

## Warrior Square Surgery Practice Booklet

---

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

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

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

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

**Arabic** : حتى الجراحة عن إبلاغ الرجاء ل لم ن تدي، الأولى الى اللغة هي الإندجال بزيادة ت كن لم إذا  
لك بال نسبة ال ترجمة ترتب من ذ تمكن

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

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

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

**Traditional Chinese**:

如果英語不是你的第一語言，請及時通知手術，這樣我們就可以安排翻譯為您服務。

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

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

# Welcome to Warrior Square Surgery

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

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

**You can call the surgery on 01424 434151 or email us at  
HRCCG.WarriorSquareSurgery@nhs.net**

## Practice

---

Our Practice is a Four-Doctor group with three nurses. The Practice is constantly changing and developing to provide our patients with the most up-to-date care in the National Health Service. We have an internal telephone exchange and we are fully computerised. Our staff of 7 Receptionists, 3 Practice Nurses, 1 H.C.A, 1 Nurse Practitioner, 1 Paramedic Practitioner, 4 Administration staff, 3 Secretaries, 1 Phlebotomist, and 1 Practice Manager are here to help you.

## Practice Staff

---

### **Dr James W Searson MB BS MRCS LRCP DA DObstRCOG LMCC Dip Med Ac**

Registered: 1964 London  
Special Clinical Interest – Acupuncture  
Has previously worked in Canada

### **Dr Pamela Herbert MBChB DFRSH Dipl. Addiction behaviour, Dip. Chinese Medicine**

Graduated: 1981 Cape Town, South Africa  
Special Clinical Interest – Childhood Immunisations,  
Well Woman Care, Paediatrics, Dementia, Mental  
Health and Acupuncture. Has previously worked in  
South Africa

**Dr Craig Namvar** - BMBS MRCGP. Dr Namvar has come into the practice as a partner although he is not currently seeing patients at Warrior Square Surgery. Dr Namvar is based at Hastings Old Town Surgery, Roebuck House, High Street, Hastings.

**Dr R Sivanandhem** -

Paula Vidler - RGN

Alison Dunlop - RGN

Linda Astell - RGN

Peta Stirton – Nurse Practitioner

Lee Oldridge – Paramedic Practitioner

Jenne Nicholson – Health Care Assistant

Anne Wingfield – Phlebotomist

Shani Adams – Practice Manager

Timothy Honeysett - Finance

7 Reception Staff

4 Administration Staff

3 Secretaries

# Surgery Opening Times

---

**OPENING HOURS** Monday to Friday 8.30am to 6.00pm

**SURGERY TIMES** – Monday to Friday  
Monday surgery starts at 9.00am

**DOORS OPEN AT 8.30 am.**

	<b>g Days</b>	<b>g</b>	<b>on</b>
<b>Dr Searson</b>	Tues, Wed, Fri	8:30 - 12:00	16:00 - 18:00
	Mon, Thurs	OFF	OFF
<b>Dr R Sivanandhem</b>	Mon, Tues, Thurs, Fri	8:30 - 12:00	16:00 - 18:00
	Wed	OFF	OFF
<b>Dr Herbert</b>	Mon, Wed, Thurs, Fri	8:30 - 12:00	16:00 - 18:00
	Tues	OFF	OFF
<b>Dr Zanchin</b>	Thursdays only	8:30 - 12:00	16:00 - 18:00
	<b>Weekend</b>	<b>Closed</b>	<b>Closed</b>

**Practice Nurses** Monday to Friday

We offer an evening surgery from 6.30 pm to 8.30 pm once a week. All appointments are pre-booked. These appointments are displayed on our noticeboards monthly.

## Out of hours and weekends

---

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

**Out of Hours Telephone Number: 0300 5555252**

# Our Services

---

## Appointments

---

**Telephone: 01424 423786**

To make an appointment to see a doctor, telephone in the morning on the day you wish to see the doctor. It is possible to book some appointments more than 48 hours in advance. Our lines open at 8.30 am. You can now book your appointments online, please come into the Surgery and speak to our Reception team for details. When possible, appointments will be made with your doctor of choice but if your chosen doctor is not available you will be offered an appointment with the next available Doctor. If you are unable to keep your appointment please let us know as soon as possible.

