Hucclecote Surgery

New Patient

Information Pack

We wish to get better at communicating with our patients. We want to make sure you can read and understand the information we send you.

If you find it hard to read any of our communications or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print, easy read or by audio.

We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lipread or use a hearing aid or communication tool.

Please tell the Receptionist of your requirements when you come back to register.

Welcome to the Hucclecote Surgery

~Every Patient Matters~

This information pack is available in other formats for disabled patients – please let the Practice Manager know if you wish to receive it in a different format.

Welcome to the Hucclecote Surgery, we do hope your experience is a positive one; we aim to deliver a first class primary care service to all of our patients to enhance standards of healthcare.

This booklet will give you a brief introduction to the Practice and its values – describing the way we aim to work and what we aim to achieve.

Patients are at the centre of all we do, and providing patients with safe, effective care and treating people with the dignity and respect they deserve as individuals is central to our values.

Our aims & objectives are:

1. We aim to promote dignity and respect the privacy and independence of our patients.
2. To provide appropriate opportunities, encouragement and support to our patients and those who use our services in relation to promote their autonomy, independence and community involvement.
3. We will ensure patients have the chance to make appropriate

choices regarding their care, treatment and support.
4. We will respect a patient's human rights and diversity and promote welfare. How we will do this would be regular meetings with various outside agencies, involving district nursing teams, health visitors, and midwife and school nurses.
5. We will discuss the most appropriate referral pathway amongst the clinicians to establish which the best course of ongoing treatment is.
6. There will be regular multi-disciplinary meetings to discuss child protection and vulnerable adults in practice. Complying fully with the Gold Standards Framework for palliative patients.
7. Ensure our training programme and ongoing development of staff has a robust system for follow up.

Opening times:

Monday: 8.00am to 6.30pm
Tuesday: 8.00am to 6.30pm
Wednesday: 8.00am to 6.30pm
Thursday: 8.00am to 6.30pm
Friday: 8.00am to 6.30pm

NB: Every third Wednesday afternoon of the month the surgery is closed for staff training.

Between 6.00pm - 6.30pm the emergency telephone line will be open (01452 632859) but the surgery doors are closed.

Outside of the above hours, the ‘out of hours’ service will be available; which means specially trained NHS staff will be available by telephoning ‘111’.

Improved Access

Hucclecote Surgery forms part of the North & South Gloucester Primary Care Network (NSG PCN) along with The Alney Practice, Brockworth Surgery, Churchdown Surgery and Longlevens Surgery. NSG PCN is working collaboratively together to help improve access to GP appointments. NSG PCN offers Improved Access appointments Monday to Friday from 6.30pm to 8.00pm and on Saturday’s from 8.00am to 12.00pm but these appointments are rotated around the five surgeries, so if you wish to utilise one of these appointments it may not be at Hucclecote but at one of the other surgeries. To book you contact Hucclecote as normal, but you will need to have record sharing consent to be able to be seen in one of these appointments. Further details can be found on our website.

Useful telephone numbers:

Hucclecote Surgery	01452 617295 or 01452 617296
Emergency Line	01452 632859
Out of Hours	111
Test Results	01452 617295 / 6
Gloucester Royal Hospital	0300 422 2222
Gloucester Health Access Centre	01452 336290
District Nurses	0300 421 6071
Community Midwife	0300 422 5128

Physio Direct	0115 969 1528
Emergency NHS Dentist	01452 380073
Registrar of Births & Deaths	01452 425275
Child Line	0800 1111
Relate	01452 522071
Age Concern	01452 422660

Meet the team:

Name	Role	Days worked
Doctors		
Dr Paul Hodges	Senior Partner	Mon, Tues & Weds
Dr James Lambert	Partner	Mon, Weds & Fri
Dr Laura Halden	Partner	Mon, Tues & Fri
Dr Emily Adams	Partner	Mon, Weds & Thurs
Dr Virginia Head	Partner	Mon, Tues & Thurs
Dr Barbara Williams	GP	Tues, Thurs & Fri
Dr Christine Haseler	GP	Weds (AM), Thurs (AM) & Fri
Nurses/Health Care Assistants		
Mrs Zena Lambert (Specialist Chronic Heart Disease)	Senior Practice Nurse	Mon - Thurs
Mrs Julie Bolton (Specialist Diabetes Nurse)	Practice Nurse	Tues - Fri

