

SHELLEY MANOR & HOLDENHURST MEDICAL CENTRE

Shelley Manor - Beechwood Avenue, Bournemouth BH5 1LX
Holdenhurst - 199 Holdenhurst Road, Bournemouth BH8 8DE

Website: www.smh-mc.co.uk

Shelley Manor - Tel: 01202 309421 Holdenhurst - Tel: 01202 587111



Welcome to our Practice

Shelley Manor & Holdenhurst Medical Centre is a Practice working under a Partnership arrangement.

This booklet is designed to give you and your family all the information you require. However, if you do have any further questions, please do not hesitate to ask.

SHELLEY MANOR - RECEPTION & APPOINTMENT OPENING TIMES

| | |
|--------------|---|
| Mon - Friday | 07.00 – 17:30 [and 18:30 to 20:00 on Monday only] |
| Wed | 07:00 – 17:30 [Closed 12:00 to 14:00] |
| Tue – Thu | 08:00 – 17:30 |

HOLDENHURST - RECEPTION & APPOINTMENT OPENING TIMES

| | |
|--------------|--|
| Mon - Friday | 08.00 – 17:30 |
| Wed | 08:00 – 17:30 [Closed 12:00 to 14:00] |
| Tue – Thu | 07:00 – 17:30 [and 18:30 to 20:00 on Tuesday only] |

Surgery is CLOSED on Weekends/Bank Holidays

EMERGENCIES OUT OF HOURS – Tel: 111

What to do when the surgery is closed

If you are unwell in the evening, overnight, at the weekend or on a Bank Holiday,

Contact the National NHS Service by dialing

111

For more information, see overleaf

APPROPRIATE USE OF GP SERVICES

The Doctors at Shelley Manor & Holdenhurst Medical Centre work extremely hard; most are here for 10+ hours a day and often have anything from 40 to 70 patient contacts during their day. Please help us to help you.

There have been some interesting statistics published in the past by the GPC of Northern Ireland on GP workload data. Although this is a very old study it does show the huge increase in GP workloads over the years and this has only been increasing year-on-year since this study was undertaken

This looked at data for 2013/4 compared to 2003/4:-

1. Consultation rates have increased by 63%
2. Acute prescriptions rates have increased by 28%
3. Repeat prescription rates have increased by 41%
4. Lab tests results have increased by 216%
5. GP Administrative work has increased by 115%
6. Total patient contacts have increased by 66%

This would mean, on an average day, a GP would expect to have:

- 47 consultations (inc home visits and telephone consultations),
- deal with 35 lab results, and
- "sign" 172 prescriptions.

Please try and help by observing a few of the following points:

- Please do not ask for immediate or urgent appointments for something that can safely wait or is of a non-urgent nature
- Before contacting the Doctors, please consider contacting the local Pharmacy for advice or over the counter medicine for minor ailments or refer to the section later in this book
- If you cannot make your appointment please tell us so it can offered to someone else
- Please understand that immediate clinical care will always come before requests for forms etc to be completed.
- Please appreciate that the Doctors have to prioritise the work they do and they will deal with your request as soon as they can

WHEN WE ARE CLOSED

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

This service is for urgent medical situations – if you, or a member of your family, become ill and you are concerned. It is not for routine enquiries such as booking an appointment with your GP, repeat prescriptions, test results etc.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones (although pay-as-you-go mobiles must have at least 1p credit)

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a

community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

If you do not think the Out of Hours Service is what you need, you can consider the following:

If you need telephone advice from a medical person

- Call NHS 111. They can give you general medical information 24 hours a day. Trained nurses can provide you with expert health advice and reassurance any time of the day and night.

If you need to buy some medicine or medical supplies

- Visit a local pharmacy (chemist). Your local paper will have details of pharmacies open late on weekdays and on Saturdays, Sundays and Bank Holidays.

If this is an emergency or you have had a severe accident

- If your injury or illness is severe, or you have had a serious accident, call 999 and ask for an ambulance. Or you can visit your local Accident & Emergency Department

Further details can be found on our A-Z of services on page 12

***DOES YOUR GP SURGERY HAVE YOUR CORRECT
ADDRESS & TELEPHONE NUMBER?***

***This is essential if the level of care you deserve is to
be maintained. Please tell reception if your details
have changed***

WHO'S WHO AT SHELLEY MANOR & HOLDENHURST MEDICAL CENTRE?

THE DOCTORS

PARTNERS

Dr Diana Gannon
Dr Andrew Blaszczyk
Dr John Bray
Dr Susan Walker-Date
Dr Nermina Selimovic
Dr Heidi Yeoman
Dr Sarah Cadwallader
Dr Rayhaneh Zahedi
Dr Ashley Savage
Dr Kayvan Bidad

GP ASSISTANTS

Dr Catriona Thomson
Dr Sian Evans
Dr Ute McCrudden
Dr Alastair Bush
Dr Shiny Khuzivelil

PRACTICE BUSINESS MANAGER

Debbie Morris PG Cert, PG Dip, MInstLM

PRACTICE NURSING TEAM

| | |
|-------------------------|--|
| <i>Alison Pisani</i> | Advance Nurse Practitioner/Nurse Manager |
| <i>Sarah Squires</i> | Advance Nurse Practitioner |
| <i>Julie Thornton</i> | Advance Nurse Practitioner |
| <i>Dawn Scarborough</i> | Practice Nurse |
| <i>Sarah Burnell</i> | Practice Nurse |
| <i>Kirsty Kingsley</i> | Practice Nurse |
| <i>Emma Honeyman</i> | Practice Nurse |
| <i>Ying Greenhow</i> | HealthCare/Nursing Assistant |
| <i>Tracy Weldon</i> | HealthCare/Nursing Assistant |

