

Whitehall Surgery

Induction Pack for Clinical Staff

Welcome to Whitehall Surgery.

This Induction pack is to help you to find what you need if you are working with us.

We hope that virtually all the information you need will be on the intranet or in this document but please do ask if you get stuck. The receptionists are happy to help you, or ask Joanne Woods, the Practice Manager. Debbie, our IT manager, will help you with any referrals or any problems with the computer. Any of the Doctors or nurses will help you with anything clinical.

The practice website can be found at <http://www.gpnhs.net>

Intranet Username: intranet **Password:** pmm2005

Wi-fi is available throughout the building. Please get the current password from reception.

The following is to keep in your bag for reference, and is also on the Intranet

Before you start

Please show the following items to the practice manager;

- **MPU/MPS**
- **GMC details**
- **DRB certificate**
- **Car insurance (including business use) + MOT (if available)**

Appointments:

We run the SystmOne Appointments System. Appointments are available to be booked in advance, and we keep appointments which can be booked on the day only.

Consent

Please always check consent for any examination. This can be recorded on the Whitehall template for intimate examinations.

When recording consultations please ensure the patient completes the "RCGP consent form for video/digital recording for training purposes" before the appointment.

Capacity

Patient's capacity to consent or make decisions is relevant in numerous situations. If you are unsure how to assess a patient's capacity, highlight this to a GP colleague at the earliest opportunity.

Information on the assessment of capacity can be found within the GMC guidance.

Capacity assessments can be recorded on the Whitehall Surgery template under the tab "Administration".

Caldicott

Dr Anderson is the practices Caldicott guardian.

Caldicott guidelines cover information governance, they also incorporate capacity, consent, and confidentiality of patient information. Familiarise yourself with the information governance policies for the practice (available on the intranet).

e-lfh provide an e-learning module on information governance, capacity and confidentiality that must be completed every 12 months.

Chaperones

All nurses and reception staff are trained as chaperones.

See the video at <http://www.themdu.com/guidance-and-advice/podcasts-and-videos/chaperones>)

Complaints

Review a copy of the practice's complaints procedure and discuss the process with the practice manager. This is also available on the intranet

Look at the video clip on this topic at <http://www.themdu.com/guidance-and-advice/podcasts-and-videos/handling-complaints>

How do you deal with the angry or violent patient? (see [Dealing with a challenging patient](#) noting MDU members article)

Confidentiality

Work through the scenarios at

http://www.gmc-uk.org/guidance/ethical_guidance/confidentiality.asp

Discuss a patient refusing investigation and treatment for presumed bowel cancer (see [Refusing treatment](#))

Are you obliged to disclose a 14-year old's record to his father, who is estranged from his mother? see [Request for a child's notes](#)

Doctor's Bag and Medical Emergencies

Defibrillator and oxygen are in reception.

Emergency drugs are stored within grab bags located in the wall cupboard in Room 10. There are bags for adults and children (under 12 years). The contents and suggested doses are listed in the bags. Please familiarise yourself with these.

Nebuliser and nebulas are in the treatment room

E-learning

A package of e-learning modules covering safeguarding, infection control and clinical governance among other things are provided via the e-lfh website. To access this site you are required to create a username and password. The practice manager will prompt you to complete the required e-learning modules annually.

End of Life Care

See EPCSS template on Whitehall templates, and work through all the pages on it. This includes:

DS1500 form, Discussions on Advance Care Plan and DNACPR, Completing forms for OOH, Symptom Control in Palliative Care, Prescribing Anticipatory Medication and issuing the prescriptions, setting up a syringe driver- everything is available for you there, including links to advice. For training, please see

[A Guide to Symptom Management in Palliative Care](#)

[Guidelines on the Breaking of Bad News](#)

View the [flowchart and its vignettes](#).

http://www.nwyhelearning.nhs.uk/elearning/yorksandhumber/shared/DNACPR/DNACPR_260515_sm_720p.mp4

Family Planning Services

Services available throughout the Leeds area.

Up to date clinic timetable, on-line appointment booking and contact details for advice line available via; Leedssexualhealth.com

Fit Notes (Sick Notes)

Use the Whitehall Med 3 statements template to issue a printed fit note.

