

Welcome to Churchwood Medical Practice

This booklet has been provided to inform you how to make the most of the many services we provide at the surgery. If you keep it safe, you will find it a very useful guide to our Practice. A few moments spent familiarising yourself with this information will help us to give you the best service we can.



2 Tile Barn Rd, Hastings,
Saint Leonards-on-sea
TN38 9PA

If you require this booklet in an alternative format, for example large print for ease of reading, or if you need help communicating with us, please let us know and we will be happy to help.

Appointments: 01424 853999

Enquiries: 01424 853888

Fax: 01424 850190

Email: HRCCG.ChurchwoodPractice@nhs.net

www.churchwood-surgery.co.uk

Churchwood Medical Practice Booklet

If English is not your first language, please notify the Surgery so that we can arrange translation for you.

Spanish : Si el Inglés no es su lengua materna, por favor notifique a la cirugía para que podamos organizar la traducción para usted.

French: Si l'anglais est pas votre première langue, s'il vous plaît aviser la chirurgie de sorte que nous pouvons organiser la traduction pour vous.

German : Wenn Englisch nicht Ihre Muttersprache ist, benachrichtigen Sie bitte die Chirurgie, damit wir Übersetzung für Sie arrangieren.

Arabic : إذا لم تكن الإنجليزية هي اللغة الأولى للمتدعي، الرجاء إبلاغ عن الجراحة حتى تتمكن من ترتيب الترجمة بالنسبة لك.

Russian : Если английский не является вашим родным языком, пожалуйста, сообщите операции, так что мы можем организовать для вас перевод.

Polish: Jeśli angielski nie jest pierwszym językiem, proszę powiadomić Chirurgia tak, że możemy zorganizować tłumaczenie dla Ciebie.

Romanian: Dacă engleza nu este limba dvs. primul, vă rugăm să anunțați Chirurgia astfel încât să putem organiza traducere pentru tine.

Traditional Chinese: 如果英語不是你的第一語言，請及時通知手術，這樣我們就可以安排翻譯為您服務。

Hindi: आपकी पहली भाषा अंग्रेजी नहीं है, तो हम आप के लिए अनुवाद की व्यवस्था कर सकते हैं, जिससे कि सर्जरी को सूचित करें।

Urdu: انگریزی آپ کی پہلی زبان نہیں ہے تو ہم آپ کے لئے ترجمہ کا بندوبست کر سکتے ہیں تاکہ، سرجری مطلع کریں۔

Our Vision

We believe that our job involves all aspects of healthcare, including the prevention, diagnosis and treatment of illness; from ante-natal care through to palliative care.

We provide advice, diagnosis and therapy during episodes of ill health and care for chronic conditions. We also aim to prevent illness through immunisation, screening and health advice and education. We are fully committed to the principles of the NHS and our aim has always been to try to provide a first class service for the residents of our practice area.

Feedback and suggestions

The practice always welcomes feedback, good or bad, from our patients. We like to act on this to continually improve services to our patients.

Practice Staff

Doctors

Dr. Preye Mangiri (m)

MB BS

Dr. Karen Skinner (f)

BM , MRCGP, MRCOphth, PG cert in ed

Dr. Craig Namvar (m)

BM BS MRCGP

Dr. Namvar is the Senior Partner. He provides locum cover at Churchwood as he also is the Senior Partner for Hastings Old Town and Warrior Square Surgeries.

Paramedic Practitioner

Mark Pointer is a fully qualified Paramedic Practitioner with over 25 years' experience in the NHS.

Mark has undertaken specialist training to work within general practice.

Mark will be available to provide consultations for a wide range of minor illnesses and injuries, urgent and same day requests for treatment as well as chronic disease management. Mark will also undertake home visits under the direction of the GPs.

Mark works in the surgery every day except Wednesday.

ANP

Sarah Birch Sarah Birch has recently joined our team as Advanced Nurse Practitioner. Sarah is a Nurse Prescriber and is able to see a wide range of minor illness and manage patients with chronic diseases.

Staffing

Practice management

The Practice Manager, Mrs Penelope Rose (f) is responsible for the overall running of the practice.

Mrs Helen Smith (f) is the Deputy Practice Manager and assists the Practice Manager with the day to day running of the practice. Helen Smith is the Complaints Lead for the practice - if you have any suggestions or complaints, please put them in writing to the Complaints Lead who will be happy to address them.

