

# **Practice Booklet**



**Welland Road | Hilton | Derby | DE65 5GZ**

Dr SJ Smith | Dr J Marsden | Dr LR Follis

**Appointments** (01283) 732257 | [www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk)

## **Welcome to Wellbrook Medical Centre**

We wish to thank you for registering with our practice. The Partners and staff of this long-established practice are committed to providing the highest level of patient care.

Wellbrook Medical Centre is a purpose-built modern GP surgery located in Hilton providing general medical services for those living in the local area (see below).

This booklet contains information about the facilities and services at the practice and we hope you will find it useful and keep it handy for reference.

## **How to Register**

The practice welcomes new patients. It is helpful to provide proof of address and identification when you register, however please let us know if this is not possible. Please ask at reception or see our website for further information and to download our registration forms. All newly registered patients over the age of 14 are asked to complete a health questionnaire.

All patients are registered with one of the GP Partners, but you are free to consult whichever doctor you choose, irrespective of the Doctor with whom you are registered. Every patient also has a named GP who is responsible for their overall care at the surgery. If you would like to know who your named GP is, please ask one of our Reception Administrators (RAs).

Please note that, unless stated otherwise when you register with us, your consent to contact you via mobile phone (phone call or text message) will be assumed when the mobile phone number is provided to the practice.

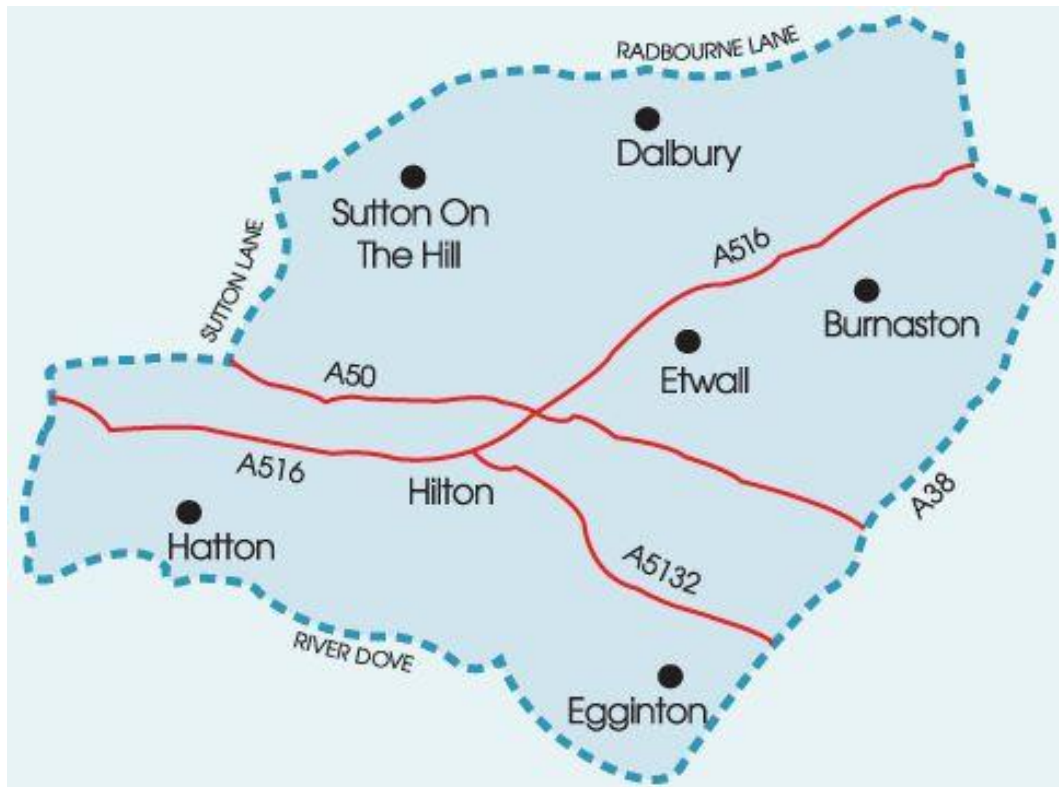
Please also note that all telephone calls to and from the surgery are recorded for training and monitoring purposes.