Notes should not be issued for the first 7 consecutive days of any illness; patients can self-certify for this period. If a patient wants a note during this period, you may issue a private sick note for which a charge would be made (receptionists will advise you of current charges). Missed exams would require a private sick note. We would not issue sick notes for Court Appearances, missed probation, gastroenteritis for a food handler.

Work through the guides below

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/399837/fit-note-gps-guidance-jan-15.pdf

<http://www.gponline.com/tips-completing-fit-notes/article/1230675>

<https://www.nasgp.org.uk/fit-note-gp-guidance-for-urgent-forms-and-letters/>

Hospitals:

Most of our referrals go through the [Leeds Teaching Hospitals Trust](#). Private referrals are usually made to Spire or Nuffield

Local providers include;

Leeds General Infirmary
Bradford Royal Infirmary
Seacroft Hospital (no A&E)

St James University Hospital
Wharfedale Hospital (no A&E)
Chapel Allerton Hospital (no A&E)

Leeds Dental Hospital (dental)

Lexicon House (emergency dental/OOH GP)

Nuffield Hospital (private)
St Gemma's Hospice (hospice)

Spire Roundhay Hall (private)
Wheatfields Hospice (hospice)

Contact details for local providers can be found on the Whitehall Surgery Intranet.

Investigations:

Use ICE online forms for requesting tests or radiology, either now or later. Please ask the practice manager to complete an ICE user request form if you are not already set up as a user with LTHT.

More advice from <http://nww.irefer.nhs.uk/>

Long Term Common Conditions and the QOF

All the Whitehall templates advise of current QOF requirements, unplanned admission extended service, over 75 checks etc. We would be most grateful if you could complete the red reminders on notes, and update prescriptions if bloods and necessary checks are up to date, up to the date of the next check-up needed.

Please familiarise yourself with all the templates so that you know what our current contract includes, and what checks are needed.

Meetings

Clinical meetings are held weekly; practice, SEA and MDT meetings, monthly. These will be added to your rota. We encourage the active involvement of all attendees. Please make every effort to attend these.

Out of Hours

We are responsible for providing emergency services between the hours of 8 am and 6 pm from Monday to Friday. We offer extended access between 7am and 8am and between 6pm and 7pm. At any other time, the 111 and Local Care Direct provide the services.

Practice Policies

All the up to date practice policies for Whitehall Surgery are available via the intranet or in paper copies in the practice manager's room. These provide policies for a wide range of aspects of care and work at Whitehall Surgery. We recommend you try to familiarise yourself with as many of these as possible.

Prescribing

Dr Mellissa Hartley is Medicine Management Lead, and can advise on local protocols.

You should be able to:

- Issue acute scripts including by free text search or product order number
- Reauthorise or not reauthorise repeat scripts using QOF review information
- Add new repeat drug in synch with other medication
- Remove or issue scripts not being ordered
- Issue Repeat dispensing scripts
- Forward date scripts/instalment scripts
- Create, electronically sign and send an electronic prescription

Please ask any of the doctors if you need help with the above.

Medicines information is on SystemOne in the Info or BNF boxes as you prescribe.

<https://www.medicinescomplete.com/mc/> for BNF and other resources including [Guidance on prescribing](#) and [Medical emergencies in the community](#)

<http://nww.lhp.leedsth.nhs.uk/index.aspx> for Leeds Antimicrobial Guidelines and Medicines Management

Antibiotics: Using Leeds Health Pathways: Antimicrobial guidelines (Primary Care)
<http://nww.lhp.leedsth.nhs.uk/antimicrobials/PCsystem.aspx>

Amber Drug guidelines

<http://nww.lhp.leedsth.nhs.uk/common/guidelines/results.aspx?txtSelect=Shared+Agreements+for+Drugs&specsearch=%25&txtSearch=&>

Find DMARD monitoring for methotrexate and risperidone

The <https://www.gov.uk/government/publications/drug-safety-update-monthly-newsletter> from the MHRA provides monthly drug safety bulletins. You need to select only those items pertinent to prescribing in primary care.

e-Learning for Health is a free resource for healthcare professionals offering a range of on-line learning modules. We would suggest that you register and then look at its suite of modules within the Safe Prescribing programme. <http://www.e-lfh.org.uk/programmes/safe-prescribing/> It has a focus on aspects of prescribing that are prone to error which you should find useful.