ADDITIONAL PRACTICE SUPPORT STAFF

Operation/HR Manager – Quality, Compliance & Facilities Manager
Full and Part-time Receptionists
Full & Part-time Medical Secretary and Administration Staff

HEALTH VISITOR TEAM

Both sites host Health visiting Services with a full team of Health Visitors, NNEB and administration staff

MIDWIFERY

Our Holdenhurst site only has a fully qualified Midwife providing a weekly service to our expectant mothers

Service provided by the Midwife Team -Royal Bournemouth Hospital

COMMUNITY NURSING TEAM

Shelley Manor site only hosts District Nursing Services and is supported by a fully qualified and diverse team of RGN team members and administration staff

TRAINING PRACTICE - REGISTRARS & MEDICAL STUDENTS

Shelley Manor & Holdenhurst Medical Centre is proud to be a training practice and as such offers training to Doctors who have currently experienced solely hospital medicine.

The Registrars are fully qualified practitioners and work under the supervision of the Partners during the time they spend with us. Patients will be advised if the doctor they are seeing has a trainee or medical student with them and have the right to choose whether or not the student remains present during the consultation.

***DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?***

This is essential if the level of care you deserve is to be maintained. Please tell reception if your details have changed

If you cannot attend an appointment for any reason, please let the surgery know as soon as possible so that it can be offered to another patient

HOW TO REGISTER WITH THE PRACTICE

If you would like to register with our Practice and are entitled to NHS treatment, then please come along to the surgery where the procedure for registering is as follows:-

- Production of your NHS Medical Card (if available to you)
- Photo Identity (such as passport, driving licence etc) and proof of residency (such as recent utility bill, official letter etc – if available to you)
- Be resident within our defined catchment area, please see the map at the back of the booklet.

If you do not have a medical card, please come along with as much of the other documentation stated as you have available to you. You will be asked to complete a New Patient Questionnaire and the information will be sent to the Primary Care Support England [PCSE} so that a medical card can be issued to you. You are most welcome to make an appointment at the time or registering if you would like to, but this is not mandatory. The Doctors in the Practice would recommend however, that all newly registered patients participate in a consultation within 6 months of joining the Practice

HOW TO MAKE AN APPOINTMENT - Tel: 01202 309 421 or 01202 587 111

Please telephone either of the above number if you wish to make an appointment. If you wish, we can offer you a routine appointment with a GP within 48 hours or a nurse within 24 hours; please call as soon as possible after 8:00am. We will also offer you the opportunity to book appointments in advance.

Requests for emergency appointments:

- Patients with urgent problems will be seen on the same day where clinically necessary
- Young children who are ill will be seen on the same day

Please let our receptionist know if you prefer to see a particular doctor; you have a right to request an appointment with a practitioner of your choice, however, this may not be possible where an emergency appointment is needed or within the timescales given above for a routine appointment with any Doctor. For non-urgent appointment requests this could also cause a longer than normal delay in the first available appointment that we can offer.

Please arrive in good time. The commonest reason for appointment delays is late arrivals. In some cases a late patient may have to wait until the end of a surgery to see the Doctor or may have their appointment cancelled.

APPOINTMENT TIMES

| <i>Appointment Times – Doctors/Nurses [vary dependent on site & GP]</i> | | | | | | |
|--|-------|----|-------|-----|-------|----------|
| Monday | 08:30 | to | 12:00 | and | 14:00 | to 17:30 |
| Tuesday | 08:30 | to | 12:00 | and | 14:00 | to 17:30 |
| Wednesday | 08:30 | to | 12:00 | and | 14:00 | to 17:30 |
| Thursday | 08:30 | to | 12:00 | and | 14:00 | to 17:30 |
| Friday | 08:30 | to | 12:00 | and | 14:00 | to 17:30 |

EXTENDED ACCESS

To assist patients who may experience difficulty accessing the surgery during the above times due to, for example, work commitments, we will offer extended opening as follows. Please check the signs in the surgery for dates/days.

| <i>Extended Opening Times – Doctors/Nurses [vary dependent on site & GP]</i> | | | | | | |
|---|-------|----|-------|-----|-------|----------|
| Monday | 07:00 | to | 08:00 | and | 18:30 | to 20:00 |
| Tuesday | 07:00 | to | 08:00 | and | 18:30 | to 20:00 |
| Wednesday | 07:00 | to | 08:00 | and | | |
| Thursday | 07:00 | to | 08:00 | and | | |
| Friday | 07:00 | to | 08:00 | and | | |

In offering every patient the individual care they deserve, delays can occasionally occur. Please be patient if this happens to you, we will not rush you through your appointment either. You should not expect to wait more than 30 minutes without receiving an explanation.

Routine appointments are booked at ten minute intervals, if you feel that a longer consultation is necessary, please mention this to our receptionist when you book. She will be able to seek further clarification from the Doctor/Nurse. We do not book double appointments unless the receptionist has been instructed to do so by one of the clinicians

HOME VISITS – Tel: 01202 309 421 or 01202 587 111

We provide home visits for patients who are too ill to come to the surgery or are completely housebound. They can be requested by telephoning the above numbers, wherever possible, before 10:30am, but please remember

that all visits are at the discretion of the doctor, who will decide if they are necessary.

When requesting a visit, our receptionist will ask you for some details. This information allows the Doctors to plan their visits and to prioritise calls in order of urgency. If you feel that your problem is urgent therefore, please make this clear to our receptionist and we will endeavour to fit you in as quickly as possible. Unless otherwise stated, we will assume that a visit later in the day is acceptable to you.

**DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?**

This is essential if the level of care you deserve is to be maintained. Please tell reception if your details have changed

When asking for an appointment or a home visit, the Receptionists have been instructed by our clinical team to ask you to give a brief reason for your request. This helps us to book your appointment with the most appropriate clinician in the most appropriate timescale. This assists the Doctor/Nurse prioritise and give the patient the most appropriate care needed. There is no need to go into detail and our non-clinical team will not give independent clinical advice

All information is stored and used in accordance with Data protection and Caldicott regulations.

**DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?**

This is essential if the level of care you deserve is to be maintained. Please tell reception if your details have changed

ELECTRONIC PRESCRIPTIONS SENT DIRECT TO THE PHARMACY

We are now able to send your prescription directly to your nominated Pharmacy electronically. This means you do not need to come to the surgery to collect your prescription but can go direct to the Pharmacy for your medication. Please contact the Pharmacy of your choice and tell them you would like to receive your prescriptions electronically and they can set this up for you. Otherwise tell our receptionists who can also arrange this,

REPEAT PRESCRIPTIONS – a minimum of 48 Hours needed

Along with your prescription, you will receive a tear-off counterfoil of the medication being issued. These will be processed within 48 hours and there are a number of ways that you can request a repeat prescription.

- You can order a repeat prescription through the Practice Website www.smh-mc.co.uk
- You can return this tear-off counterfoil to the surgery with the items required clearly marked with a tick. This can be handed in at our reception desk or placed in the 'repeat prescription' post box that is located in the surgery waiting area. Please **only** tick the items you really need
- You can post your request to the surgery and it will be processed within 48 hours of receipt.
- It may be possible for you to make arrangements with your local Pharmacist to deliver you request to us and also to collect it for you. Please speak with your Pharmacist to see if this service is available.
- If you do not have, or cannot find your tear-off slip from previous prescriptions, do not worry. Either write the details onto a slip of paper or come in to the surgery and completed a 'Repeat Prescription Request' form.

Please note that in all cases, if you wish your prescription to be posted back to you, a SAE must be supplied. If there is a genuine reason for needing a repeat prescription urgently, please let us know and we will do our best to provide it for you. Please order in plenty of time so that you do not run out of your medication. In an emergency when the surgery is closed, please contact your local chemist.

We would ask you to appreciate that, for reasons of patient safety, we do not accept requests for repeat prescriptions over the telephone. This ensures that errors are not made through mispronunciation/spelling or incorrect dosage instructions of the medication(s) required.

If you need to contact the surgery for your test results (e.g. blood/smear/x-ray results), please telephone the surgery on the above number after 2:00pm. At this time of day, you will get through to the surgery more easily and our receptionists will have time to find the results for you, if they are available.

Please note that test results will not be given to you until the Doctor has seen them and instructed the receptionist appropriately. In some cases, a Doctor may ask you to come into the surgery to receive your results. This does not automatically indicate that is something sinister about your results; it could be for a variety of harmless reasons such as wishing to give you a more detailed explanation, medication management etc, so please try not to worry if a receptionist asks you to make an appointment

WHAT TIME TO CALL FOR RESULTS?

Our reception area is extremely busy in the mornings – please wait until after 2pm to call in for your test results

ORDER VIA THE WEBSITE

Remember, you can register on our website www.smh-mc.co.uk to apply for your repeat prescription

Antenatal Clinics

See Midwifery

Asthma Clinic

Appointments are available with the practice nurse, normally by GP referral, but you can make an appointment directly at reception, if you feel that it is necessary.

Blood Tests (Phlebotomy)

By appointment with the Practice Nurse or at Shelley Road Clinic, available by GP referral and direct patient booking when required for chronic disease management or requested follow-up

Cervical Screening

Appointments are available with the practice nurses.

In addition we send invitations to patients who are due for a cervical smear following recommended guidelines from the National Cervical Screening Programme. The general recommendation is:

- First screening at age 25
- Every 3 years between the ages of 25 – 49
- Every 5 years between the ages of 50 - 64

Child Immunisation

Appointments are arranged by the Health Visitors and the Practice runs an Immunisation Clinic on Wednesday mornings.

Contraception (Emergency)

Available within 3 days after you have been at risk. Please inform the receptionist that you need an emergency appointment/telephone appointment on the same day with the practice nurse or a doctor

Coronary Heart Disease Clinic

By appointment with the Practice Nurse/Doctor

Counselling Service

By Doctor referral

Diabetic Clinic

By appointment with the Practice Nurse

Family Planning

Routine appointment with the Doctor or Practice Nurse

Flu Clinic

Undertaken in the autumn, the flu clinic is widely advertised around the surgery and on prescriptions. Please make an appointment with the Practice Nurse

Maternity

Antenatal and early postnatal care by appointment with the Midwife or a Doctor

Minor Injuries

By appointment with the Practice Nurse

Minor Surgery (inc Joint Injections)

A surgery is held for removal of abnormal benign skin lesions and joint injections. Referral is by consultation with your Doctor

New Patient Health Check

Dependent on your age and current medication by appointment with the Practice Nurse

Out of Hours

Contact the National NHS Service by dialing 111

Palliative Care

An excellent palliative care service is provided by the Community Nursing Team in partnership with their colleagues from the specialist services. Available by GP referral.

Physiotherapy

Is provided by the Dorset CCG at locality clinics/hospitals by GP referral – you can obtain advice [only] by calling Physio Direct on 01202 704036

Pneumonia Vaccinations

Undertaken during the autumn and by appointment with the Practice Nurse

Podiatry Clinic

Available at Shelley Road Clinic by GP referral

Postnatal Clinics

See Midwifery

Mental Health Services

<http://www.dorsetmentalhealthforum.org.uk/mental-health-services-dorset.html>

https://www.steps2wellbeing.co.uk/prefer_to_talk/bournemouth_and_christchurch/

Smoking Cessation Advice

Available from the Practice Nurse or Doctor.