We do not exclude patients from the practice on grounds of age, gender, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

## **Boundary / Catchment Area / Location of the Practice**

Our practice area includes the villages of Hilton, Etwall, Egginton, Burnaston, Hatton, Sutton on the Hill and Dalbury.

Please ask one of our RAs if in doubt as to whether you fall into the correct catchment area.



If you move house, it is important to check that you are still within the practice catchment area. If not, you will need to register with another practice.

Details of other practices and the services they provide are available from the NHS website: [www.nhs.uk](http://www.nhs.uk)

We are contracted by NHS Derby and Derbyshire Integrated Care Board (ICB) and Joined Up Care Derbyshire to provide our patients with high quality general medical services. NHS Derby & Derbyshire ICB are located at Cardinal Square, 10 Nottingham Road, Derby DE1 3QT. please see their website for more information: <https://joinedupcarederbyshire.co.uk/derbyshire-integrated-care-board/> or contact them on 01332 868 730 during office hours Mon-Fri or email [ddicb.enquiries@nhs.net](mailto:ddicb.enquiries@nhs.net)

### **Our General Practitioners**

**Dr Sarah J Smith** (Senior Partner)  
MB ChB (Leicester 1994) DRCOG, MRCGP, DCH, DFFP

**Dr Jonathan A Marsden** (Partner)  
MB ChB (Sheffield 2005) MRCGP

**Dr Lucy Follis** (Partner)  
MB ChB (Birmingham) 2009, DFRSH, DRCOG, MRCGP

**Dr Michael H Vickers** (Salaried GP)  
MB ChB (Bristol 1987)

**Dr Alison Burr** (Salaried GP)  
BMBS (Nottingham 2014) MRCGP

**Dr Nasim Akhtar** (Salaried GP)  
MB BCH (Wales 2009) BSc (Hons) MRCGP PGCMedLER

**Advanced Care Practitioner (ACP)**  
Clare Goss

**Physician Associates (PAs)**  
Beyza Armutlu  
Kiran Masud

All GPs are registered with the General Medical Council. We are also a training practice for the medical school at the University of Nottingham. We have regular GP Registrars working at the practice and have undergraduate medical students on a rolling programme. We will let you know if an undergraduate medical student will be present for your appointment and you will be given the choice on whether you are happy for them to observe or take part in your consultation.

### **The Healthcare professionals' Working Week**

|                     | Monday  | Tuesday | Wednesday | Thursday | Friday  |
|---------------------|---------|---------|-----------|----------|---------|
| Dr Sarah Smith      | AM      |         | AM & PM   | AM & PM  |         |
| Dr Jonathan Marsden | AM & PM |         | AM & PM   | PM       | AM & PM |
| Dr Lucy Follis      | AM & PM | AM & PM |           | AM & PM  |         |
| Dr Mike Vickers     |         | AM & PM |           | AM       |         |
| Dr Alison Burr      |         | AM      | AM        |          | AM & PM |
| Dr Nasim Akhtar     |         |         | AM & PM   |          | AM & PM |
| ACP Clare Goss      | AM & PM | AM & PM | AM & PM   |          |         |
| PA Beyza Armutlu    | AM & PM | AM & PM | AM & PM   |          | AM & PM |
| PA Kiran Masud      |         |         | AM        | AM & PM  | AM & PM |

Please note that these times/days may be subject to change. During holiday periods working days may vary slightly.

### **Practice Staff**

Practice Manager  
Operational Manager  
Reception Manager  
Practice Nurse Manager  
Practice Nurses  
Nursing Associates

Catherine Jones  
Laura Webster  
Lesley Lord  
Suzanne Huthmacher  
Danielle Barron & Jayne Brannan  
Kylie Fox

Phlebotomists  
Practice Pharmacist  
First Contact Physiotherapist  
Social Prescribers  
Senior Secretary  
Secretarial Team  
Data Administrator  
Administrative Assistant  
Summariser  
Filing Clerk  
Reception Administrators

Teresa Knowles & Jaswinder Bains  
Amandeep Gahunia & Jatin Yadav  
Mariyah Joseph  
Sammi Parkin & Gary Stoppard  
Kim Bartlett  
Christine Needham & Katharine Scarratt  
Kylieanna Gargaro & Sharon Lang  
Sam Torrance  
Vanessa Burroughs  
Shirley Ford  
Melanie, Sue, Susie, Deborah, Sian, Ebony,  
Helen, Alexi, Jackie and Lindsey.