Traffic Light List

When you prescribe, pop-up advisories will tell you if a drug is on the Amber, Grey or Black list. Details can be found on the LTHT intranet under Traffic light drugs.

<http://nww.lhp.leedsth.nhs.uk/common/guidelines/detail.aspx?id=55>

Always prescribe generically except where there are bioavailability issues, compound preparations or specific formulations recommended by the British National Formulary (BNF)
OR the computer advises on a more cost-effective preparation.

The Practice system for prescribing lithium, methotrexate, warfarin and other high risk medication is to mark these as “Not Patient Initiated”, to try to avoid errors.

Also see

<http://www.lancsmmg.nhs.uk/wp-content/uploads/sites/3/2013/04/Guidelines-for-Good-Prescribing-in-Primary-Care-update-FINAL.pdf>

Review the following document

[http://www.cumbria.nhs.uk/ProfessionalZone/MedicinesManagement/Guidelines/Sto
pstartToolkit2011.pdf](http://www.cumbria.nhs.uk/ProfessionalZone/MedicinesManagement/Guidelines/Sto
pstartToolkit2011.pdf)

Referrals and Pathways

2 week wait referrals: see Whitehall template for referrals - all the forms are here - you need to complete the questions as the secretaries will not have this information

RACP clinic: http://nww.lhp.leedsth.nhs.uk/referral_info/detail.aspx?id=1

Stroke/TIA clinic http://nww.lhp.leedsth.nhs.uk/referral_info/detail.aspx?ID=183

Rapid Access clinics:

http://nww.lhp.leedsth.nhs.uk/referral_info/rapidaccessassessments.aspx

http://nww.lhp.leedsth.nhs.uk/referral_info/detail.aspx?id=339

Musculoskeletal (MSK): See Whitehall referral template - all the forms are here - you need to complete the questions as the secretaries will not have this information

Psychiatry: IAPT 0113 8434388

[Mental Health - Single Point of Access and Crisis Assessment Service](#) 0300 300 1485 for single point of access or

To contact AMHPs Direct (in working hours): 0113 2954440 EDT direct (out of hours): 0113 2409536 re mental health act assessment

Other referrals: LARC, minor operations, Midwife (In House) or TOP (self-referral) [Abortion Services in Leeds](#)

SPUR for ICT via 8430222

Safeguarding

Dr Robinson is practice Safeguarding Lead for both Children and Adults. Please discuss with her any patients you have concerns about.

Safeguarding items will be in the problem list as Safeguarding Concern or similar Read code, and also in Administration (rather than Clinical) under SG, where all relevant entries should be visible. Familiarize yourself with icons that appear in the patient details box in the top right hand corner of the patient record.

Review the documentation via

<http://nww.lhp.leedsth.nhs.uk/common/guidelines/detail.aspx?ID=1410>

See Cards 5 and 6 of the [BMA - Child Protection- a toolkit](#) for Doctors to confirm awareness of signs of abuse and card 7 which discusses referral.

There is GMC guidance at

http://www.gmc-uk.org/guidance/ethical_guidance/children_guidance_index.asp

You can download the guidance at [0-18 years: guidance for all doctors \(pdf\)](#) or complete the scenarios at the Guidance in Practice: learning materials tab

Look at GMC - 0-18 years Guidance for all Doctors and discuss how you can assess capacity in a child (page 11) and when you can share information without consent (page 19).

Contact details for safeguarding/Social Services referrals have changed frequently in recent years. The up to date details can be found on the Whitehall Surgery Intranet, LTHT intranet, Practice notice board and via the system one template.

Please confirm the name and contact details of the person you would ask advice from and the contact details for a referral to Social Services.

