

## ***Other Services***

We are able to offer a range of services including asthma care, coronary heart disease clinic, diabetic clinics, contraception and family planning services, maternity services, child health, baby clinics and travel advice. We also have a private chiropodist. Please speak to reception for further details.

## ***Voluntary Car Service***

There are 2 voluntary car services in the Dalston area. If required, please book your transport in advance. There is a small cover charge. Please call: Janet Fitzjohn on 01228 711454

## ***Practice area***

**THE DEFINITIVE MAP IS HELD AT THE PRACTICE.**

## ***Please see our Patient Charter re. Rights and Responsibilities of Patients.***

The NHS operates a “zero tolerance” campaign regarding violent/abusive patients. Violent/abusive patients will be removed from the Practice list and offered alternative medical services elsewhere.

## ***Data Protection Act***

All staff are aware of the 1998 Data Protection Act and have signed a confidentiality clause within their employment contract. No information held will be disclosed to a third party without your consent.

## ***Information collected on you***

Your doctor and other health professionals at the practice keep records about your health and treatment you receive from the National Health Service. These help ensure that you receive the best possible

care from us. They maybe written down or held on a computer. Please see separate leaflet for more details.

## ***Copy of Referral Letters***

We are happy to provide copies of referral letters sent to other medical professionals. Please ask the G.P. for this when he/she refers you.

## ***Comments/Complaints***

We are pleased to receive comments and suggestions regarding the surgery at Dalston. We will always try to give you the best possible service but there maybe times when you feel this has not happened. We have a practice **complaints procedure** which we hope will correct any problems you may have identified or to implement any improvements you may suggest. If you feel you need to use this procedure please see Natalie Taylor our Practice Manager; alternatively you may like to phone or write to her. She will take full details from you and decide with you how best to proceed.



## ***Wheelchair access***



There is wheelchair access to the surgery. We also have disabled toilet facilities and baby changing facilities.

# **Dalston Medical Group 2018**

**The Surgery  
Townhead Road  
Dalston  
Carlisle  
CA5 7PZ**

**Tel No: 01228 710451**

**Fax No: 01228 711898**

[www.dalstonmedicalgroup.org.uk](http://www.dalstonmedicalgroup.org.uk)

**Prescription Line: 01228 711760**

**District Nurses: 01228 711615**

**Midwife**

**01228 710451**

**Cumberland Infirmary:**

**01228 523444**

**NHS 111**

**Web Site:**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Cumbria Commissioning Group**

**01228 603500**

## ***Welcome To Dalston Surgery***

Welcome to our surgery. We aim to provide the highest possible standard of health care to our patients.

### ***The Practice Team:***

Dr John A French MBChB Sheffield 1991  
DRCOG, MRCGP

Dr Rania Mansour MBChB Alexandria 2000 MD,  
MRCGP, DFSRH

Dr Feras Al Kadamani MBBS, MRCGP (interest in  
Dermatology)

***Practice Manager:*** Ms Natalie Taylor

***Practice Nurses:*** Julie Knight  
Fiona Barrett-Gray

***Health Care Assistants:*** Lisa Gilmour, Cheryl Irwin

### ***District & Community Nurses:***

Sister Joyce Wharton, Elaine Wilson, Christine Bowe,  
Janet Rasburn, Paula Rowland.

***Midwife:*** Sue Armstrong

***Health Visiting*** is split geographically between the  
Wigton and Carlisle teams. Please phone 01228  
603651.

### ***Reception and Administration Staff:***

Jill Jessamine, Maureen Harkness, Vivien Walters,  
Wendy Routledge, Laura Warren, Jennifer Gillett,  
Jennifer Jackson, Karen Waite, Susan Dalton.

### ***Dispensary Staff:***

Wendy Betts, Diana Taylor, Julie Bradley, Elaine  
Pattinson, Susan Rowan, Niki Harkness Anne-Marie  
Williamson.

***Medicine Manager:*** Joan Duggan

***Delivery Service staff:*** Ian & Jean Cavagan

## ***Opening Times***

Monday to Friday 8am – 6.30 pm

Public Holidays – Surgery is Closed

Surgeries are by appointment and are held between  
8.00am – 12.00am and  
2.00pm – 6.30pm on weekdays.

There are some early (pre 8am) surgeries available and  
these vary each week. Please contact reception to book.  
Please telephone: 01228 710451 between 8am and  
6.30pm for an appointment or to arrange to speak to a  
G.P.

***Dispensary open Monday to Friday 8.30am – 6.30pm***

## ***Registration***

To register with the Practice you will be asked to  
complete an individual patient registration form and  
will be asked to express a preference of GP in  
accordance with clause 185. You will be invited to  
have a New Patient Medical within 1 month of  
registration.

## ***Appointments***

The doctors work in medical partnership. You may  
see the doctor or nurse of your choice if you book  
an appointment in advance. Appointments can be  
made in person or by telephone, during surgery  
opening hours. If you are unable to keep an  
appointment, please let us know so that someone  
else can take advantage of your cancellation.  
From time to time the partners will employ locum  
doctors to cover periods of absence.

## ***Urgent Appointments***

If a problem is a medical emergency you will be  
offered an appointment within 24 hours.

## ***Home Visits***

If you are too ill to come to the surgery, please  
telephone and be prepared to give some details to the  
receptionist so that we can assess the urgency of the  
call. All home visits are at the doctors' discretion.

Please place requests for home visits as early as  
possible before 11.00 am, so that the calls can be  
organised.

## ***Emergencies***

If you need to contact the surgery in an emergency:

- Stay calm
- Telephone the surgery 01228 710451
- Give your name, the name of patient, your  
address, phone number and describe the nature  
of the emergency. The receptionist will pass  
your details to the duty doctor.

## ***Out of Hours Emergencies***

Outside our normal opening hours, our answerphone  
will give the number of NHS 111. Phone this number  
for out of hours healthcare.

## ***Prescriptions***

We are a dispensing practice. Most patients can  
obtain their medication from the dispensary at  
Dalston if you live more than 1 mile  
(as the crow flies) from the nearest retail pharmacy.  
You may request a repeat prescription either in  
person, by post, by fax, by email via our website  
[www.dalstonmedicalgroup.org.uk](http://www.dalstonmedicalgroup.org.uk) or by phoning the  
dispensary (01228 711760) between 10.30am –  
5.30pm. Please allow us **at least 48 working hours**  
to process your order. Please request your medication by  
name to save any confusion. We can deliver your  
medication to you. Please ask when you order your next  
prescription.

## ***Elderly Patients***

We are happy to see our over 75 year old patients for an  
annual check if they have **not** already consulted with a  
doctor within the last 12 months.

## ***Results Policy***

The surgery will contact patients **only** if there is a  
problem with a result from a specimen sent to the  
Pathology Lab. If you want information on your result  
please telephone reception after 1pm.