Receptionists

The reception team are here to help. They have a very demanding job dealing with enquiries and requests from patients, practice staff and other community providers involved in your care.

When a patient telephones for advice, the receptionist may ask for some limited details, this is to help them to decide how best to help you. If you would prefer not give this information, or wish to speak in private with anybody at the practice, please inform the receptionist.

Nurses

We have two practice nurses who can carry out many tests and procedures. They can help with health issues such as family planning, healthy living advice, blood

pressure checks and dressings. The practice nurses also run clinics for long term health conditions such as asthma

or diabetes, minor ailment clinics and cervical smears. They will come to your home if you are housebound for flu vaccinations, smear tests and ECG monitoring.

Practice Staff Cont.

Healthcare assistants

The practice has two healthcare assistants who carry out tests and health checks. Please book in with the healthcare assistant for:

new patient check

NHS health check

removal of sutures

follow up smoking cessation

blood pressure check

spirometry test

weight check

dressings

phlebotomy

B12 injections

24 Hour BP monitoring.

Community midwives

The community midwife visits the practice once a week on Thursday mornings. The midwife will book you in and arrange your follow ups.

They can be contacted on 01424 755255 extension 6336.

Clinics held at the practice

Anticoagulation

Asthma

Atrial fibrillation

Blood pressure

Cervical smears

Child immunisations

Chronic kidney disease/kidney failure

COPD/spirometry

Coronary heart disease/heart failure

Current smokers

Diet, exercise and weight loss

Diabetes

Epilepsy

Flu Immunisation

Hypothyroid/hyperthyroid

Liquid Nitrogen

Mental Health

Minor Surgery

Previous Stroke

Sexual Health

Well Person

Opening times

The practice doors are open Monday to Thursday from 08.30 to 18.00 and Friday from 08.30 to 17.00.

Appointment times are available:	Morning	Afternoon
Monday	08.30 - 12.00	15.00 - 17.00
Tuesday	08.30 - 12.00	15.00 - 17.00
Wednesday	08.30 - 12.00	15.00 - 17.00
Thursday	08.30 - 12.00	15.00 - 17.00
Friday	08.30 - 12.00	15.00 - 17.00

Extended Hours Appointments:

We offer an evening surgery from 18.30 to 20.00 on alternate Tuesday / Wednesday / Thursday evenings for advanced bookings only. Please speak to the receptionist if you wish to book an extended hours appointment.

Appointment lines are open:	Morning	Afternoon
Monday	08.00 - 12.00	14.00 - 17.00
Tuesday	08.00 - 12.00	14.00 - 17.00
Wednesday	08.00 - 12.00	14.00 - 17.00
Thursday	08.00 - 12.00	14.00 - 17.00
Friday	08.00 - 12.00	14.00 - 17.00
Saturday	Closed	Closed

Daily lunchtime closures are for staff training.

Out of hours and weekends

In emergencies telephone (01424) 434151 / 423786 – you will be answered by a recorded message.

Out of Hours Telephone Number: 0300 555252

Our Appointments

01424 853999 from 08:00

To make an appointment to see a doctor, telephone in the morning on the day you wish to see the doctor. It is possible to book some appointments more than 48 hours in advance but these are limited. Our lines open at 8.00 am. You can now book your appointments online, please come into the Surgery and speak to our Reception team for details. When possible, appointments will be made with your doctor of choice but if your chosen doctor is not available you will be offered an appointment with the next available Doctor. If you are unable to keep your appointment please let us know as soon as possible.

Please see “Online Patient Access” for other ways to book an appointment.

Please remember that the telephone lines are very busy between 08:00 and 09:00 each day.

Emergencies

If you or someone else has severe chest pain, loss of blood or a suspected stroke, please dial 999 or go to the A&E Department at the Conquest Hospital, The Ridge, St Leonards on Sea, TN37 7RD.

Home Visits

If you require a home visit please telephone 01424 853999 **before 10.00 am**. This allows the doctor to plan his or her day accordingly. Home visits are reserved for patients who are genuinely housebound and who do not leave the house for any reason. We will only visit if the patient’s clinical condition prevents them from travelling to the surgery and they have a medical condition that necessitates an urgent medical opinion. Please give your name, address and telephone number and a brief description of your problem to the receptionist. Complete confidentiality is assured. Sometimes the doctor may decide that telephone advice or a surgery visit may be more appropriate.