### **Practice Manager**

The Practice Manager is responsible for ensuring the overall organisation and management of the Medical Centre. Your ideas and suggestions on any aspect of our service are always welcome. If for any reason you have a complaint or are dissatisfied with the quality of service you receive, please ask to speak the Practice Manager or Operational Manager who will be pleased to help you (see also 'Comments and Complaints').

### **Reception Administrators**

We have a team of Reception Administrator (RAs) who are here to help you when registering with the practice, making appointments, renewing prescriptions, and dealing with any enquiries you may have. When you are seeking medical attention the RA may ask for a few details in order to best deal with your requirements.

### **Practice Pharmacist**

They will be able to assist you with your medication reviews or side effects either face to face or over the telephone. They will also be able to assist you with any questions about your medication and will see patients for their Asthma, Hypertension, Mental Health reviews and Pill Checks

### **First Contact Physiotherapist**

Will be able to assist patients with any musculo-skeletal conditions and provide a treatment plan and request any further treatment that may be needed.

### **Practice Nurse Team**

Our Practice Nursing team are available by appointment only for chronic disease management and reviews (see list below), dressings, immunisations and vaccinations, phlebotomy (blood tests), ear care and syringing, ECGs, cervical smears, spirometry testing, travel health and health promotion advice including family planning and screening.

When booking an appointment with one of our nursing team our RA team will need to ask you the reason for an appointment in order to determine how much time to allocate. Appointments for Practice Nurses and Nursing Associates are available to book up to six weeks in advance.

Routine annual review and monitoring is provided for patients with:

- Asthma
- Atrial Fibrillation
- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD)
- Coeliac Annual Reviews

- Coronary heart disease
- Dementia
- Diabetes, including insulin management
- Hypertension
- Mental health problems
- NOACs
- Rheumatoid arthritis (including monitoring of medication)
- Stroke

## **Attached Staff**

### **District Nurses**

District Nurses are available to deliver nursing care at home to housebound patients. Individual care is planned and advice on further help or services is given including health education. District Nurses may administer drugs, give injections, dress wounds, take blood samples, give personal care as well as provide support for carers. They are also able to undertake assessment visits that may lead to referral to other services for assistance or technical aids. District Nurses have a close liaison with GPs, the hospital, the local hospice and other specialised services.

To speak to a District Nurse or to book a visit please call 01332 564900.

Alternatively, we can send a message to the District Nursing team on your behalf and they will contact you within a few days. Please note this should only be used for non-urgent messages.

### **Health Visitors**

If you have registered your pre-school child/children with the practice we would like to inform you of the Health Visiting service offered to your family.

If you would like to speak with a member of the team, please call on 01246 515100 Monday to Friday 9am to 4.30pm. Please be assured that when leaving a message you will receive a call back from one of the team between the hours of 9am and 4.30pm Monday to Friday, however this may not be on the same day. When we call back, our numbers will appear as private. If your phone does not accept these, please leave an alternative number on your message.

Alternatively you can text [Chat Health](#) on 07507 327769. This is a confidential text messaging service for parents/carers of 0-5-year-olds, providing advice and support from one of our healthcare professionals from Monday to Friday, 9am – 4.30pm, except bank holidays.

### **Routine Health Visitor contacts are:**

- An antenatal contact for all expectant mothers from 28 weeks gestation
- A birth visit when your baby is 10 to 14 days old
- A health and developmental review when your baby is 6 to 8 weeks old
- A pre one year assessment between 9 & 12 months
- A two-year assessment between 2 & 2 ½ years of age
- Pre-school review from 3.5 years of age

In addition to the above, Health Visitors can provide enhanced support for families who need it, for example if your child has any health, growth or development concerns or if you wish for additional support regarding nutrition, sleep, behaviour, toilet training and childhood illnesses.