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

## Emergencies

---

**Telephone 01424 423786 after 6.00pm and before 8.30am weekdays, all day at weekends and bank holidays or call the Out of Hours service on 0300 555252.**

## Home Visits

---

If you require a home visit please telephone 01424 434151 **before 11.00 am**. This allows the doctor to plan his or her day accordingly. Please give your name, address and telephone number and a brief description of your problem to the receptionist. Complete confidentiality is assured. Sometimes the doctor may decide that telephone advice or a surgery visit may be more appropriate.

## General Enquiries

---

For non-urgent enquires please telephone **after 11.00 am**. The General Enquiries telephone line is 01424 434151. For test results please call in the afternoon (after 3 pm) as the receptionists will have more time to deal with your enquiry.

## Repeat Prescriptions

---

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

Please **DO NOT** request prescriptions over the telephone. This is to avoid errors and ensure phone lines are more available.

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

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

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

If you would like to discuss your repeat prescription you should contact us on 01424 423786 **between 09.30 am – 12.30 pm** and you will be transferred to the prescription clerk who can usually help with your query.

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

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

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

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

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

**If you require a representative to collect your prescription(s) on your behalf we will need a signed consent form from you, identifying your representative.**

**Please ask at Reception for a form.**

**Your Representative will need to bring the "Consent Card" with them when collecting as proof of consent. If they cannot present this, the surgery reserves the right to refuse the collection.**

## Electronic Prescription Service (EPS)

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

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

Please discuss this with the Receptionist and nominate your chosen pharmacy to sign up for this service.

## Sick Certificates

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

### **Evidence that you are sick**

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

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

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

### **Statement of Fitness for Work - 'Fit Note'**

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the [DirectGov website](#) (where this information was sourced).

## Test Results

---

Hospital results and correspondence are delivered late morning. To allow time for each doctor to check results, please telephone after 3.00 pm.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

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

## Patient Removal From GP Register

---

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

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

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

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

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

## DNA's

---

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

Warrior Square Surgery is committed to ensuring that the best possible service is provided to all patients registered with the practice.

Patient non-attendance at a booked appointment adversely impacts on practice staff and its patients in the following manner:



- The 'Did Not Attend' (DNA) patient takes the appointment slot of another patient who could have attended. The effect of this is an increase in the waiting time for appointments.
- The time and personnel required to follow-up and rebook DNA patients diverts practice staff from other duties and is therefore a waste of resources.
- DNA's increase costs, reduce efficiency of clinics, increase the mismatch between demand and capacity and decrease practice productivity.

The most common reason cited in literature for patients DNA'ing is forgetting the date of the appointment. Other factors which may influence the number of DNAs are:

No longer need to attend	Employment
Too unwell to attend	Previous experience
Seriousness of illness	Nature of illness
Childcare	Cost of travel prohibitive
Travel difficult to organise	Public transport difficult to access
Difficulty in cancelling appointments	Urgency of appointment

If a patient fails to attend a pre-booked appointment the surgery will send the patient an informal warning letter advising them how to cancel/change their appointment.

If the patient fails to attend another appointment, a formal warning letter will be sent reminding them that a further recurrence within the next 12 months may result in their removal from the practice list.

Please ensure that any appointments no longer required are cancelled so that these appointments can be offered to another patient. If you cannot get through on the telephone, please use the email address at the beginning of this booklet or on the website at [www.warriorsquaresurgery.co.uk](http://www.warriorsquaresurgery.co.uk) where there is a "CANCEL YOUR APPOINTMENT" button or consequently your appointment can be cancelled face to face with the reception staff.

## The Practice Team

---

The Practice Manager, Mrs Shani Adams, will help you with any non-medical or administrative aspect of your health care or treatment. She is also available to discuss suggestions or complaints. You can request to see her and an appointment can be made for you.

Our team of Receptionists have been specifically trained to help you and they are your first point of contact at the surgery. Their job is often difficult and demanding, and they can be under extreme pressure at busy times, so please be patient. If you tell them clearly what you require they will do their best to help. They have access to lots of information for you.

## Medical Students

---

Warrior Square Surgery is proud to be known as a training surgery for 4<sup>th</sup> and 5<sup>th</sup> year medical students from Brighton and Sussex Medical School.