Out of Hours

If you need to see a doctor in an emergency when the practice is closed, please ring the NHS111 service for advice by dialling 111. This is a free call number service that has trained advisors to deal with medical issues that do not require a 999 call.

You can also visit the Station Plaza Walk-in Centre, Station Approach, Hastings, TN34 1BA outside of practice hours (after 6pm and before 8am weekdays and weekends).

General Enquiries

For non-urgent enquires please telephone after 11.00 am. For test results please call in the afternoon (after 3 pm) as the receptionists will have more time to deal with your enquiry.

Repeat Prescriptions

If you take long-term medication, once agreed with your doctor, you will be given a computerised form of your REPEAT prescription. Please allow TWO WORKING DAYS (48 HOURS) for collection. Please **DO NOT** ask the reception staff to rush through a prescription for you, it may seem like a small matter to request us to deal with your urgent request but we have a large volume of prescriptions on a daily basis. We cannot treat late prescription requests for repeat medication as an emergency unless medically necessary.

Please **DO NOT** request prescriptions over the telephone, these will not be accepted under any circumstances. This is to avoid errors and ensure phone lines are more available.

Prescription Requests reaching us on:	Will be ready for collection or sent to the *chemist on:	
Monday	Wednesday	Afternoon
Tuesday	Thursday	Afternoon
Wednesday	Friday	Afternoon
Thursday	Monday	Afternoon
Friday	Tuesday	Afternoon
Saturday	Wednesday	Afternoon
Sunday	Wednesday	Afternoon

Please DO NOT ring to see if your prescription is ready for collection. If you prescription has been requested through the pharmacy, please contact them in the first instance.

To make your repeat prescription request, there are a few options available to you :

- in person
- in writing
- by fax
- With the aid of your pharmacy
- Or by registering with our Online Registered Account. Please speak to a Receptionist who can register you for this service. Once registered you will be able to book appointments and request **repeat** prescriptions. You will also receive messages through your account from the surgery if there is a problem with your requests for a prescription that may have needed to be authorised by a Doctor.

Any prescriptions received after 12 noon will be deferred to the next day – this is when the 2 working day (48 hour) notice will begin.

*please note the Pharmacy will require an additional 24 hours to process your prescription.

Churchwood Medical Practice's 48 hour policy will only apply to REPEAT prescriptions (required on a monthly basis and authorised by your GP). Anything that may need checking with the GP and authorising will not be included in this time scale and may take longer to generate. If this is the case – please allow more time before you may run out of your medication.

Please make sure that when collecting your prescriptions a responsible adult or child over the age of 16 years is the receiver. If anyone younger is sent on your behalf to collect a prescription they will be refused.

If you require a representative to collect your prescription(s) on your behalf we will need a signed consent form from you, identifying your representative. Please ask at Reception for a form. Your Representative will need to bring the "Consent Card" with them when collecting as proof of consent. If they cannot present this, the surgery reserves the right to refuse the collection.

Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) allows prescriptions to be sent direct to pharmacies through IT systems used in GP surgeries. Eventually EPS will remove the need for most paper prescriptions.

The surgery can offer this service which allows patients to nominate a pharmacy where your prescription can be sent electronically. This service does have some restraints and some medication cannot be sent this way, however most medication can be, and will be available at the pharmacy once electronically signed by the Clinician.

Sick Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. For any illness lasting for more than seven days, you will need to see the Doctor for him/her to issue a fitness to work certificate (Med 3). Please request any subsequent renewals of the certificate in writing; you will then be advised if the Doctor needs to see you again to issue this request.

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

Test Results

Hospital results and correspondence are delivered late morning. To allow time for each doctor to check results, please telephone after 3.00 pm. Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Patient Removal From GP Register

A GP **may** be able to remove you from the patient register in some situations, for example:

- because you move out of the practice area
- You are physically or verbally abusive to people at the practice.
- You do not attend more than 3 appointments without cancelling and letting the practice know. This will be following 2 written warnings.