Health Visitors can also support parents/ carers, for example worries regarding their physical or emotional wellbeing or relationship concerns.

They can also refer to some other health specialists such as Community Paediatricians, Audiology, Orthoptics.

From time to time like all professionals, where required information will be shared with other health professionals to ensure children and vulnerable adults are kept safe.

For more information about the health visiting service for Derbyshire please visit the website [www.dchs.nhs.uk/healthvisiting](http://www.dchs.nhs.uk/healthvisiting) or [www.facebook.com/derbyshirehvs](https://www.facebook.com/derbyshirehvs).

If you have any questions or concerns relating to a school aged child (5-19 years of age) please contact the School Health Team on 01246 515100 or visit their website [5-19 years school nursing service \(dchs.nhs.uk\)](http://www.dchs.nhs.uk/school-nursing-service)

### **Other Attached Staff and Associated Health Professionals**

We also have regular input from or clinics:

Citizens Advice Bureau

Medicine Management Pharmacists

### **Opening Hours**

#### **Opening Hours:**

|           |                   |
|-----------|-------------------|
| Monday    | 8.00am - 6.30pm   |
| Tuesday   | 8.00am - 6.30pm   |
| Wednesday | 8.00am - 6.30pm   |
| Thursday  | 8.00am - 6.30pm   |
| Friday    | 8.00am - 6.30pm   |
| Saturday  | 8.30am – 12.00pm* |

\* The surgery is only open for pre-booked appointments on a Saturday morning

### **Doctor Appointments**

Each time you call the surgery for a doctor's appointment you will be asked the reason for the call; this will enable the reception time to deal with your problem in the most appropriate way and to ensure you see the right healthcare professional.

Where an appointment is needed, we will assess the level of urgency; what needs to be seen today, or within a few days/weeks, but also what does not need to be seen at all. Our GPs tell us that they regularly see patients that could have easily been helped by the pharmacist, nursing team or even by self-care.

Our RAs will be working to guidelines set by our GPs to make sure that you are booked in with an appropriate timescale for your problem and with the most appropriate member of staff for your needs. They may also signpost you to other services where appropriate. Please be aware that all practice staff observe strict guidelines regarding confidentiality.

GP appointments will be bookable up to 2 weeks in advance. Appointments can be booked in person, over the telephone or online.

### **Home Visits**

Home visits are for our housebound or seriously ill patients. Please telephone before 10.30am if possible and again you will be asked the reason for the home visit. The Doctor will usually wish to speak to you before arranging to visit.

Wherever possible please we like all patients attend the practice as the quality of care we can offer in the home is much less than in a well-equipped medical centre.

### **Telephone Calls and Consultations**

In addition to face-to-face consultations with the Doctor, we offer telephone consultations with each of our GPs. You can choose whether to have a face to face or telephone consultation on booking. Please note there are some appointments cannot be consulted over the telephone as you will need to be examined. We will let you know if this is the case when you are booking your consultation.

Please make sure we have your up-to-date telephone numbers on record.

Please note all telephone calls to and from the surgery are recorded for training and monitoring purposes.

### **Cancelling Appointments**

If you are unable to attend your appointment for any reason, please call the surgery to cancel on 01283 732257 or click the link provided in your reminder text message. You can also cancel appointments using SystmOnline or the NHS App.

We ask you to allow a minimum of 12 hours' notice wherever possible. Your appointment can then be used by another patient.

Every month we lose approximately 20 hours of clinical time due to non-attendance, therefore please help us to help you by cancelling any appointment you no longer need.

### **Online Booking**

Blood test appointments are available to book online via SystmOnline.

You will need a username and password to be able to log into the website and this must be requested in person at the reception desk. You will be asked for your name, date of birth and address and you must provide one form of photo ID (e.g. passport or driving licence). A separate username and password is required for each patient.

You can also view future or past appointments, cancel appointments and change your contact details through SystmOnline. You are also able to see your Summary Care Record which contains basic information from your medical record, plus your full medical record once access has been approved by a GP.

