enables the surgery to run on time and prevent others waiting too long. If your problem requires more time you may be asked to make a further appointment. The surgery is run jointly by a doctor and nurse so you may see one or the other or both depending on your problem.

If you request an appointment 'on the day' the receptionist may offer this service; if you feel you need a longer appointment please say so.

Problems for normal surgery appointments

- A problem that will take longer than a couple of minutes
- Long term conditions that require continuity of doctor
- Patients with a number of problems

Practice Staff

The practice is very lucky to have a wide range of versatile and experienced staff that enable us to offer the patients a selection of specialised appointments, clinics and services.

Josephine Beardon leads our team of practice nurses. All of the nurses work between the two sites in order to offer a range of clinics and appointments.

As well as general practice nurse duties they all have specialised areas and some run dedicated clinics.

Josephine specialises in asthma, copd (chronic obstructive pulmonary disease) and cardiac care.

Donna Leslie specialises in diabetes and cardiac care

Linda Briody's interests are asthma, cardiac care and ear care.

Sue Earl specialises in diabetes and cardiac care

Julie Wood specialises in wound care

Eileen Rimene is also available for general practice nurse care.

To complete the team **Nicky McGarrigle** and **Tracey Hodgson** are both Healthcare Assistants; they are able to see patients for blood pressure checks, blood tests, weight, ecg (heart trace) urinalysis.

They also assist the doctors and nurses during clinics and offer them admin support too.

Health Visitors

Health visitors are no longer based at the practice; they are public health nurses who often see patients in their own homes and are based at offices outside of the practice, see back of leaflet for contact numbers. They can offer help and advice on child health care, immunisations, contraception etc. There are various community clinics; please check at reception for further

Minor Operations - Minor operations can be performed by all doctors however the majority are done by Dr Alan Edwards; these clinics are at Arnside House. Patients are referred by a doctor for this service and there is a waiting list for appointments. Patients are contacted by letter

Cryotherapy - For the removal of warts and verrucae etc. Nurse led clinic at Arnside House, once a month. Patients are added to a waiting list and contacted with an appointment

Well Woman Clinic - Dr Rosemary Swain, Dr Louise Dodgeon and Dr Sally Roberts run clinics at St Pauls and Arnside. For information and advice on contraception, menopause, heart disease prevention, osteoporosis, breast awareness and cervical cytology.

Cardiac Clinic – Weekly clinic by invitation only, appointments are at St Pauls and Arnside. It is aimed at patients who have had a previous heart attack.

ENT (Ear, Nose & Throat)

Dr J Bone runs a specialised clinic at Arnside house twice a week for our patients and patients from other practices. Patients are referred through the choose + book system.

Ophthalmology (eyes)

Dr R Barnsley runs a specialised clinic once a week at Arnside House, again patients are referred through the choose + book system and may be patients from other practices.

Vasectomy

Dr M White runs this clinic once a week at Arnside House for our patients and patients from other practices. Patients are referred through choose + book.

Sigmoidoscopy - Patients will be referred to Dr. Margerison if they require this internal bowel investigation. These appointments are at Arnside House

Doctors

When a patient has a positive urine test confirmed they are given the choice of either seeing a Doctor or a Midwife. The majority of care in a normal pregnancy is provided by a Midwife.

Post-natal examinations are carried out at 3 weeks after the birth by a Doctor; Patients who have had a normal pregnancy will be sent a letter inviting them into the surgery for this to be undertaken. All other patients will be seen at home.

Midwives

Due to changes by their employers we no longer have a midwife visit the surgery. All patients are referred on to the midwifery service which in turn then arranges appointments. There are also community clinics in and around Carlisle; please see your gp or ask at reception for further information.

Advice or help regarding ante-natal care can also be obtained from the Midwives directly by phoning them on Carlisle 814872.

Hospital Clinics

The hospital also runs ante-natal clinics patients who may be experiencing problems with their pregnancy. For normal pregnancy the majority of care will take place with the midwife.

