



**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.

### **Surgery Contact Details**

Telephone : 01452 617295

Email: [hucclecotesurgery@nhs.net](mailto:hucclecotesurgery@nhs.net)

Website: <https://www.hucclecotesurgery.co.uk/>

Please visit our facebook page as we regular give updates on it: [Facebook](#)

# Welcome to the Hucclecote Surgery

*~Every Patient Matters~*

**This information pack is available in other formats for disabled patients – please let the Assistant 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'.

## Enhanced 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 <b>11.00am to 1.00pm only</b>
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
<b>Doctors / Pharmacists</b>		
Dr James Lambert	Senior Partner	Mon, Wed & Fri
Dr Emily Adams	Partner	Mon, Wed & Thurs
Dr Virginia Head	Partner	Mon, Tue & Thurs
Dr Fauzia Zafar	Partner	Mon, Tues, Wed
Dr Zoe Mathias	Partner	Mon, Tues, Fri
Dr Sarah Atherton	GP	Wed, Thurs (pm) & Fri
Dr Claudia Kempfen	GP	Wed & Thurs
Dr Sarah Casey	GP	Wed, Thurs, Fri
Kate Adams	Clinical Pharmacist	Mon - Fri
<b>Nurses/Health Care Assistants / Healthcare Professionals</b>		
Julie Bolton (Diabetes Nurse)	Nurse Manager	Tues – Fri
Zena Lambert	Practice Nurse	Mon – Wed
Carolynn Hewlett (Asthma/COPD Nurse)	Respiratory Nurse	Mon & Tuesday
Rosie Mayo	Practice Nurse	Wed - Fri
Freya Mansell	Newly qualified Practice Nurse	Mon - Thurs
Lisa Crick	HCA	Mon – Thurs
Helena Leach	HCA	Wed, Thurs (am) & Fri
Sarah Workman	Phlebotomist	Mon, Tues, Fri

Emma Croft	Social Prescriber	Mon - Thurs
Samantha Harvery	Care Co-Ordinator	Mon-Fri
Louise Lakin	Frailty Nurse	Mon-Fri
<b>Administrative</b>		
Emma Jones	Practice Manager	
Carla Banks	Assistant Practice Manager	
Millie Williams	Business Support Manager	
Claire Reynolds	Senior Medical Secretary	
Paula Gwilliam	Medical Secretary	
Sarah Grey	Business Support Administrator	
Lauren Bryant	Business Support Administrator	
Bridgert Thorley	Business Support Administrator	
We have a number of Patient Advisor's who work Mon – Fri.		

## 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	Monday & Wednesday
Diabetes	Tuesday – Friday
Midwife	Monday
Phlebotomy	Daily

## Care Navigation

The Patient Advisor's have all received training in care navigation and signposting. This is to ensure patients get directed to the correct healthcare professional in the first instance. Patient Advisor's will need to ask questions when booking you in to appointments.

Over the past couple of years we have been employing other healthcare professional's for example frailty nurses, GP Assitant, Social Prescriber, Clinical Pharmacists etc,the reason for this is to help with the demand for GP appointments and hence why the Patient Advisor's have been trained in care navigation and signposting. Please do not be offended if you are offered an alternative appointment with one of our healthcare team instead of with a GP as this will be in your best interest.

## 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 SystemOne (EDSM)** Used nationally across all healthcare providers using SystemOne.

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.

General Practice Data for Planning and Research (GPDR) data extraction, which NHS Digital will be commencing on 1st July 2021. For further information please visit: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice> If you want to ensure that your data is not extracted for this, you will need to register your 'Type 1 opt-out with us by 23rd June 2021 and complete the enclosed form. After this date, patients can continue to register Type 1 opt outs but they may be processed too late to prevent the extraction.

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, via our website or via the on-line system. We also have a triage GP on-call every day but we do ask that these appointments are use appropriately.

Appointments can be in the form of a face-to-face consultation, video 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.

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.

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.

We request that:

- Urgent medical problems that require same day appointment to be made between 8.00am to 11.30am
- Home visit requests for housebound patients to be made between 8.00am to 11.30am
- Routine appointments to be made after 2.00pm
- Test results Tuesday to Friday 11.00am to 1.00pm
- Urine samples to be dropped in to the surgery before 4.30pm

## **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. Existing patients will also be able to request full access to their whole records. 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](http://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.
- Via our Website
- 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.
- We CANNOT take requests over the telephone.

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 Tuesday to Friday 11.00am to 1.00pm or pop in and speak 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: [Facebook](#)

## 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.

We will endeavour to send a SMS after every appointment to receive feedback.

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

Copy of the Complaints Procedure can be found on our website: [Complaints-Leaflet-May-2024.pdf \(hucclecotesurgery.co.uk\)](https://www.hucclecotesurgery.co.uk/Complaints-Leaflet-May-2024.pdf) 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](mailto: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](mailto: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.***

<b>Differences between JUYI and the SCR</b>		
	<b>JUYI Gloucestershire's shared health &amp; social care record</b>	<b>SCR Summary Care Record</b>
<b>Shared</b>	<ul style="list-style-type: none"> <li>• Across Gloucestershire</li> <li>• Across health care settings, including urgent care, community care and outpatient departments</li> <li>• 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.</li> </ul> <p>With Gloucestershire County Council social care.</p>	<ul style="list-style-type: none"> <li>• Across England</li> <li>• Across health care settings, including urgent care, community care and outpatient departments</li> </ul> <p>With GPs, and with clinicians employed by any NHS Trust or organisation involved in your care across England</p>
<b>Information source</b>	<ul style="list-style-type: none"> <li>• GP record</li> <li>• Other medical records held by different NHS organisations in Gloucestershire</li> <li>• Gloucestershire County Council social care</li> </ul>	<ul style="list-style-type: none"> <li>• GP record</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>• Your current medications</li> <li>• Any allergies you have</li> </ul>	<ul style="list-style-type: none"> <li>• Your current medications</li> </ul>

	<ul style="list-style-type: none"> <li>• Any bad reactions you have had to medicines</li> <li>• Your medical history and diagnoses</li> <li>• Test results and X-ray reports</li> <li>• Your vaccination history</li> <li>• General health readings such as blood pressure</li> <li>• Your appointments, hospital admissions, GP out-of-hours attendances and ambulance calls</li> <li>• Care / management plans</li> </ul> <p>Correspondence such as referral letters and discharge summaries.</p>	<ul style="list-style-type: none"> <li>• Any allergies you have</li> <li>• Any bad reactions you have had to medicines</li> </ul> <p><b>**<u>SCR with Additional information</u> can be added (upon request to your GP practice) and includes:</b></p> <ul style="list-style-type: none"> <li>- Significant problems (past and present)</li> <li>- Significant procedures (past and present)</li> <li>- Anticipatory care information</li> <li>- End of life care information – as per EOLC dataset ISB 1580</li> <li>- Immunisations</li> </ul>
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