You can book appointments with our Nurses, Pharmacists and Phlebotomists for the following:

- Blood tests
- Injections/Immunisations
- Chronic Disease Reviews
- Ear irrigation
- Cervical Smears

- Dressings/Removal of Sutures
- Well Person Checks
- Medication Reviews

You can do this using the link below and you do not need to set up an account. Let us know what you need the appointment for and days/times you are available to come to the surgery. We will then contact you by text message to book you in. Please note that it can take up to 48hrs to respond to your enquiry.

<https://florey accurx.com/p/C81110>

### **11 years and older**

Parents can access their children's online medical records until they are 11yrs of age. Once a child turns 11yrs the log in details used will automatically be blocked. If you still require access to your child's record you need to contact the surgery and may require an appointment for you and your child with a GP to assess whether your child is able to give consent. Please ask at Reception for more details if you are affected or think you may be affected in the future.

### **Consent for Children's Treatment (under the age of 18)**

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the healthcare professional must be satisfied that the child has a full understanding of the advice and treatment being provided.

### **Self-Check-in**

The surgery has an automated self-check-in touch screen located in the waiting room. This is a simple to use system that saves time and enables patients to check themselves in to our appointments system. Should you feel uncomfortable about using this, you can obtain help, or book in with our RA team in the traditional manner.

### **When the Surgery Is Closed**

When we are closed an Out of Hours service is commissioned by NHS Derby & Derbyshire ICB. Please call NHS '111' for the NHS 'Out of Hours' service. Your symptoms will be assessed and you will be advised of the most appropriate course of action. This could be:

- Health advice over the phone
- An appointment at a treatment centre
- A visit from a GP or Nurse Practitioner at home
- To make an appointment with your own GP when the surgery is open
- Advice to go to your A&E Department
- Transfer to the ambulance service

For more information on NHS 111 please see our website.

Alternatively, you may wish to attend Derby Urgent Care Centre. They are there to assess and treat the most common illnesses and injuries that are of an urgent nature. There's no need to book an appointment, just attend to be assessed by one of their expert clinicians.

Derby Urgent Care Centre is open 8.00am - 8.00pm, 365 days a year and is located at:  
Entrance C  
London Road Community Hospital  
Osmaston Road  
Derby DE1 2GD.

Tel: 01332 224700.

### **Emergencies**

If you require emergency treatment for a potentially life-threatening condition you should dial '999' and ask for the ambulance service. The following conditions are considered potentially life-threatening:

- Chest pain
- Loss of consciousness
- Severe breathing difficulties
- Severe loss of blood

### **Minor Injuries**

The surgery may be able to help with Minor Injuries for example, cuts, bruises, bumps. Alternately you could visit one of the Minor Injuries Units for when your injury is not an emergency and you can get help there rather than attend A&E. They are open 7 days a week 8am – 10pm, X-Ray facilities available Mon-Fri 9am-5pm. Our nearest unit is:

Ilkeston Community Hospital Minor Injury Unit  
Heanor Road  
Ilkeston  
DE7 8LN

### **Your Local Pharmacies**

Pharmacists are trained professionals who are ready to give advice on the best treatment for minor conditions such as:

Cold, headaches, cold sores, head lice, conjunctivitis, heartburn, constipation, indigestion, cough, insect bites, dental pain, migraines, diarrhoea, nappy rash, dry eyes, rashes, dry skin, sore throat, earache, teething, fever, temperature, haemorrhoids, threadworm, hayfever and thrush.

Most pharmacies offer a private consultation room where they can offer confidential advice. Pharmacists can talk you through your symptoms and offer advice and reassurance about how long these may last and what to do if they continue or get worse.

### **Will my GP be advised of my use of the service?**

Information about your contact with the out-of-hours service will be forwarded to your GP surgery by the start of the next working day.

### **Repeat Prescriptions**

You can order repeat prescriptions over the phone by calling the Medicines Order Line on 0115 855 0260 between 8am - 4pm Monday to Friday or online via SystmOnline. You may request repeat prescriptions until your Doctor requires a review. The surgery uses the Electronic Prescription Service and we are able to send prescriptions to the pharmacy of your choice.