Occasionally, when you attend an appointment with us we may have a student attending that consultation, sitting in with the GP or they may be holding a clinic of their own. You will always be notified at point of booking that this is the case and you will have the opportunity to decline this appointment at no detriment to yourself.

Signs and posters are visible around the surgery to advise our patients.

If you have any concerns about the presence of a medical student please make your views known to your doctor or health care professional who can discuss your concerns with you.

## Anti Natal Clinic

---

These clinics are held by appointment. You do not need to see a doctor to be seen by the Midwife. Pre-conception advice is available through your GP.

## New Patient Checks

---

Every new patient over the age of 11 years old must have a medical when registering with a new GP. General health information is collected and routine blood pressure and urine analysis are performed. You will be asked to book an appointment to see the Health Care Assistant when you fill out your registration forms this will be to let us know about your previous medical history, when you join our practice.

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

## Contact by Text Message

---

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

## Patient Access

---

Patient Access is an online registration tool that allows an individual to use the online services at their practice. This may include arranging appointments, repeat medication, medical records and updating your details. Please ask at Reception to register for this service. Access to this system is only permitted to authorised users.

Once registered, if you have a smart phone, a FREE app can be downloaded to ensure easier access.

Please note; this service may be restricted by the practice if this service is abused by the user. This is a national programme and is only facilitated by the practice.

## Practice Nurses and Health Care Assistants

---

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

## Chaperone Policy

---

What is a Formal Chaperone

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

Why do we need Chaperones?

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

What is an intimate examination?

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

The rights of the patient

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

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

Appropriately Trained Chaperone

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

The Patient can expect from a Chaperone:

- To be available on request.
- The Chaperone will be pleasant/approachable/professional in manner, able to put the patient at ease.
- Competent and Safe
- Clean and presentable
- Confidential

Where will the Chaperone stand?

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

If a patient has concerns about a Chaperone

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

When a Chaperone is unavailable

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

## Cervical Smear Test

---

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

## ECG's, Dressings and Ear Syringing

---

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

## Blood Tests

---

These can be arranged with the Phlebotomist. Clinics are held on Monday mornings and Friday mornings. Please ask at the Reception.

## Family Planning Clinic

---

This clinic is held on Wednesday afternoons from 4.30pm to 6.00pm by the Practice Nurse. Appointments may be made by telephone or at reception. Health Education leaflets are available in the waiting room.

## Well Woman Clinic

---

This clinic is held on Thursday afternoons from 4.00pm to 6.00pm by the Practice Nurse. Appointments may be made by telephone or at reception.

## Child Immunisation Clinics

---

This clinic is held on Thursday afternoons from 2.00 pm to 4.00 pm at the surgery. A full range of vaccinations and immunisations are available once a week. You will normally be sent a computerised appointment for this clinic.

Baby 6 week checks and Post Natal Examinations are held on a Thursday afternoon between 2.00 pm to 3.30 pm.

**For mums with Prams & buggies:** there is a few stairs that need negotiating in the foyer of Cavendish House, we will have a member of staff readily available to help you get your prams/buggy up these stairs.

## Flu Vaccinations

---

Clinics are carried out between October and December every year and we offer free Flu vaccinations to patients, particularly those over 65 years old or with a history of heart or chest disease, diabetes and those who live or work in institutions or nursing homes. Appointments may be made by telephone or at reception. We offer the vaccine via the practice nurse. Please ask for details.

We also offer a vaccination against pneumococcal pneumonia for the same group at risk. One injection offers a 10-year immunity and is free.

## Travel Vaccinations

---

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

## Non NHS Medicals, Reports & Private Certificates

---

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

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

Other forms eg. BUPA or Holiday Cancellations will usually be ready for collection within 48 hours of receipt – this is approximate and depends on your Doctors availability and workload. There will be a charge for these services, the Reception team can usually advise you of the fee.

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

## Ethnicity

---

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

## Violent Patients

---

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

## Patient Participation Group

---

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

The aim of the group is to discuss items arising in the practice that relate to patient care and services including subjects like telephone access and appointment availability. It works towards giving patients and staff a better relationship understanding of each other's roles and responsibilities.