Advice and classes can also be arranged by Live Well Dorset www.livewelldorset.co.uk or calling 0800 840 1628

Spirometry/COPD Clinic (Chronic Obstructive Pulmonary Disease)

By appointment with the Practice Nurse

Travel Clinic

By appointment with the Practice Nurse.

Vaccinations & Immunisations

By appointment with the Doctor or Practice Nurse

Well Baby Clinic

Arranged by the Health Visitor Team

***DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?***

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have changed***

MORE ABOUT OUR MEDICAL STAFF

The Nursing Team

The Nurses are closely involved in all aspects of health care and screening both within the surgery and at home.

Advanced Nurse Practitioners Our highly skilled team of advanced nurse practitioners work at a level that is between our practice nurses and our GPs. They deal with a great deal of the acute work coming in to the surgery and are independent prescribers.

The Practice Nursing team routinely deal with the following:- dressings; removal of sutures; routine injections; ear syringing; travel advice and vaccinations; blood tests; blood pressure checks; urine tests and ECG recording.

The Community Nurses primary role is to provide continuation of nursing care in the community including individual assessment.

The Health visitors aim, is to promote the health of the whole community and to help in promoting healthy lifestyles, addressing concerns about physical and mental well-being. All Health Visitors have additional training and experience in child-health and health promotion education. We offer practical support and advice for all ages in a host of diverse situations

The Midwifery team provide full care from conception at clinics every Wednesday and Friday afternoon with continuity into postnatal period at home. Predominantly linked with Bournemouth Hospital and working in partnership with the Health Visitors.

APPROPRIATE USE OF NHS SERVICES

ALWAYS Contact your GP Surgery first

If we are closed call:

National NHS Service on 111

***PLEASE DO NOT GO TO HOSPITAL EMERGENCY
DEPARTMENTS UNLESS ADVISED TO DO SO OR YOU
HAVE A SERIOUS OR LIFE-THREATENING CONDITION***

MORE ABOUT OUR SUPPORT STAFF

The Practice Support Staff

We have a wide range of staff within the practice to support and assist our medical teams.

Management Team

The Practice Business Manager is responsible for the smooth and efficient running of the practice in all matters which are financial, administrative or non-medical. Areas of responsibility include; confidentiality, data protection, discrimination, complaints procedures, practice improvement and staff management. She is happy to discuss any comments or concerns that you may have in respect of the services and non-medical care you receive. Our Practice Business Manager is supported by an Operational/HR Manager and a Quality, Compliance and Facilities Manager.

The Administration Team consists of a team of secretaries and administrators working across both sites. Their work is invaluable in ensuring prompt and reliable data entry, file/record management, letter output and overall systems management and support

The Receptionist Team consists of both full-time and part-time staff working a rota system which covers surgery opening times at both sites. They provide an invaluable service both to us and to you. They are here to help you and you will receive a courteous and friendly service whenever you call or visit the surgery. In order to offer you the best and most appropriate care, they need to ask for further details when you call or visit the surgery. All receptionists have been fully trained and are highly professional in respect of the confidentiality rules that apply to us all.

APPROPRIATE USE OF NHS SERVICES

ALWAYS Contact your GP Surgery first

If we are closed call:

National NHS Service on 111

***DO NOT GO TO HOSPITAL EMERGENCY DEPARTMENTS
UNLESS ADVISED TO DO SO OR YOU HAVE A SERIOUS
OR LIFE-THREATENING CONDITION***

ADDITIONAL INFORMATION

Disabled Facilities

Both sites have been adapted with disabled people in mind when the original alterations were made to the property. A survey of the premises has been undertaken and additional improvements made to ensure that we continue to meet your needs. The facilities include; sloping path to the entrance of the building including a bell if you need to assistance; lowering of postal boxes, a lift; hearing loop; disable writing pack; large print practice leaflet and disabled toilet facilities. In conjunction with this, the staff are constantly mindful of your needs and are more than happy to assist you, so please ask. We hope that these improvements will ensure easy access for everyone visiting the surgery. However, should you encounter any difficulties whatsoever, please do not hesitate to speak with our Practice Manager or make use of our suggestion box so that we can investigate reasonable adjustments to make your visit more comfortable.

Parking Facilities



You are welcome to use the car parking facilities provided. We would ask for your ***consideration when leaving your vehicles unattended so that others are not prevented from entering or exiting the car park.*** This is particularly important for the Doctors/Nurses who may be called away from the surgery to attend to an emergency. Please note that all vehicles are parked at the owners risk and the surgery cannot be held responsible for any loss or damage that may occur.

Patient Advice Liaison Service (PALS)

The Patient Advice Liaison Service is able to give advice to any patient with a problem or query about any aspect of their treatment or care. The advice provided is free and confidential. It will seek to resolve or clarify any concerns that you may have or suggest other services that may be better placed to do this. This service is available by asking at the surgery or by telephoning 0845 602 0404

NHS Direct [111]

NHS Direct is a 24-hour helpline. This helpline is led by nurses who can reassure you and give you telephone advice and health

information. Anyone can ring NHS Direct at any time, for health advice. If you feel that there is something wrong with either you or someone you are calling about, A NHS Direct Nurse will be able to answer your queries. You can also contact NHS Direct Online at www.nhsdirect.nhs.uk

Carers

If you are registered with us and are a carer for another person, please let us know. Carers can be adults or children and providing us with this information enables us to offer you beneficial support, advice and care.