Please allow up to 5 working days for your prescription to be ready.

### **Family Planning services including fitting of Coils (IUCDs)**

Family planning services including contraceptive advice, implant and coil (IUCD) fitting and sexual health advice are provided by our clinical team within the practice. Please ask for more details.

### **Joint Injections**

Joint injections, including carpal tunnel injections, are provided by a number of GPs at the practice; please ask your GP for further information.

### **Minor Surgery**

Dr Marsden provides a minor surgery service in the practice. Any GP can refer for this service as required.

### **Ring Pessary Fitting and Changes**

Fitting of ring pessaries and changes where required are provided within the practice.

### **Smoking Cessation Advice and Support**

If you would like further advice or support on stopping smoking contact the Livewell Derby Stop Smoking service on 01332 641254 or [livewell@derby.gov.uk](mailto:livewell@derby.gov.uk) .

### **Travel Vaccinations**

Patients who are planning to travel overseas, whether on business or pleasure prior are requested to visit the Wellbrook Medical Centre website at [www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk) and look for Traveling Abroad under the Services heading.

### **Vaccinations and Immunisations**

Vaccinations and immunisations are provided for children and adults, including all 'childhood' vaccinations (up to age 5yrs), flu vaccinations, pneumonia and travel vaccinations (see above) where recommended. HPV and Teenage Booster vaccinations are now provided by the School Immunisation Service.

### **Chaperones**

Our practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend, or you may prefer a formal chaperone to be present. If you wish to have a member of the practice staff present during your consultation, please mention this to our RA team when booking your appointment, or to the healthcare professional at your consultation.

Your healthcare professional may also require a chaperone to be present for certain consultations or intimate examinations in accordance with our Chaperone Policy.

### **Interpreters**

If required, an interpreter can be organised to either accompany you during a consultation with a GP or other healthcare professional or over the telephone. Patients are always welcome to ask a relative or friend to accompany them to provide an interpreting service if preferred.

### **Physiotherapy**

We have a First Contact Physiotherapist who can assess you and provide you with exercises, guidance or offer medication via the GP's and/or if needed make a referral for ongoing treatment under the NHS.

### **Access for Persons with Disabilities**

The practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients. There are designated parking spaces in the car park. A wheelchair is available to use in the surgery for those with difficulty in walking - please ask one of our RAs.

An induction loop is available at our reception desk to assist the hard of hearing. Access

to our first floor where necessary is available via a lift. We also have a toilet adapted for use by disabled persons in the practice.

If you experience any problems, please speak to one of our RAs, who will do their utmost to assist you.

### **Other Access Issues**

Prams or pushchairs may be left in the outer foyer of the main entrance to the practice at your own risk. Wall bars are available for securing bicycles to the side of Hilton Dental Surgery. We recommend that patients should provide their own chains / locks.

### **Dogs**

All dogs, with the exception of assistance dogs, should be left outside the building. There is a metal eye available to secure a leash to the side of Hilton Pharmacy. Please note that dogs are not allowed on the grass area at the back of the building as this is private property. We would also appreciate that any fouling is picked up and removed by the owners before leaving the area.

### **Smoking and Food**

Smoking is not permitted in the surgery or in its grounds. This includes the use of electronic ('e') cigarettes. We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

### **Mobile Phones**

We would respectfully ask that you do not make or receive calls on your mobile phones within the surgery, and ensure your phone is on silent mode only.

### **Facilities Available At the Practice**

We have:

A comfortable waiting area; our practice is cleaned and checked every day

Facilities available for nappy changing

We can offer access to:

A room for breastfeeding - please ask at the reception desk

A room to discuss matters in private on request - please ask at the reception desk

### **Hospital Referrals**

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made. If an urgent referral is needed then it will always be processed as soon as possible, usually on the same day.

### **Additional Patient Services and Healthcare Information**

The practice is committed to provide relevant information to people who use its services. If you require information on a specific topic and are unable to find it, please ask our RA team, who will do their best to help you.