The group also can be seen in the surgery helping us on some occasions with Patient Questionnaires. If you see one of the group in the surgery and would like to have something brought to one of their meetings, please identify yourself and discuss the subject with them.

This group welcomes new members via GP nomination. If you would like to join this group and help with the future of the practice please mention this to your GP during a visit and they can advise how you would go about joining.

We would like to know how we can improve our service to you and how you perceive our surgery and staff. We welcome any comments.

## General Comments & Complaints

---

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

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

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know in writing as soon as possible. If you cannot raise your complaint immediately, please let us know within 6 months of the date on which the event was subject to the complaint. As per practice protocol, once received, an acknowledgement will be sent to you within 3 working days and the issues raised will be investigated and considered in full with a response within 10 working days from the receipt of your complaint.

Alternatively you can address your complaints or comments to:

(1) Hastings and Rother NHS - CCG

Complaints Department

Bexhill Hospital

Holliers Hill

Bexhill On Sea

East Sussex

TN40 2DZ

Tel: 01424 735600

Email: HRCCG.enquiries@nhs.net

(2) The Parliamentary and Health Service Ombudsman – Complaints Line

Tel: 0345 015 4033

(3) SEAP, Hastings

Upper Ground Floor

Aquila House

Breeds Place

Hastings

East Sussex

TN34 3UY - Tel: 0330 440 9000

***Warrior Square Surgery's complaint protocol is in line with The Parliamentary and Health Service Ombudsman – "Principles of Good Complaint Handling".***

---

## Health Promotion Clinic

---

- Well Person

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

- Family Planning

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

- Diabetic & Pre-Diabetic Screening

A clinic is held by appointment for the specialist care of Diabetes.

- Anti-Coagulation
- Primary Prevention Clinic
- Hypertension
- Asthma
- Coronary Heart Disease
- Stroke
- Smoking Cessation

The Practice Nurse offers advice and support to patients wishing to stop smoking.

- Chronic Airways Disease

## Confidentially

We will hold the information we have securely and confidentially, obtain it fairly and efficiently, record it accurately and reliably, use it effectively and ethically and share it appropriately and lawfully.

What we will do: To protect your privacy and confidentiality, we will **NOT** disclose any medical information over the telephone unless we are assured we are talking to you. This means that we cannot disclose information to your family, friends or colleagues; unless we know we have your written consent to do so.

If you have any further queries or comments regarding privacy and your medical records, please contact the Practice Manager or talk to your GP

## Useful Contact Numbers

**Emergencies/Home Visits/Out of Hours and weekends: 01424 434151 / 423786.** You will be answered by a recorded message or telephone the Out of Hours service on NHS 111 directly.

Appointments .....	01424 423786
Health Visitors .....	01424 448120
Conquest Hospital .....	01424 755255
Midwives (Conquest Hospital –Midwife Dept) .....	01424 755255
St Annes Centre .....	01424 754488
Out of Hours service .....	0300 5555252
Hastings and St Leonards Care Quality Commission .....	01424 755470
District Nurses .....	through the surgery
Station Plaza – Walk In Centre.....	01424 464758
Hastings Police Station .....	0845 607 0999
Samaritans .....	01424 436666
British Pregnancy Advisory Service .....	08457 304030
Age Concern .....	01424 426162
Citizens Advice Bureau .....	0870 126410
The NHS Constitution (Oct 2015) - <a href="https://www.gov.uk/government/publications/the-nhs-constitution-for-england">https://www.gov.uk/government/publications/the-nhs-constitution-for-england</a>	



## Your Doctors Responsibilities

---

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

## Your Responsibilities as a Patient

---

- To treat all the staff with respect and courtesy at all times. The NHS does not tolerate anti-social behaviour. *Please refer to violent patients and patient removal from GP register for information.*
- To ask for home visits **ONLY** when the patient is unable to attend the surgery through illness or infirmity – please make this request before 11.00am. A GP will triage the request and may telephone the patient.
- To ask for an out of hours visit only when necessary. (NHS111)
- To keep your appointments and contact the practice in advance if you cannot.
- (Emergency appointments are filled at Doctors Discretion).
- To be punctual for appointments – please ensure that you arrive on time. However, if your Doctor has spent longer with a previous patient they may be running late, this may be due to a medical emergency which could result in your appointment being later than your actual slot time. We apologise if this happens, however, we do still ask for you to arrive early or on time for your appointment.
- To make separate appointments for each patient wishing to see the doctor.