Vulnerable Patients

We are concerned about any of our patients who might be vulnerable or at risk. A register of such patients is maintained at the practice and a process implemented to ensure that these patients are regularly monitored and cared for. If you or anyone you care for is vulnerable or at risk, be it temporarily or permanently, please let us know so that we can help

Confidentiality and Disclosure

Every person working within the Practice is contractually obliged to maintain the highest levels of confidentiality at all times in accordance with the regulations set out in both the Data Protection Act (1998) and the Caldicott Report. We will not reveal, to anybody outside the practice, personal information learned in the course of our work, or due to our presence in the surgery, without the patient's consent. If a patient or another person is at grave risk of serious harm, which disclosure to an appropriate person would prevent, advice will be sought from colleagues within the practice or from a professional / regulatory / defence body, in order to decide whether disclosure without consent is justified to protect the patient or another person. If a decision is taken to disclose, the patient will always be informed before disclosure is made, unless to do so could be dangerous. Any decision to disclose information to protect health, safety or well-being will be based on the degree of current or potential harm, not the age of the patient. If you have any concerns regarding issues of confidentiality, speak in confidence to the Practice Business Manager

Defined Practice Area

The Practice has defined a geographical area for patients wishing to register with us. A map is located at the back of this booklet and illustrates where we are in relation to the area covered. You may be asked to provide evidence of your address at registration or at any time whilst registered with us. **Please tell us IMMEDIATELY if you change your address.** This is essential to ensure that our records remain accurate and to

ensure that the level of care you deserve is maintained

Comments, Suggestions & Complaints

We welcome your comments both positive and negative as they let us know when we get it right and when there are areas for improvement. As such we depend on your comments if we are to continue to offer the best service possible. Please feel free to make use of our Suggestion Box which is situated in our waiting room or you are welcome to contact our Practice Manager by letter or phone. The Practice operates a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our procedure meets the national criteria, full details can be found at the end of this document.

Zero Tolerance - Violent and/or Abusive Patients

Our Practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients. If you consider that you have been treated unfairly or inappropriately, please contact the Practice Manager who will be happy to address your concerns. However, the Practice has a duty to look after not only the patients, but also its staff and as such will not tolerate, under any circumstances, violent or abusive behaviour. This includes; shouting or swearing; unreasonable and/or offensive remarks or behaviour; harassment; threatening behaviour; actual assault; damage to employees or employers property or belongings, or attacks on members of the practice staff or public. Failure to respect and comply with this may result in a patient being removed from our register and the police being telephoned.

Copying Letters to Patients

It is Practice policy to enable patients to have copies of any referral letters sent to specialists. If you would like a copy of your referral letter, please ask.

Freedom of Information Act

The Practice is compliant with the requirements of the Freedom of Information Act, a copy of our policy can be found at the end of this leaflet.

Newly Registered Patients

The Practice recommends that all newly registered patients take the opportunity to consult with a Doctor or Nurse within 6 months of registering at the Practice. This gives us the opportunity not only to meet with you but also to review your medication and discuss any medical needs, family history concerns, lifestyle choices etc.

Patients not seen within three years

Where a registered patient is between 16 and 75 years of age requests an appointment but has not attended a consultation or clinic in the past three years, the practice will offer a consultation.

Patients aged 75 years and over

Where a registered patient of 75 years and over has not participated in a consultation within twelve months of request, the practice will offer a consultation. A consultation will take place in the home of the patient where, in the reasonable opinion of the practice, it would be inappropriate, as a result of the patient's medical condition, for him/her to attend at the practice premises.

Smoking

Shelley Manor & Holdenhurst Medical Centre operates a non-smoking policy on the premises. You are kindly asked therefore to refrain from smoking when visiting the surgery

Fees

Charges will be made for the following services:-

- Pre-employment Medicals
- Private Medicals
- Insurance Claims
- Private Certificates
- Holiday Vaccinations
- Fitness to Drive Medicals
- Private Health Insurance Forms
- Seat Belt Exemption Certificates
- To patients not entitled to NHS care

Some other services are chargeable, you will be advised of this at the time of your request. SAE must be supplied if forms are to be returned by post. We regret that cheques cannot be accepted with a cheque guarantee card

***DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?***

***This is essential if the level of care you deserve is to
be maintained. Please tell reception if your details
have changed***

Back-Ache

People suffer varying degrees of back-ache. Causes and symptoms can be complex and it is wise to consult with your Doctor if in doubt. If you are aware of the cause and are not unduly concerned, recommended doses of Paracetamol can relieve the pain. Ibuprofen is also useful for reducing inflammation if it does not cause you indigestion and you are not asthmatic. If symptoms persist for more than a few days, please consult with your Doctor.

Burns and Scalds

In the event of a burn/scald, apply large quantities of cold water to the affected area as quickly as possible. Do this until the pain subsides which can take up to 15 minutes.

Chicken Pox

Chickenpox is rarely a serious illness in normally healthy children. It can take 2 to 3 weeks to develop after being in contact with the illness. It is characterised by the development of small blisters starting on the chest and tummy and gradually spreading to the face, arms and legs. The blisters are the size of large grains of sugar, raised and initially filled with a clear fluid later becoming cloudy. The blisters then dry to form scabs. The scabs finally fall off after about 1 to 3 weeks. Give your child Paracetamol if they have a temperature. Allow them to have cool baths which will help the itching. If itching from the spots is very troublesome you can get an antihistamine medicine such as Phenergan from your pharmacist which will help settle the problem.