### **Carers' Register**

The practice has a 'Carers Register' which helps us to identify those of our patients who care for a relative or friend. Carers' Information Packs are available from our RA team. Please let us know if you look after a relative or friend of any age, who, owing to poor physical or mental health is unable to manage alone without assistance, or if you yourself have a carer.

### **Car Parking**

A car park is provided for patients who are visiting the surgery, with designated parking spaces for the use of disabled patients and for parent and child. Please park only in the designated spaces provided. Please note that the practice cannot accept responsibility for damage incurred by a vehicle whilst using the car park. Please note that our car park is for use by visitors to the medical centre, pharmacy, dentist and physiotherapy unit only and not for access to nearby shops. The gates will be locked at the end of surgery, which may be at any time, so please be aware that if you do park for non-surgery access your vehicle could be locked in.

### **Changes in Personal Details**

Please inform our RA team if you change your name, address, marital status or telephone number so we can keep our records accurate and up to date. Alternatively you can update your details online via our website.

### **Comments and Complaints**

#### **Comments**

We welcome your views and constructive suggestions which can help us improve our service to you. There is a suggestion / comments box located adjacent to the reception desk for this purpose.

#### **Complaints**

If you have a complaint about the service you have received from any of the staff working at this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints; further information is available from our website or Reception.

We hope that any problems can be sorted out easily and quickly, preferably at the time and with the person concerned. If your problem cannot be resolved in this way or you still wish to make a complaint, we would ask that you to contact us as soon as possible, either on the telephone or in writing. Written complaints should be addressed to the Operational Manager.

#### **Complaining On Behalf Of Someone Else**

Please note that, due to medical confidentiality, if you are complaining on behalf of someone else, we need to have their written consent to confirm that they are happy for you to do so.

#### **If You Do Not Wish To Complain In the Practice**

If you prefer, you can contact the Integrated Care Board (ICB) Complaints Team who will advise if your complaint can be handled by the ICB's Primary Care Complaints Team.

We recognise that the NHS is incredibly complex, and it is not always easy to see where best to send your complaints. If you are unsure, then do please ask us and we'll help you to direct your complaint to the right place.

The ICB PALS Team can be contacted on 0800 032 32 35 or via email [ddicb.pals@nhs.net](mailto:ddicb.pals@nhs.net)

If you require support because English is not your first language, please contact us and we will signpost you to the relevant interpretation service.

If you need support to make a complaint, independent advocacy is provided locally for Derbyshire residents by:

Derbyshire Mind  
Tel: 01332 623 732  
Email: [advocacy@derbyshiremind.org.uk](mailto:advocacy@derbyshiremind.org.uk)

You can also leave feedback and share your experience of health and social services in Derby and Derbyshire by contacting your local Healthwatch:

Healthwatch Derbyshire  
Tel: 01773 880 786

### **Contacting the Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on 03000 616 161, or alternatively visit their website: [www.cqc.org.uk](http://www.cqc.org.uk).

### **If You Are Still Dissatisfied**

If you are dissatisfied with the result of our response to your complaint you have the right to contact the Parliamentary and Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP

By telephone: 0345 015 4033  
By e-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### **Confidentiality**

As your GP surgery we keep records about you, your health and the care we have to provide to you. At times, we may need to share this information with other NHS providers e.g. if you are referred to hospital or need care within the community. Everybody working within the NHS has a legal duty to keep information about you confidential and we hold your medical records in strict confidence. For more information on how and why we share your records please read the Privacy Notice available on our website and in the waiting room.

You have a right to know what information we hold about you. If you would like a copy of your medical records, please contact the Practice. If you would like to give your consent for another person (for example a relative or a carer) to speak to us about your health, to obtain test results, etc. then please ask a PA for a consent form for this purpose.

### **Freedom of Information – Publication Scheme**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Details are available from the Practice Manager or from our website.

### **Patient Participation Group**

Are you interested in having a say in how your practice is run? Do you have some free time to attend meetings, usually bi-monthly? Or would you like to be part of an e-mail consultation group with whom we can consult on service development and implementing planned changes? Please ask our PA staff for more details.