In most cases (but not exclusive), the GP must have given you a written warning, and thereafter provide you with the reasons for your removal from the register.

The GP will inform NHS England and the Clinical Commissioning Group (CCG) who then notifies you. The removal from the register takes effect from the eighth day after the CCG receives the GP's notice, or from the date that you are included on another register if this is sooner. You are entitled to emergency treatment, or the continuation of treatment which is occurring more than once a week, until you are accepted by another GP.

If you have been violent, or have threatened to be violent, towards your GP or practice staff, and the police have been informed, you can be removed immediately from the GP's list. The CCG will be notified under the Violent Patient Scheme and they will advise you how you will receive your health care in the future.

DNA's

'Did Not Attend' (DNA) is when the patient does not turn up for their appointment and does not contact the surgery in advance to cancel/change appointment.

Churchwood Medical Practice is committed to ensuring that the best possible service is provided to all patients registered with the practice.

Medical Students

Churchwood Medical Practice is proud to be known as a training surgery with Dr. Karen Skinner as our GP trainer. As part of our team of doctors, the practice frequently has a doctor join us for a period of six to twelve months. These are fully trained doctors who are undergoing a further three years postgraduate training before joining a practice as a partner. The three years includes periods spent in general practice and in hospitals.

The practice needs to be regularly inspected for this purpose and this involves inspection of the medical records. Only doctors approved for this purpose will do this and they will respect completely the confidentiality of the information.

If you do not want your records to be available for inspection then please inform the practice of your wishes.

Sometimes the doctor may wish to video record their consultations and in this case your permission will always be requested beforehand.

Anti Natal Clinic

These clinics are held by appointment. You do not need to see a doctor to be seen by the Midwife.

Pre-conception advice is available through your GP.

Contact by Text Message

The practice is using a Text message service to notify patients of appointment reminders and other communication that may not be possible without this service. If you would prefer not to receive text messages, please inform the Receptionist.

New Patient Checks

Every new patient over the age of 5 years old must have a medical when registering with a new GP. General health information is collected and routine blood pressure and urine analysis are performed. You will be asked to book an appointment to see the Health Care Assistant when you fill out your registration forms this will be to let us know about your previous medical history, when you join our practice.

All patients, including children, are allocated a named, accountable GP who is responsible for their overall care at the Practice. This is referred to as your “usual GP”. You should be informed of your usual GP when you register but you can also check this information with any member of staff at any time. We encourage you to see your usual GP where possible, particularly for on-going problems, so that we can provide you with better continuity of care, but this is not exclusive. If he/she is fully booked, you can ask for an appointment with another Doctor. We will make every effort to accommodate any requests to change a usual GP.

Patient Access

Patient Access is an online registration tool that allows an individual to use the online services at their practice. This may include arranging appointments, repeat medication, medical records and updating your details. Please ask at Reception to register for this service. Once registered, if you have a smart phone, a FREE app can be downloaded to ensure easier access.

Please note; this service may be restricted by the practice if this service is abused by the user.

This is a national programme and is only facilitated by the practice.

Practice Nurses and Health Care Assistants

Offer general advice and management and administer dressings, treatments, injections and travel vaccines, management of Asthma and other breathing conditions. They can also offer advice and support on dietary problems such as overweight, high cholesterol and diabetes, all these services are by appointment only.

Chaperone Policy

What is a Formal Chaperone

In clinical medicine, a formal chaperone is a person who serves as a witness for both patient and clinician to safeguard both parties during a medical examination or procedure.

Why do we need Chaperones?

There are two considerations involved in having a chaperone to assist during intimate examinations protection of the doctor/nurse for allegations of improper conduct.

What is an intimate examination?

Intimate examinations are any examination where it is necessary to touch or be close to a patient.

The rights of the patient

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel that one is required.

Patients have the right to decline the offer of a chaperone.

Appropriately Trained Chaperone

Appropriately trained Chaperone’s are defined as a member of the Practice Staff who have completed the Practice Training Programme.

The Patient can expect from a Chaperone:

To be available on request.

The Chaperone will be pleasant/approachable/professional in manner, able to put the patient at ease.

Competent and Safe

Clean and presentable

Confidential

Chaperone Policy cont.

Where will the Chaperone stand?