Please find the **Record of Contact** form in Resources/Safeguarding/Referral Forms and Info. This needs to be completed and emailed after the initial telephone contact. A copy can also be found at [Contacting Duty and Advice at the Front Door - Leeds Safeguarding ...](#)

Now look at

http://www.gmcuk.org/Protecting_children_and_young_people_English_0315.pdf_48978248.pdf

para 32 onwards

Level 3 Safeguarding Children E-learning is also available to GPs via the Royal College of Paediatrics and Child Health <http://www.rcpch.ac.uk/safeguarding> and is available to all health staff as an alternative to face to face training and can be accessed via: [Maintaining and Updating Competences](#)

This e-learning is free to all staff with an nhs.net account.

In order to book safeguarding training please email benita.moon@nhs.net.

Surgery Opening Hours:

We open Monday to Friday from 7 am to 7pm.

SystemOne

Please ask for help, or look online F1 help/finding your way around SystemOne, or complete session with a trainer using SystemOne

You should be able to do all the following things:

- Log into Windows
- Log into smartcard
- Log into system One with Smartcard or Username/Password

Configuring SystemOne:

- Patient home settings configured to show reminders, QOF alerts, sensitivities
- Set up filter for new journal and save as default
- Set medication view to summary and demonstrate template details toggle
- User preferences/patient record/consultation for old consultation process and tree configuration

Then you should be able to:

- Use appointments ledger or search for a patient by name to open notes
- Review of QOF alerts on a patient
- Add a reminder (e.g. shared care drug monitoring)
- Check vaccinations and smears are up to date
- Add a summary item
- Add a consultation entry
- Prescribe an acute item
- Add a drug to repeat list
- Add a drug sensitivity
- Review recent blood test results on S1 and ICE
- Order pathology requests
- Review hospital letters and practice referrals
- Using Whitehall templates, understand QOF requirements and data entry for anything related to QOF
- Printout sheets home visits
- Tasks including sending, receiving and flagging plus searching
- Write a referral

Telephone numbers

NAME	EXTENSION	DIRECT LINE	MOBILE
DR A ROBINSON	Room 1	0113 3874008	07778997865
DR P MARTIN	Room 14	0113 3874007	07921474330
DR E ANDERSON	Room 6	0113 3874004	07813166540
DR M HARTLEY	Room 5	0113 3874005	07834525588
DR D CAPEWELL	Room 12		07917358601
DR A COOKE	Room 3		
REGISTRAR	Room 2		

R DAVIDSON	Room 9		
A DENNIS	Room 11		
S POOLE	Room 10		07718768490
S PARSONS	Room 4		07972915201
J WOODS	103	0113 3874003	07789647071
P LOWRIE	105		
D GRAYSHON	106	0113 3874006	
LISA DURNO	108		
JANICE POWELL	107		
RECEPTION FRONT	101		
RECEPTION OFFICE	109		
MIDWIFE	Room 13		

Emergency admission Call 999/send direct to A&E

Acute admission Patient care access line: Tel. 0113 2065996

Intermediate care Single point of access: Tel. 0113 8430222 fax. 0113 8430241

Crisis assessment Single point of access: Tel. 0300 3001485

AMBULANCE	
Non-Emergency Request	03003300272
Transport General	0845 1222470
Transport cancellation line	03303339970
Ambulance service	0845 124 1 124
Ambulance Control	01924 584997
HOSPITALS	
Rapid Access Chest Clinic	3922264
SJUH MRI	68916
SJUH Switchboard	2433144
LGI A & E	25065
Seacroft Switchboard	2648164
LGI switchboard	2432799
SJUH/LGI Ultrasound	2065466 Fax 3923347
CAH ultrasound	3924550
Wharfedale	01943 465522
Spire/BUPA	2693939
St Marys	3055000
St Gemma's	2185500
Wheatfields	2787249
Associate/Community teams	
Intermediate care team (SPUR)	8430222
Macmillan Nurse	2787249
Out of hours palliative care	2206586
Midwifery Office	2065329/2066241
Early Pregnancy Unit	2065724
Forward Leeds	0113 8872477
Armley Clinic District Nurse	0113 8430396