## **Non-NHS Services**

Patients should be aware that fees may be charged for services not covered by the NHS. These include the following:

- Adoption/fostering forms
- Fitness-to-travel
- HGV and PSV licences
- Holiday insurance claim forms
- Non-NHS travel vaccinations
- Ofsted medical reports
- Power of Attorney
- Private health insurance claims and other non-NHS medical reports
- Private medical reports
- Private prescriptions
- Private Sick Notes

Our fees for non-NHS services are displayed in the waiting room or are available at reception and on our website.

## **Patients Over 75**

If you are aged 75 or over, you are eligible for an annual health check by a healthcare professional. This can be at the surgery, or a home visit can be arranged for the housebound. Please contact one of our RAs to arrange this. All patients aged 75yrs and over have a Named GP responsible for their overall care. If you would like to know who your named GP is, please ask a member of our RA team.

## **Research/Surveys**

The practice participates in selected research studies and surveys with the aim of helping to improve patient care. Your participation in any aspect of external evaluation or research is optional. You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all patient-related data.

## **Sickness Certificates – Fit Notes**

Under current legislation a patient can self-certificate for the first seven working days of any illness. The self-certificate (Form SC2) is available online at [www.gov.uk](http://www.gov.uk). We do not normally issue Doctors' certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please contact us. An appointment with a doctor is not always necessary.

## **Staff Training**

The practice is closed on one Wednesday afternoon per month, from 1.30pm for staff training. Dates are publicised on our website and in the surgery. At these times you will be directed to the NHS 111 Out of Hours service.

## **Temporary Residents or Immediately Necessary**

We provide a Temporary Patient service for anyone staying or passing through within our practice area that requires medical help. Just call into the surgery, obtain a Temporary Resident Form from our PA team, return it to us completed with appropriate ID and we will be happy to assist you.

## **Test Results**

Please allow a minimum of five working days for test results to come back to the surgery

and be viewed by our GP's, although some results may take longer. We will not routinely contact you if your test results are normal. However, if any follow up action is required, we will contact you, either by text message, telephone or letter. If you would like to speak to us about your results, please call the surgery, after 10.00am or visit the practice. Cervical Smear Results usually take about 2-3 weeks and you will receive a letter to your home address. Please be aware that if your results needed urgent action, your Doctor or a member of the RA team will contact you personally. Please note the RA team can only relay the Doctor's comments.

### **Zero Tolerance**

We will treat our patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, gender, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief. Physical violence and verbal abuse is a growing concern. Healthcare professionals and other practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff properly – without violence or abuse. We strongly support the NHS policy on zero tolerance.

Anyone who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the Police to remove offenders from the practice premises.

### **Practice Charter Standards**

#### **Our Commitments to you:**

- You will be greeted courteously.
- You will have the right to confidentiality.
- You will have the right to see your medical records on request, subject to any legal requirements.
- You will be seen or given treatment on the same day if your problem is urgent.
- You will be seen by your own or preferred doctor wherever possible.
- Your repeat prescription will be available for collection from the surgery within two working days of your request.
- Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with promptly.

#### **How you can help us to help you:**

- Please treat all surgery staff with respect - we are all just doing our job.
- We reserve the right to remove patients from our practice list for violent or abusive behaviour.
- Please do not ask for information about anyone other than yourself.
- Please tell us of any change of name, address, and telephone number or circumstances so that we can keep your records up to date.
- Please cancel your appointment if you are unable to attend so that we are able to offer it to someone else.
- Please be punctual but please also be prepared to wait if your consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultant's letter or test results to reach us; you will be advised of the usual length of time to wait for test results we have arranged, but please contact the hospital for the results of any tests arranged for you by the consultant.
- Please attend for review when asked, before your next prescription is due.
- Please let us know whenever you feel that we have not met our responsibility to you.

Thank you.

**If you require this information in an accessible format, such as large print, Easy Read or Braille, please contact Wellbrook Medical Centre by telephone on 01283 732257, in writing, or ask at the reception desk.**