When to see a doctor:

- If your child has spots on the edge of the eyelid or in the eye
- If your child has spots in the mouth which are making it difficult for them to swallow
- If your child has spots down below making it difficult for them to pass urine.
- If your child develops a bad cough.

Colds

Symptoms usually start by the patient feeling feverish (hot/cold) a soreness at the back of the nose/throat and a general feeling of being tired and achy. An increase in temperature (normally between 37.5 and 38 degrees) can be controlled by taking the recommended dose of paracetamol. A common cold will normally last for around 7- 10days. There is little that can be

done for the common cold other than to rest until the symptoms subside

Cuts

In the event bleeding, applying continuous pressure for 3-4 minutes will usually stop the flow of blood. During the bleeding process, germs will normally have been washed away by the blood and the wound can be covered with a sterile plaster/dressing. If bleeding does not subside or if the wound looks dirty or has foreign objects in it, you should contact the surgery.

Diarrhoea

Adults with diarrhoea should stop eating all food including drinking milk and should have an adequate intake of only clear fluids (preferably water). Bouts of stomach cramps will often accompany diarrhoea but the pain should not be continuous. If diarrhoea persists for more than two days, if stomach pain is constant, if there is blood mixed with the stools, or if the patient has just returned from overseas, consult your Doctor.

In babies and young children however, particularly careful attention is needed. Solid food should be replaced with boiled (cooled) water or rehydrating fluids such as Dioralye. If symptoms persist for more than 24 hours or if the baby is under 6 months old, you should consult with your Doctor, this is particularly important if diarrhoea is accompanied by vomiting or weakness.

Hay-Fever

The symptoms of hay-fever can be confused with those of the common cold. Differences normally include watering/itchy eyes and sneezing from the outset and it is not normally combined with a fever. Remedies to relieve the symptoms can be obtained from your pharmacist but if you are unduly concerned, please contact the practice.

German Measles (Rubella)

This is usually a very mild illness in children. There is often a faint rash which generally only lasts for 2 or 3 days. You should keep your child off school and, if you can, away from people in the early stages of pregnancy. There is no particular treatment required for this illness.

Grazes

Grazes should be thoroughly cleaned with plenty of clean water or antiseptic solution. Once cleaned they are best left uncovered so that they are exposed to the air allowing a scab to form.

Headlice

This is not caused as a result of poor hygiene and can affect anyone/everone in the family. Regular (at least weekly) head-checking, thorough hair brushing and use of a nit comb can help to control Headlice. Treatment and advice can be obtained from your Pharmacist and it is important to follow the instructions for use. For repeated or re-occurring problems, treat the whole family.

Insect Bites and Stings

Symptoms will normally be a spot of around 4-6mm that is very itchy. They occur most commonly on exposed parts of the body such as arms and legs. The itching can be relieved by using Calamine Lotion/Creams and Antihistamine medication can be obtain over the counter from your Pharmacist. When removing a bee sting, scrape it away rather than plucking it out, this avoids squeezing the venom sac into the wound.

Measles

This normally takes between 2 and 3 weeks to develop following contact with the sufferer. Please make an appointment with your doctor if you think your child may be suffering from Measles so that this may be identified by the doctor. Initially your child will tend to develop a cough, cold and temperature and then after around 3 days a rash develops. The rash consists of slightly raised red spots which are the size of a pinhead. The rash begins on the face before spreading down across the rest of the body. The cough tends to continue through the whole illness which will generally last between seven and nine days. Give Paracetamol for the temperature and encourage your child to drink plenty of fluids. Do not worry if they don't want to eat.

Mumps

There is often swelling of the glands on one or both sides of the face, just in front of the ears. The swollen glands are often uncomfortable and tender and sometimes your child will have a temperature. Paracetamol and rest at home will generally see the illness settle within a week. Please contact your doctor if you think you or your child may be suffering from Mumps so that this may be identified by the doctor.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose continuously just below the bone for a least 10 minutes, by which time the bleeding should have stopped. At the same time you can apply an ice pack to your forehead. When going to bed, sleep on two or three pillows. Avoid

hot drinks or blowing your nose for 12 hours. When to see the Doctor: If the symptoms persist then consult your doctor or attend the Casualty Department.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion, wind or constipation. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a simple antacid will help. If the pain lasts for longer than 8 hours or increases in intensity you should consult your doctor.

Sprains [eg aching knee, ankle etc]

The RICE method is a simple self-care technique that helps reduce swelling, ease pain, and speed up healing.

You can treat minor injuries with the RICE method at home. You might try it if you have an achy knee, ankle, or wrist after playing sports. If you have pain or swelling that gets worse or doesn't go away, see a doctor.

- R - REST
- I - Apply an ice-pack wrapped in a towel for 10 mins on/10 mins off repeated throughout the day over 24/48 period
- C – COMPRESSION – wrap 'snuggly' with a bandage – not too tight not too loose
- E - elevate the limb as much as possible

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine Lotion can relieve the irritation whilst Paracetamol tablets will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful effects of the sun. Use of a high factor sun cream is advisable to prevent burning in children.

APPROPRIATE USE OF NHS SERVICES

**The majority of the above conditions can be treated
yourself or by your GP Surgery**

**DO NOT GO TO HOSPITAL EMERGENCY DEPARTMENTS
UNLESS ADVISED TO DO SO OR YOU HAVE A SERIOUS
OR LIFE-THREATENING CONDITION**

PRACTICE DOCUMENTS

Much of the following information has been covered throughout this booklet. What follows is intended to further clarify the rights and responsibilities of both us, the provider, and you, the patient.

PRACTICE CHARTER

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and full co-operation between us.