Mrs Lisa White (Specialist Asthma/COPD Nurse)	Practice Nurse	Tues - Fri
Ms Lisa Crick	HCA	Weds & Fri
Miss Laura Phillips	HCA	Thur & Fri
Ms Zoe Hodge	HCA	Mon (AM), Thurs (AM) & Fri
Administrative		
Mrs Emma Jones	Practice Manager	
Mrs Kim White	Assistant Practice Manager	
Ms Claire Reynolds	Medical Secretary	
Mrs Paula Gwilliam	Medical Secretary	
Mrs Shirley MacPherson	Patient Advisor AM	
Mrs Sarah Berry	Patient Advisor PM	
Mrs Julie Jaloszynski	Administrator	
Mrs Suzanne Driver	Administrator	
Mrs Kerry Thomas	Patient Advisor	
Ms Kate McCarney	Patient Advisor	
Mrs Sarah Gray	Patient Advisor	
Miss Jessica Gwilt	Patient Advisor	
Mrs Rachael Ellis	Patient Advisor	
Mrs Susan Stacey	Medical Summarizer	

Registered GP

We will write shortly with details of your registered GP. However, please note you can see any of the GPs here at the surgery.

Training Practice:

We are an approved training practice and from time to time we may have one or two GP Registrars.

GP registrars, are fully qualified and registered doctors, i.e. they have passed out of medical school and completed their 2 years of preregistration in hospital and been admitted as fully registered doctors on to the GMC list.

They are currently on a 3 year GP registration course; this involves further hospital/general practice medical training in specialities which may include paediatrics, geriatrics, psychiatry, dermatology and general medicine etc. and an attachment to a practice under a supervising qualified GP. All GPs must undergo this training before they can become fully qualified GPs in their own right. Registrars are attached to this practice for a 6 or 12 month period.

Clinics

We run the following clinics (all must be pre-booked unless otherwise stated):

Asthma/COPD	Tuesday & Wednesday	AM
Chronic Heart Disease (CHD)	Wednesday Thursday	PM AM
Diabetes	Tuesday, Thursday & Friday Wednesday	AM PM
INR	Monday, Wednesday – Friday Thursday	AM PM
Mental Health	Thursday	AM

Midwife	Monday am & Thursday pm	
Phlebotomy	Tuesday & Friday	AM
Gynae	Wednesday	PM

Data Sharing & Confidentiality

To view the practice's privacy notice please visit our website: http://www.hucclecotesurgery.co.uk/data-sharing

Every effort is made to protect the confidentiality of every patient, and staff may refuse to release information, particularly on the telephone or to a relative.

There are times when we have to pass on information about you to other organisations e.g hospitals, social services, or Gloucestershire Primary Care Trusts. This is always done confidentially, or by removing your identifying details when they are not essential.

Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality relating to patient information.

You are free to refuse to give permission for us to pass on your details. ***If you wish to refuse permission, please inform us and your record will be marked accordingly***.

The Practice is registered under the General Data Protection Regulation 2018. This protects data held on you and you are able view your own personal data.

Your patient record will be held securely and confidentially on our electronic system.

If you require treatment in another NHS healthcare setting such as an Emergency Department or Minor Injury Unit, those treating you would be better able to give you appropriate care if some of the information from the GP practice were available to them. This information can now be shared electronically (with your permission) via:-

1. **SCR - NHS SUMMARY CARE RECORD (used nationally across England)**

2. **GLOUCESTERSHIRE SHARED HEALTH AND SOCIAL CARE INFORMATION (Joining up your information - JUYI) Used locally across Gloucestershire.**

3. **ENHANCED DATA SHARING MODEL in SystmOne (EDSM) Used nationally across all healthcare providers using SystmOne.**

In all cases, the information will be used **only by authorised healthcare professionals** directly involved in your care. Your permission will be asked before the information is accessed, unless the clinician is unable to ask you and there is a clinical reason for access.

Please note that these records are **NOT CONNECTED** with the Health and Social Care Information Centre care.data project and will be used ***only*** for the purpose of enabling informed care to be supplied directly to you as an individual.

Confidential patient information may also be used to plan and improve health & care services and also research and develop cures for serious illness. If you don't want your confidential patient information to be used for

research and planning, you can opt out of this. Your confidential patient information will still be used to support your individual care. To record your national opt out, please visit: https://www.nhs.uk/your-nhs-data-matters/. Please note your GP practice cannot do this for you.

Parents, carers or someone with power of attorney can ask for people in their care to be opted out, but ultimately it is the GP's decision whether to share information, or not, because of their duty of care.