Clinics

Diabetes - For the management of diabetes. Clinics are run by Dr Richard Barnsley and Nurse Donna Lesley on a Wednesday am at Arnside House, the chiropodist attends the clinic every other week. Nurse Sue Earl and the dietician also see patients at St Pauls. Patients will be sent a letter asking them to make an appointment.

Asthma - Clinics are available at St Pauls and Arnside. Nurse led clinics providing management and support for all patients with Asthma. We carry out regular assessments to ensure patients have maximum control of their Asthma.

information. Each practice has a health visitor assigned to them even though they don't actually work in the practice building; ours is Anne White.

District Nurses

These are community nurses who see patients unable to get out of their homes, the team at St Pauls is led by Veronica Higgs. They work from St Pauls and have a direct line on 603479, they are usually at St Pauls between 8.30-09.30 and 14.30-15.30 there is an answering machine on their line too. If you live outside of the city boundaries you may be visited by a nurse not connected to this practice as each practice is responsible for specific areas.

Counsellor

Anne Taylor our practice counsellor works between the two surgeries and sees patients with a wide range of problems including, stress, panic attacks, bereavement and relationship problems. Patients are referred to Anne by the doctors or nurses.

Reception Staff

In order to sufficiently staff both sites the practice has a large reception team of 21 members. The receptionists have a wide variety of tasks including processing repeat prescriptions, answering the busy switchboard and greeting patients at the front desk. They work alongside all of the clinicians and support the services within the practice and are available to deal with most enquiries patients may have; if they cannot deal with the enquiry themselves they will direct it to the most appropriate person.

The receptionists work according to guidelines and protocols set by the doctors and their managers, they have regular training in order to maintain standards. The receptionists are managed by the Reception Manager, Louise Latta. We also have a dedicated Medicines Manager, Ruth Bentley who oversees the prescription system and works alongside the receptionists, doctors and the pharmacist constantly updating and improving services for patients.

Overall the staff are managed by **Practice Manager, Tracey Scott**.

Administrative Staff

The practice has a further team of staff to ensure the smooth running of the practice assisting the doctors and nurses and other staff with secretarial support, finance and accountancy, computer support, data entry and quality and research and audit. These valuable team members work 'behind the scenes' continuing to ensure the practice offers high standards of service.

GP Registrars

St Pauls has a strong interest in training in all areas of the practice primarily led by the gp training scheme. Drs John Anderson and Neil Margerison are both gp trainers. We usually have one full time registrar at the practice; they are qualified doctors who are undergoing their gp training. They are fully supported by their trainer and the training scheme based at the Cumberland Infirmary. We often have an additional registrar and also from time to time have medical students gaining work experience and working towards their gp training.

Patient Services

Repeat Prescriptions

If a patient is on long term medication they will be able to request a repeat prescription. Any requests will be printed on the computer system which in turn produces a repeat order form - a list of patient medication. Please use this form as much as possible; you can hand the form in at either reception desk, post it in, send it via your usual chemist or fax it to us. You can also order via the web site www.spmc.co.uk or by using the

24hr automated telephone service on 616666.

Please note that prescriptions take **two working days** to process (this does not include Saturday, Sunday or Bank Holidays). If a stamped addressed envelope is enclosed with a request, your prescription can be posted back. We can also send your prescription to your local pharmacy, if you require this service please let us know

Test Results

If you have a test taken by a doctor or a nurse you will normally be told how long these results take. If you are not contacted by the surgery you can assume that either your test was normal or that the medication you were given is correct. There is no need to telephone the surgery for your test results, if necessary the practice will contact you.

Medical Examination

The practice offers medical examinations for HGV, Taxi, PSV, elderly drivers, pre-employment etc. These are longer appointments so please inform the receptionist what you are coming for. These examinations are outside NHS service and there will be a charge for them.

Completion of Forms

The doctors are often asked to complete forms for patients such as private insurance, holiday cancellation, passport applications etc. These forms are also outside of the NHS so again you will be charged ; they can take up to five working days to complete so please allow plenty of time.

Pregnancy

The practice provides both ante-natal and post-natal care to our patients.

Please find below a description of the roles of the GP's, Midwives, Health Visitors and Hospitals undertake in the provision of that care.