Our responsibility to you:

- You will be greeted courteously
- You will be treated with dignity and respect at all times
- You will not experience any form of pre-judgment, victimisation, racism or discrimination
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 30 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

***DO WE HAVE YOUR CORRECT ADDRESS &
TELEPHONE NUMBER?***

***This is essential if the level of care you deserve is to
be maintained. Please tell reception if your details
have changed***

Your responsibility to us:

- Please treat all surgery staff with the same dignity and respect
- We will not tolerate abusive, offensive, threatening or intimidating behavior.
- Please accept that our reception team follow instruction from the Practice Manager and the Doctors – if you are unhappy with what they tell you, please let the Practice Business Manager know; please do not take anger or frustration out on the reception staff they are just doing our job
- Please do not ask for information about anyone other than yourself under the Data Protection Act and Caldicott Regulations, we are unable to give this information to you without the proper consent.
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Please do not ask for repeat medication over the phone – your requests needs to be in writing or requested through our website
- Do let the Practice Business Manager know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

APPROPRIATE USE OF NHS SERVICES

ALWAYS Contact your GP Surgery first

If we are closed call:

National NHS Service on 111

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PATIENTS CHARTER

ALL MEMBERS OF THE SURGERY ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery buildings will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Accessing Medical Records:

- The Practice Manager will assist any patient wishing to have access to their own medical record, subject to the relevant Acts.
- The patient's doctor will be available to explain medical terminology within the legal timescales.

Comments, Suggestions & Complaints:

- The Practice Manager is responsible for handling comments, suggestions and complaints about any service provided by the practice.
- All constructive comments and suggestions will be considered by the practice
- All complaints will be responded to in accordance with our policy below

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of our

brochure and/or; waiting room notice boards or individual leaflets.

Repeat Prescriptions:

Prescriptions will be available from the reception desk – a minimum of two working days for a repeat prescription is required.

Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result (results are normally available after 2pm the following day)

Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Board within seven working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy and confidentiality at all times.

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within two working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse: For routine appointments we will offer an appointment within five working days.

Home Visits:

The practice policy for home visits is explained in the practice leaflet.

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

Waiting Times:

- surgeries will normally start on time
- we expect patients to be seen within thirty minutes of their appointment time, and in the event of a delay we will offer an explanation.
- when a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

APPROPRIATE USE OF NHS SERVICES

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R LIFE-THREATENING CONDITION

COMPLAINTS POLICY/PROCEDURE

We strive to deliver a level of medical and non-medical care that will not give rise to a complaint. However, if you feel that you have a genuine complaint regarding the level of care or service received, we invite you to follow our complaints procedure which is as follows:-

A complaint should be made as soon as possible after the incident has occurred. Under the NHS Complaints Procedure, complaints are usually investigated only if they are made within 12 months of the event, or within 12 months of you realising that you have something to complain about. However, this 12-month limit may not apply if there were good reasons for not making the complaint within the time limit, or despite the delay, it is still possible to investigate matters effectively and fairly.

We hope that if you have a problem you will feel able to approach us directly and use our in-house procedure as we believe this will give us the best chance of putting right whatever has gone wrong and create an opportunity for us to improve our service to you.

If you do not feel that you wish to come directly to us, you may choose to make your complaint orally, in writing or electronically to NHS England in which case you should contact them [see contact details below]

Complaints Team

NHS England

PO Box 16738

REDDITCH

B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

- Debbie Morris, Practice Business Manager is the Complaints Manager and is responsible for dealing with complaints. Informal complaints can be raised by telephoning the Practice Manager in the first instance and we will make our best endeavours to resolve matters to your complete satisfaction. Formal complaints however, should ideally be put in writing. To prevent any difficulties, please make every effort to ensure that letters are clear, concise and fully legible.
- Your complaint will be acknowledged within 2 working days of receipt either verbally or in writing.
- If you are complaining about a non-clinical matter, then your

complaint will be dealt with by Debbie Morris, the Practice Business Manager. If your complaint refers to the Practice Business Manager it will be passed to a Partner for investigation

- If your complaint concerns a clinical decision and relates to a particular Doctor, then it will be referred to a different Partner who will investigate the matter from a clinical perspective. If you are making a complaint on behalf of someone else, please ensure that you provide us with their written consent to do so in order for us to be able to discuss matters on their behalf with you.
- We will agree a likely timescale for completion of the investigation with you and in the event that timescale slips for any reason you will be informed and the reason for this explained to you, we will of course let you know at this time how much longer the investigation is likely to take.
- During the course of the investigation, you may be contacted for further clarification to ensure that the details of your complaint are fully understood
- Once the investigation has been completed, the findings will be shared with you either verbally or in writing. We will assume that you are satisfied with the outcome of our investigation unless we are advised in writing within 28 days of our response.
- In the event that we are unable to resolve your complaint and you wish to invoke the final stage of the NHS complaints procedure, you are invited to take the matter up with:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP.
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: <http://www.ombudsman.org.uk>

In the event that the Practice or a member of the practice feels that it/they are the target of a habitual complainant and provided that the above policy has already been followed, then the Practice will adopt the policy for dealing with habitual complainants which can be obtained from the practice on request.

We will do our very best to resolve the matter for you...

1st Line of complaint

Debbie Morris PG Cert; PG Dip; MInstLM
Practice Business Manager
Shelley Manor & Holdenhurst Medical
Centre
Beechwood Avenue
Bournemouth
Dorset BH5 1LX
Tel: 01202 309421

If your complaints remains unresolved...

2nd Line of complaint

Complaints Team
NHS England
PO Box 16738
REDDITCH
B97 9PT
Tel: 0300 311 2233
Email: england.contactus@nhs.net

If your complaints remains unresolved...