Generally, the Chaperone will stand at the patient's head but in some cases the position of the Chaperone will depend on several factors, for example, the nature of the examination and whether or not the chaperone has to help the clinician with the procedure. The clinician will explain to the patient what the Chaperone will be doing and where they will be in the room.

If a patient has concerns about a Chaperone

Patients should raise any concerns/make any complaints via the Practice usual comments/complaints procedure.

When a Chaperone is unavailable

There may be occasions when a chaperone is unavailable. In such circumstances the doctor will assess the nature of the examination to decide if it is appropriate to go ahead at that time.

Cervical Smear Test

It is recommended that every woman between the ages of 25-50 have a smear test every three years and patients 50-65 every five years. These are done by the Practice Nurse by appointment.

ECG's, Dressings and Ear Syringing

These can be arranged with the Practice Nurse Team. Please ask at Reception

Blood Tests

These can be arranged with the HCA during morning clinics throughout the week at the request of a Doctor. Please ask at the Reception.

Well Woman Clinic

We do not run a dedicated well woman clinic, but you are able to book in with the practice nurses who are able to give breast awareness advice, carry out cervical screening tests, and provide information and advice about contraception and hormone replacement therapy (HRT).

Flu Vaccinations

Clinics are carried out between October and December every year and we offer free Flu vaccinations to patients, particularly those over 65 years old or with a history of heart or chest disease, diabetes and those who live or work in institutions or nursing homes. Appointments may be made by telephone or at reception. We offer the vaccine via the practice nurse. Please ask for details. We also offer a vaccination against pneumococcal pneumonia for the same group at risk. One injection offers 10-year immunity and is free.

Travel Vaccinations

We will be pleased to arrange this after discussion with our Practice Nurses. Please ask a receptionist for a travel vaccination form to complete. A fee may be payable for this service. Please allow at least 6 weeks before you travel to complete your vaccinations.

Non NHS Medicals, Reports & Private Certificates

Medical examinations for special reasons, eg employment, fitness to drive or insurance are not undertaken during routine surgery times. Special appointments can be made on request. Please talk to the Receptionists to book this. A fee is normally payable for these non-NHS services.

Sickness certificates covering a period of up to seven days are not provided by the Doctor, these are self-certified certificates which you can download from www.hmrc.gov or you can obtain these from your employer.

Medical examinations for special purposes, elderly drivers, fitness to undertake sport, travel, HGV and taxi licence medical etc may be booked with the receptionist and a fee is payable. Medicals for insurance companies are generally paid for by the insurance company.

Ethnicity

Here at Churchwood we acknowledge and respect the unique contribution that all patients can bring to our community in terms of their culture, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs, We kindly ask that if English is not your first language and you do need an interpreter, that you make sure that you bring one along with you to any appointments you may have. Alternatively, indicate clearly to the Reception team what your preferred language is so that we can access a telephone interpreter for you.

Violent Patients

This practice supports the Government's NHS zero tolerance campaign. The GPs and staff at the surgery are entitled to conduct their duties in a safe environment without fear of either physical, verbal abuse or aggression. Patients who offend in this way will be reported to the police and struck off their GPs list immediately. The offending patient will be placed on the Violent Patient Scheme at the CCG and they will advise how the patient will receive health care in the future.

Patient Participation Group

We are pleased to say that we have a well-established Patient Participation Group acting on behalf of our patients that meet regularly. The group is set up from a diverse group of people from workers, retirees, and people with long term conditions.

The aim of the group is to discuss items arising in the practice that relate to patient care and services including subjects like telephone access and appointment availability. It works towards giving patients and staff a better relationship understanding of each other's roles and responsibilities. The group also can be seen in the surgery helping us on some occasions with Patient Questionnaires. If you see one of the group in the surgery and would like to have something brought to one of their meetings, please identify yourself and discuss the subject with them.

General Comments & Complaints

We aim to provide a first rate service and a very high quality of care but we want to know if you have any problems.

In the first instance, please discuss your complaint with the staff member concerned or their supervisor. Where the issue cannot be resolved at this stage, please contact the Practice Manager, who will try to verbally resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know in writing as soon as possible. If you cannot raise your complaint immediately, please let us know within 6 months of the date on which the event was subject to the complaint. As per practice protocol, once received, an acknowledgement will be sent to you within 3 working days and the issues raised will be investigated and considered in full with a response within 50 working days from the receipt of your complaint.