If you are caring for someone and feel that they are able to understand, then you should make the information about the different methods of sharing available to them.

Please ask a member of the GP practice staff for details of where to find more information about each of the sharing methods.

Are you happy for us to share this electronic information with clinicians in other NHS organisations (and Gloucestershire County Council social care in the case of JUYI) who are involved in your care? If you would rather we didn't we will put an entry on your record which will prevent your information from being shared.

Table at appendix 1 shows the differences between JUYI and the SCR.

Appointments

We do not offer a walk in service, all appointments must be pre-booked. Appointments can be booked over the telephone, in person or via the on-line system.

Appointments can be in the form of a face-to-face consultation or a telephone consultation. Please inform us when booking appointments if you have more than one concern, as a longer time slot may be required.
The following type of appointments are offered at the surgery:

- **Triage/ On-call:** This means that patients that cannot wait for a routine appointment and have an urgent medical problem can telephone the surgery and they will be offered a triage slot. The reception team will have to ask about the nature of the problem so that the call can be prioritised correctly. The GP will then contact you to discuss the problem and your needs. The GP can offer an urgent appointment within 48 hours if (s)he feels it is necessary. If you have requested a triage slot you must have access to the telephone, as triage is always very busy and the GPs will not continuously try to phone you throughout the day if you miss the call. *We do request that patients use this correctly and not as a method of queue jumping, as this will disadvantage other patients that have a chronic illness.*
- **Routine appointments:** These appointments are face-to-face and can be with any of our GPs (we no longer work to personalised lists). We are working on solutions to decrease the waiting time for these appointments but sadly the national average waiting time for these type of appointments are increasing, as GPs are struggling with the many challenges they face. NB the normal time slot for a routine appointment is 10 minutes – if you feel you need longer you must inform Reception when booking the appointment, it will be too late on the day.
- **Telephone appointments:** These appointments are normally for discussing test results or anything else you wish to speak with a GP about and they do not require a face-to-face consultation.

We may also book you appointments with NSG PCN as an Improved Access appointment (see above), if we do this you will be asked if you consent to your records being shared with one of the NSG PCN practices and the reception team will always inform you at which surgery you are being seen.

Appointment Reminder's

If you have registered your mobile phone number with us, you will receive a text message (1 week before) informing you of your appointment and you will also, receive a reminder 24 hours prior to your appointment.

Please remember to cancel appointments if you no longer require them.

Some of our GPs are located on the first floor; if you cannot manage the stairs please let Reception know, as you may need to be re-registered with one of our other GPs who are located on the ground floor.

NB: The practice offers primary care for medical conditions that can be treated by a GP. We encourage patients to self-manage minor common medical problems for example colds, vomiting & diarrhoea, sore throats etc by visiting a local pharmacist. We cannot determine if bones are broken as we have no diagnostic equipment on site.

Home Visits

Home visits should only be requested if you are house-bound. If possible please request a home visit before 10.00am

Chaperones

All patients are entitled to have a chaperone present for any consultation. If you wish for a chaperone to be present please request at the time of booking your appointment.

Interpreter

If you require an interpreter to be present at your appointments, please let us know when booking an appointment so that a longer time slot can be allocated and arrangements can be made.

On-line Services

If you wish to register to use on-line please let us know, benefits of using on-line include:

- Making appointments
- Ordering repeat prescriptions

If you have not registered when registering as a new patient, and you wish to do so, we will need to see identification again. This is to safeguard our patients ensuring unique user details are given out to the correct patient.

Medical Records Access

Under the new GP contract all new patients with online access, will be granted full access to prospective data from their patient record, should they wish to have it. This means you will be able to view your online future medical records, from date of registration. Please note, you will not have immediate access to your medical records as we need to wait for them to be

transferred from your previous GP Surgery and then they will need to be verified and checked.

The GMS regulations 2015-16 state that practices must promote and offer to patients the facility to view their medical records unless:

- In the reasonable opinion of the contractor, access to such information would not be in the patient's best interests because it is likely to cause serious harm to
    - The patient's physical or mental health, or
    - The physical or mental health of any other person.
- The information includes a reference to any third party who has not consented to its disclosure, or:

Electronic Prescriptions

We understand that the process of coming in to the surgery and then taking your prescription to the pharmacy can be very time consuming and we would like to make the process easier for you.

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you collect your repeat prescriptions from your GP you will not have to visit the practice to pick up your paper prescription. Instead, we will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you

arrive. If you have not yet nominated a pharmacy, please contact the reception team to let them know which pharmacy you would like to nominate.