3rd Line of complaint

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Freedom of Information Policy

Shelley Manor & Holdenhurst Medical Centre wants to be open with everyone so that they can see what we do and how we service the community. We want to show that we are an open organisation committed to delivering the best possible public services. Openness helps the public to trust us and to have confidence in our ability to deliver services to them:

- The Practice will comply with the Freedom of Information Act (Fol) and sees it as an opportunity to enhance public trust and confidence in the Practice.
- The Practice will maintain a comprehensive 'Publication Scheme' that provides information which is readily accessible without the need for a formal Fol request.
- The Practice will seek to satisfy all Fol requests promptly and within 20 working days. However, if necessary we will extend this timescale to give full consideration to a Public Interest test. If we do not expect to meet the deadline, we will inform the requester as soon as possible of the reasons for the delay and when we expect to have made a decision.
- The Practice will continue to protect the personal data entrusted to us, by disclosing it only in accordance with the Data Protection Act 1998.
- The Practice will provide advice and assistance to requesters to facilitate their use of Fol. We will publish our procedures and assist requesters to clarify their requests so that they can obtain the information that they require.
- The Practice will work with the Bournemouth Primary Care Trust, the Dorset Family Health Services Agency and the Dorset & Somerset Strategic Health Authority and other bodies with whom we work to ensure that we can meet our Fol obligations, including the disclosure of any information that they hold on our behalf
- The Practice will apply the exemptions provided in the Fol Act and, where qualified exemptions exist, the Practice will disclose the information unless the balance of public interest lies in withholding it.
- The Practice will consult with third parties before disclosing information that could affect their rights and interests. However, according to the Fol Act, the Practice must take the final decision on disclosure.
- The Practice will charge for information requests in line with the Fol Fees Regulations or other applicable regulations, including the Data Protection Act 1998.
- The Practice will record all Fol requests and our responses and will monitor our performance in handling requests and complaints.
- The Practice will ensure that all staff are aware of their

obligations under FoI and will include FoI education in the induction of all new staff.

APPROPRIATE USE OF NHS SERVICES

ALWAYS Contact your GP Surgery first

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National NHS Service on 111

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Your Health Records - What you need to know

Below we explain why information is collected about you and the ways in which this information may be used.

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- basic details about you, such as name, address, date of birth, NHS number and next of kin
- contacts we have had with you, such as clinic visits
- notes and reports about your health and any treatment and care you need
- details and records about the treatment and care you receive
- results of investigations, such as X-rays and laboratory tests
- relevant information from other health professionals, relatives or those who care for you and know you well.

How your records are used to help you

Your records are used to guide and administer the care you receive to

ensure:

- your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need when you visit in the future
- allow us to contact you for health checks (for example, immunisations, cervical smears, breast screening or other preventative treatment)
- full information is available should you see another doctor, or be referred to a specialist or another part of the NHS
- there is a good basis for assessing the type and quality of care you have received
- your concerns can be properly investigated if you need to complain.

How your records are used to help the NHS

Your information may also be used to help us:

- look after the health of the general public
- pay your GP, dentist and hospital for the care they provide
- audit NHS accounts and services
- investigate untoward incidents or complaints
- make sure our services can meet patient needs in the future
- prepare statistics on NHS performance
- review the care we provide to ensure it is of the highest standard
- teach and train healthcare professionals
- conduct health research and development

Where information is used for statistical purposes, stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to other organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

Who are our Partner Organisations?

Partner organisations, with whom information may be shared:

- Trusts – Hospitals – Community Services
- NHS England [NHSE] and Primary Care Support England [PCSE]
- Dorset Clinical Commissioning Group
- Out of Hours and Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with:

- NHS Common Services Agencies such as dentists, ophthalmic services and so on
- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers
- Other relevant HealthCare Professionals [not an exhaustive list]

How you can get access to your own health records

The Data Protection Act 1998, which came into force on 1 March 2000, allows you to find out what information about you is held on computer and in certain manual records. This is known as "right of subject access". It applies to your health records.

If you want to see them you should make a request to the NHS organisations where you are being, or have been, treated. If you require a copy of your GP records please contact your practice direct. For primary care services offered by the NHSE or Dorset CCG information on access to records can be obtained from <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records/>

You are entitled to receive a copy but should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

Who are we?

This leaflet has been compiled by the various health organisations which treat and care for people within the Dorset GGG. In working together in this way, we hope that everyone who uses our services will have clear and consistent advice about how we use and safeguard your information.

How we keep your records confidential and secure

Everyone working for the Practice has a legal duty to keep information about you confidential and secure.

You may be receiving care from other organisations as well as the Doctors (like Social Services). We may need to share some information about you so we can all work together to benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. When we pass on any information we will ensure it is kept confidential and secure.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on. Again if we do need to disclose your information we will ensure it is kept secure.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- notification of new births
- where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence and with a high level of security

Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professionals concerned with your care (for example your Doctor),

For further information you can also contact:

**Health Records Manager
NHS Dorset Clinical Commissioning Group
Discovery Court Business Centre
551-553 Wallisdown Road
Poole, Dorset
BH12 5AG**

Telephone 01202 541400

If you would like a large print version of this leaflet or for a leaflet in a language other than English or in another format such as Braille or audio tape please contact the Practice Manager at the Surgery address.

APPROPRIATE USE OF NHS SERVICES

**WE ALL HAVE A RESPONSIBILITY TO LOOK AFTER OUR
NHS IF WE ARE GOING TO PRESERVE IT FOR FUTURE
GENERATIONS. PLEASE DO YOUR BIT TO HELP.**

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