Alternatively you can address your complaints or comments to:

(1)Hastings and Rother NHS - CCG
Complaints Department
Bexhill Hospital
Holliers Hill
Bexhill On Sea
East Sussex
TN40 2DZ
Tel: 01424 735600
Email: HRCCG.enquiries@nhs.net

(2)The Parliamentary and Health Service Ombudsman – Complaints Line
Tel: 0345 015 4033

(3)SEAP, Hastings
Upper Ground Floor
Aquila House
Breeds Place
Hastings
East Sussex
TN34 3UY - Tel: 0330 440 9000

Churchwood Medical Practice complaints protocol is in line with The Parliamentary and Health Service Ombudsman – "Principles of Good Complaint Handling".

Health Promotion Clinic

•Well Person

These clinics offer, where appropriate, advice on general health care, healthy lifestyle, diet and checks on Blood Pressure, weight and urine. We may be able to help you stop smoking or give advice on alcohol and cholesterol. If you feel you may like to make use of this service please ask the Receptionist.

•Family Planning

Your doctor or nurse will be please to offer contraceptive advice by appointment but special arrangements must be made if you require any device fitting.

•Diabetic & Pre-Diabetic Screening

•Anti-Coagulation

•Primary Prevention Clinic

•Hypertension

•Asthma

•Coronary Heart Disease

•Stroke

•Smoking Cessation

•Chronic Airways Disease

Useful Contact Numbers

Appointments	01424 853999
Health Visitors	01424 448120
Conquest Hospital	01424 755255
Midwives (Conquest Hospital –Midwife Dept)	01424 755255
St Annes Centre	01424 754488
Out of Hours service	0300 555252
Hastings and St Leonards Care Quality Commission	01424 755470
District Nurses	through the surgery
Station Plaza – Walk In Centre.....	01424 464758
Hastings Police Station	0845 607 0999
Samaritans	01424 436666
British Pregnancy Advisory Service	08457 304030
Age Concern	01424 426162
Citizens Advice Bureau	0870 126410
The NHS Constitution (Oct 2015) - https://www.gov.uk/government/publications/the-nhs-constitution-for-england	

Your Doctors Responsibilities

- To treat you with respect and courtesy at all times, to preserve your dignity.
- To treat you as an individual and to discuss with you the care and treatment we can provide – this may not always result in prescription for medicines.
- To invite you into decision making regarding your treatment and care plan.
- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- Out of hours – emergency care is provided by South East Health Ltd.
- To refer you to a Consultant acceptable to you when necessary.
- To give you access to your health records, subject to any limitations in the law.
- To give you absolute confidentiality and privacy.

Your Responsibilities as a Patient

- To treat all the staff with respect and courtesy at all times. The NHS does not tolerate anti-social behaviour. Please refer to violent patients and patient removal from GP register for information.
- To ask for home visits ONLY when the patient is unable to attend the surgery through illness or infirmity To ask for an out of hours visit only when necessary. (NHS111)
- To keep your appointments and contact the practice in advance if you cannot.
- (Emergency appointments are filled at Doctors Discretion).
- To be punctual for appointments – please ensure that you arrive on time. However, if your Doctor has spent longer with a previous patient they may be running late, this may be due to a medical emergency which could result in your appointment being later than your actual slot time. We apologise if this happens, however, we do still ask for you to arrive early or on time for your appointment.
- To let the receptionist know if you will need a longer appointment.
- To let us know when you change your address or telephone number immediately
- To inform the surgery if you are going to live outside the UK for more than 3 months.
- Please be patient when the doctor is delayed for any reason. There may be an Emergency. Remember your doctor is human.
- English is not your first language, please make sure you can bring an interpreter to your appointments with you or inform Reception so that they can arrange something for you.

Your responsibilities as a patient contd.

Please note: in accordance with the NHS guidelines this practice adopts a zero tolerance approach to patients who are violent or abusive to the doctors or any member of staff. The Primary Care Trust will be notified and patients may be removed from the practice list.

The NHS Care Record Guarantee

Introduction

In the National Health Service in England, we aim to provide you with the highest quality of healthcare. To do this, we must keep records about you, your health and the care we have provided to you or plan to provide to you. NHS care records may be electronic, on paper or a mixture of both, and organisations use a combination of working practices and technology to keep to this guarantee.

This guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

The people who care for you use your records to:

- provide a good basis for all health decisions made by you and healthcare professionals;
- allow you to work with those providing care;
- make sure your care is safe and effective; and
- work effectively with others providing you with care.

Others may also need to use records about you to:

- check the quality of care (such as a clinical audit);
- protect the health of the general public;
- keep track of NHS spending;
- manage the health service;
- help investigate any concerns or complaints you or your family have about your healthcare;
- teach healthcare professionals; and
- help with research.

The NHS Care Record Guarantee

You have the right:

- to confidentiality under the Data Protection Act 2018, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination Act 2005 and the Race Relations Act 1976 and Amendment 2000 may also apply);
- to ask for a copy of all records about you held in paper or electronic form (you may have to pay a fee); and
- to choose someone to make decisions about your healthcare if you become unable to do so (this is called 'a lasting power of attorney').

We have a duty to:

- maintain full and accurate records of the care we provide to you;
- keep records about you confidential, secure and accurate; and
- provide information in a format that is accessible to you (for example, in large type if you are partially sighted).

It is good practice for people in the NHS who provide your care to:

- discuss and agree with you what they are going to record about you;
- give you a copy of letters they are writing about you; and
- show you what they have recorded about you, if you ask.

The NHS Care Records Service

Some of your health records are already held on computer, but many are still kept on paper. While the paper records we keep are protected by strict confidentiality and security procedures, these records are not always available to the care team looking after you. Handwritten entries in the record may be difficult to read and important information may be missing.

The National Programme for IT is introducing modern secure computer systems into the NHS over the next few years. Some of these will hold electronic health records about you, making them available to the right people where and when they are needed for your healthcare, while ¹¹ maintaining your confidentiality and keeping your information secure. They are often referred to as the NHS Care Records Service.

The NHS Care Records Service Contd.

This new system will:

- allow you to control whether the information recorded about you by an organisation providing you with NHS care can be seen by other organisations that are also providing you with care;
- show only those parts of your record needed for your care;
- allow only authorised people (who will need a 'smartcard' as well as a password) to access your record;
- allow only those involved in your care to have access to records about you from which you can be identified, unless you give your permission or the law allows;
- allow us to use information about your healthcare, in a way that doesn't make your identity known, to improve the services we offer or to support research;
- keep a note of everyone who accesses the records about you; and
- be operated in line with internationally approved information security standards.

The Summary Care Record

Your Summary Care Record is part of the NHS Care Records Service. It contains information from your care record (current prescriptions, allergies, reactions to treatment) and any other information that you have agreed should be included. This means that wherever in the country you need care those providing it can have access to the most up-to-date information.

We will ask your permission if we need to look at information in your Summary Care Record. When this is not possible, for example in an emergency when you are unconscious, we will tell you later.

You can decide not to have a Summary Care Record at all.

After we have created your Summary Care Record, you can decide:

- not to share the information in it;
- to share the information in it with others providing you with care; or
- to add information from your other health records that you would like included.

If you have a Summary Care Record, it is available to you at all times, free of charge, over a secure internet connection through the service called 'HealthSpace' (www.healthspace.nhs.uk).

Our 12 commitments to you:

- When we receive a request from you in writing, we must normally give you access to everything we have recorded about you. We may not give you confidential information about other people, or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else. This applies to paper and electronic records. However, if you ask us to, we will let other people see health records about you. Wherever possible, we will make your health records available to you free of charge or at a minimum charge, as allowed by law. We will provide other ways for you to apply to see your records if you cannot do so in writing. We will provide information in a format that is accessible to you (for example, in large type if you are partially sighted).
- When we provide healthcare, we will share your record with the people providing care or checking its quality (unless you have asked that we limit how we share your record). Everyone looking at your record, whether on paper or computer, must keep the information confidential. We will aim to share only as much information as people need to know to play their part in your healthcare.

Our 12 commitments to you Contd.

- We will not share health information that identifies you (particularly with other government agencies) for any reason other than providing your care, unless:
 - you ask us to do so;
 - we ask and you give us specific permission;
 - we have to do this by law;
 - we have special permission for health or research purposes; or
 - we have special permission because the public good is thought to be of greater importance than your confidentiality.