Yorkshire Deanery	3431517
Leeds Local Medical Committee	2938220
Local Care Direct	08451207066 Fax 2206586
Rapid Access	2427924
WYCSA	52500
NHS DIRECT	08454647
Blood results	65551
Serology lab	3926034
Blood Transport	64030
Community learning disability	8557050
SOCIAL SERVICES/SAFEGUARDING	
Child Social Services	0113 376 0336 (OOH 0113 376 0469)
Adult Social Care	0113 222 4401 (OOH 0771 210 6378)
DENTIST	
Dental clinic	3436211
Dental Access Clinic	2441275
NHS Dental Advice Line	0800 298 5787 Patient can arrange by calling 111 (they will need their NHS number)
CORONER	
Coroner's Office	01924 302180

Local Pharmacies: (commonly used pharmacies nearby)

Freemans Pharmacy, 309 Lower Wortley Road, LS12 4QA tel. 0113 263 8822

Lloyds Chemists, 531 Tong Road, Leeds, LS12 5AT tel. 0113 263 7023

Co-op Chemist, 48-50 Town Street, Armley, LS12 3AA tel. 0113 263 0153

Henconner Pharmacy, 203 Pudsey Lane, Bramley, LS13 4JA tel. 0113 2634444

Test results

Available via system one homepage under; Workflow/pathology-radiology in box. Please check these throughout the day to help with filing

Results icon for primary and secondary care

Send task re important finding to relevant clinician, or to reception if you need the patient to book an appointment or collect a prescription. Check your own Tasks for any communications to you

<http://labtestsonline.org.uk/> may assist with interpreting results.

Useful Tips

Where is the defibrillator and resuscitation kit?	In Reception
Where are the panic/security buttons?	Red button on the wall behind the computer, or in SystemOne under User Or press SHIFT CONTROL on the keyboard
Where can I find advice leaflets for patients?	Patient.co.uk Map of medicine (available via S1) Lots of links on internet and intranet.
When are specimens taken to the hospital?	They are collected at about 11.30am, 4.30pm and then again at about 6.30pm

When is telephone advice offered?	Booked into telephone advice slots, or the On Call doctor's slots Skype consultations can also be booked
What advice is available online	Links to NHS symptoms checker and NHS choices on intranet. Online/e-consultations on website re UTIs, Asthma review, depression review, PHQ9 etc.
How to book a first antenatal?	Receptionists can book this appointment directly with the midwife.
How to find a chaperone?	Ask one of the nurses, the health care assistants or one of the receptionists. Please check they are trained to chaperone.
How are patients notified of results?	Patients are actively encouraged to check online or to phone in and check their results. We endeavour to contact anyone with abnormal results but the above is a safety net.
How to get a cup of tea or coffee?	The Tea bar in reception has constant hot water and all that you would need. Please feel free to stack the dishwasher as you go.
How to summon a patient?	SystemOne appointment system tells you when patient has arrived. We walk down the corridor to call people by name and help them in.

<p>How to arrange HVS/Smears?</p>	<p>Swabs and speculums are in the right drawer of your couch. Practice Nurse will do smears- book at reception. We encourage patients to complete self-taken swabs for STI screen – kits are available in the couch drawers.</p>
<p>How to take bloods?</p>	<p>Equipment is in the middle drawer of your couch, or patients can book a health care assistant appointment at reception</p>
<p>How to arrange joint injections / minor operations?</p>	<p>Ask patient to make an appointment for these procedures with the relevant doctor (Dr Hartley or Dr Martin).</p> <p>Dr Hartley also inserts contraceptive implants and appointments can be booked via reception.</p> <p>We do not provide a cryotherapy or coil service (see Family Planning above for coils).</p>
<p>How much notice is required for repeat scripts?</p>	<p>24 hours' notice is requested. Patients can register with us so they can request repeat medication online and ETP- please ask reception. Patients can also fill in a form at reception, or authorise their preferred chemist to request for them.</p>
<p>Who signs the repeat prescriptions?</p>	<p>The doctors on duty check that all prescriptions are signed by 1pm and 6pm daily. We all do some-ETP, or in Tasks, or on paper, so please do your share throughout the day. The on-call doctor takes ultimate responsibility for ensuring these are completed for the day.</p>
<p>Can patients collect sample bottles from reception?</p>	<p>Yes they can.</p>

What is the Practice policy on drug addicts?	We refer to the Forward Leads. Please refer to the practice policy for lost/missing/stolen controlled or frequently misused drugs.
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