We recognise that computers, tablets and smart phones are not a substitute for visiting or phoning your practice and other health services, and that many people do not have access to computers or online services.

To help address this, NHS England is delivering a national programme of training in digital skills and access to technology, aimed at people who might otherwise not be able to use services online.

Visit www.ukonlinecentres.com or phone 0800 77 1234 to find out more.

Repeat Prescriptions

Requests for repeat prescriptions can be ordered by:

- On-line services.
- Email to: hucclecotesurgery@nhs.net - please remember to write your name, date of birth and a list of medication required.
- Completing the repeat template and posting in the red box in the foyer.
- Writing a note with all your details on and posting in the red box in the foyer.
- Speaking to your local pharmacy who will arrange repeat requests for you.
- Telephoning the Prescription Ordering line on 0300 421 121 5 or 01452 617295 option 1.

Please always remember to put as much detail in any request correspondence and allow 48 hours before collection.

NB: Prescriptions for controlled drugs will need to be collected in person (or by nominated person) and signed for.

Medication reviews will take place with your doctor every 6-12 months.

Test Results

It is the responsibility of the patients to contact the surgery for test results. Please phone 01452 617295 / 6 between 9.00am and 4.00pm or pop in to reception.

Results can take up to:

- Bloods Between 4 – 10 days
- X-rays Up to 2 weeks
- Urine samples Up to 1 week
- Stool samples Up to 2 weeks

If a result is abnormal we will endeavour to contact you, please ensure we have up-to-date contact details and that you have consented for us to contact you via the telephone, SMS and email.

Facebook

Please join our Facebook page to keep up to date with surgery news and health campaigns.

Newsletter

We aim to publish a newsletter every quarter, copies are available via reception, our website and our Facebook page.

Feedback

We welcome feedback from our patients whether it is positive or negative, as all feedback helps with staff training and to improve the efficiency of the practice.

Feedback can be given verbally or in writing to the Practice Manager.

Copy of the Complaints Procedure can be found on our website or a copy can be requested via the Practice Manager. Our Complaints & Comments leaflet is available in reception.

Alternatively you can contact the Patient Advice & Liaison Service (PALS):

PALS Office
Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN
Telephone: 0800 019 3282 (Free phone)
E-mail**:** pals.gloucestershirehospitals@glos.nhs.uk

Car Parking

Unfortunately we cannot offer car parking for patients unless you are a valid blue badge holder. Four spaces at the front of the building have been designated for registered disabled patients.

Patient Participation Group

The practice is keen to involve patients about the running and direction of the practice, and to share ideas.

The group meets quarterly, and is happy to discuss any issues raised by patients. If you would like to draw anything to our attention or if you wish to find out more about the group please contact the Practice Manager via email:

hucclecotesurgery@nhs.net

Thank you for registering as a patient with Hucclecote Surgery.

We do hope this pack has been informative and answered any questions, if however, you still have any queries please contact Reception.

Differences between JUYI and the SCR		
	JUYI **Gloucestershire's shared health & social care record**	**SCR** **Summary Care Record**
Shared	• Across Gloucestershire • Across health care settings, including urgent care, community care and outpatient departments • With GPs, and with NHS clinicians employed by Gloucestershire Hospitals NHS Foundation Trust, Gloucestershire Care Services NHS Trust (Community hospitals and community-based services, such as district nursing), 2gether NHS Foundation Trust (mental health services), South Western Ambulance Service NHS Foundation Trust. With Gloucestershire County Council social care.	• Across England • Across health care settings, including urgent care, community care and outpatient departments With GPs, and with clinicians employed by any NHS Trust or organisation involved in your care across England
Information source	• GP record • Other medical records held by different NHS organisations in Gloucestershire • Gloucestershire County Council social care	• GP record
Content	• Your current medications • Any allergies you have • Any bad reactions you have had to medicines • Your medical history and	• Your current medications • Any allergies you have • Any bad

	diagnoses • Test results and X-ray reports • Your vaccination history • General health readings such as blood pressure • Your appointments, hospital admissions, GP out-of-hours attendances and ambulance calls • Care / management plans Correspondence such as referral letters and discharge summaries.	reactions you have had to medicines **<u>**SCR with Additional information</u>** <u>can be added (upon request to your GP practice) and includes:</u> - Significant problems (past and present) - Significant procedures (past and present) - Anticipatory care information - End of life care information – as per EOLC dataset ISB 1580 - Immunisations