If we share information without your permission, we will make sure that we keep to the Data Protection Act 2018, the NHS confidentiality code of practice and other national guidelines on best practice. There is more information about existing guidelines at:

www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/Patientconfidentialityandcaldicottguardians/index.htm

- Under current law, no-one else can make decisions on your behalf, about sharing health information that identifies you. At the moment, the only exceptions to this are parents or legal guardians, or people with powers under mental health or other law. You can appoint someone to have a lasting power of attorney to make decisions for you if you lose the ability to make decisions for yourself. You can decide what rights that person has in making decisions about your care record. If you do not appoint anyone, a senior healthcare professional involved in your care may consider it to be in your best interests to share information. This judgment should take account of the views of your relatives and carers, and any views you have already recorded. For medical research or other purposes the Ethics and Confidentiality Committee of the National Information Governance Board for Health and Social Care can give special permission to share any health information that could identify you.

When we might use or share information that names you without asking you:

-Sometimes we have a legal duty to give information about people.

Examples include:

- births of children;
- reporting some infectious diseases;
- reporting gunshot wounds to the police; or
- because a court orders us to do so.

-Sometimes special permission will be given to use your information without your consent. This may be for medical research, keeping registers of cancer patients or checking quality of care. This permission is given by the Ethics and Confidentiality Committee of the National Information Governance Board for Health and Social Care.

-Special permission may also be given when the public good is thought to be of greater importance than your confidentiality. This is very rare, but some situations where this might happen include:

- when a serious crime has been committed;
- when there are serious risks to the public or NHS staff; or
- to protect children.

Other than in the most exceptional circumstances, this permission is given by the senior clinician in charge of protecting your privacy in each health or care organisation. (Often this person will be called the Caldicott Guardian).

- Sometimes your healthcare will be provided by members of a care team, which might include people from other organisations such as social services or education. We will tell you if this is the case. When it could be best for your care for your health information to be shared with organisations outside the NHS, we will agree this with you beforehand. If you don't agree, we will discuss with you the possible effect this may have on your care and alternatives available to you.
- Usually you can choose to limit how we share the information in your care records which identifies you. In helping you decide, we will discuss with you how this may affect our ability to provide you with care or treatment, and any alternatives available to you.

Using your information Contd.

- We will deal fairly and efficiently with your questions, concerns and complaints about how we use information about you. All trusts have a Patient Advice and Liaison Service (PALS) which can answer questions, point people towards sources of advice and support, and advise on how
- to make a complaint. We will have a clear complaints procedure. We will use what we learn from your concerns and complaints to improve services.
- We will take appropriate steps to make sure information about you is accurate. You will be given opportunities to check records about you and point out any mistakes. We will normally correct factual mistakes. If you are not happy with an opinion or comment that has been recorded, we will add your comments to the record. If you feel you are suffering distress or harm as a result of information currently held in your record, you can apply to have the information amended or deleted.
- We will make sure, through contract terms and staff training, that everyone who works in or on behalf of the NHS understands their duty of confidentiality, what it means in practice and how it applies to all parts of their work. Organisations under contract to the NHS must follow the same policies and use the same controls as the NHS does. We will enforce this duty at all times.
- We will take appropriate steps to make sure we hold records about you – both paper and electronic – securely and only make them available to people who have a right to see them.
- We will keep a record of everyone who accesses the electronic information the NHS Care Records Service holds about your diagnosis, care and treatment. You will be able to ask for a list of everyone who has accessed records that identify you, and when they did so.
- There may be times when someone will need to look at information about you without having been given permission to do so beforehand. This may be justifiable, for example, if you need emergency care. We will tell you if the action cannot be justified.

- If we find that someone has deliberately accessed records about you without permission or good reason, we will take action. This can include disciplinary action, ending a contract, firing an employee or bringing criminal charges. We will tell you if this happens.

For **The NHS Constitution** publication (July 2015) please follow the attached link below:

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Feedback :

If we are doing something right we would love to hear your comments – please tell us.

Alternatively, if we have done something wrong, please give us the opportunity to put it right.

If you require this booklet in an alternative format, (for example, larger print) please contact the surgery and this can be arranged for you.