- To let the receptionist know if you will need a longer appointment.
- To let us know when you change your address or telephone number immediately
- To inform the surgery if you are going to live outside the UK for more than 3 months.
- To inform the surgery if you require any information in a different format or require communication support.
- Please be patient when the doctor is delayed for any reason. There may be an Emergency. Remember your doctor is human.
- If English is not your first language, please make sure you can bring an interpreter to your appointments with you or inform Reception so that they can arrange something for you.

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

### The NHS Care Record Guarantee

#### Introduction

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

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

The people who care for you use your records to:

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

Others may also need to use records about you to:

- check the quality of care (such as a clinical audit);

- protect the health of the general public;
  - keep track of NHS spending;
  - manage the health service;
- help investigate any concerns or complaints you or your family have about your healthcare;
  - teach healthcare professionals; and
  - help with research.

### **The NHS Care Record Guarantee**

You have the right:

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

We have a duty to:

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

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

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

### **The NHS Care Records Service**

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

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

This new system will:

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

### The Summary Care Record

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

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

#### **You will be informed when Summary Care Records are introduced into your area.**

Before we create the Summary Care Record, you can decide not to have a Summary Care Record at all.

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

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

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

Our 12 commitments to you:

1. When we receive a request from you in writing, we must normally give you access to everything we have recorded about you. We may not give you confidential information about other people, or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else. This applies to paper and electronic records. However, if you ask us to, we will let other people see health records about you. Wherever possible, we will make your health records available to you free of charge or at a minimum

charge, as allowed by law. We will provide other ways for you to apply to see your records if you cannot do so in writing. We will provide information in a format that is accessible to you (for example, in large type if you are partially sighted).

2. When we provide healthcare, we will share your record with the people providing care or checking its quality (unless you have asked that we limit how we share your record). Everyone looking at your record, whether on paper or computer, must keep the information confidential. We will aim to share only as much information as people need to know to play their part in your healthcare.

3. We will not share health information that identifies you (particularly with other government agencies) for any reason other than providing your care, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes; or
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

If we share information without your permission, we will make sure that we keep to the Data Protection Act 1998, the NHS confidentiality code of practice and other national guidelines on best practice. There is more information about existing guidelines at:

[www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/Patientconfidentialityandcaldicottguardians/index.htm](http://www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/Patientconfidentialityandcaldicottguardians/index.htm)

4. Under current law, no-one else can make decisions on your behalf, about sharing health information that identifies you. At the moment, the only exceptions to this are parents or legal guardians, or people with powers under mental health or other law. You can appoint someone to have a lasting power of attorney to make decisions for you if you lose the ability to make decisions for yourself. You can decide what rights that person has in making decisions about your care record. If you do not appoint anyone, a senior healthcare professional involved in your care may consider it to be in your best interests to share information. This judgment should take account of the views of your relatives and carers, and any views you have already recorded. For medical research or other purposes (see the box on page 7), the Ethics and Confidentiality Committee of the National Information Governance Board for Health and Social Care can give special permission to share any health information that could identify you.

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

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

Examples include:

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

- Sometimes special permission will be given to use your information without your consent. This may be for medical research, keeping registers of cancer patients or checking quality of care. This permission is given by the Ethics and Confidentiality Committee of the National Information Governance Board for Health and Social Care.
- Special permission may also be given when the public good is thought to be of greater importance than your confidentiality. This is very rare, but some situations where this might happen include:
  - when a serious crime has been committed;
  - when there are serious risks to the public or NHS staff; or
  - to protect children.

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

5. Sometimes your healthcare will be provided by members of a care team, which might include people from other organisations such as social services or education. We will tell you if this is the case. When it could be best for your care for your health information to be shared with organisations outside the NHS, we will agree this with you beforehand. If you don't agree, we will discuss with you the possible effect this may have on your care and alternatives available to you.

6. Usually you can choose to limit how we share the information in your care records which identifies you. In helping you decide, we will discuss with you how this may affect our ability to provide you with care or treatment, and any alternatives available to you.

7. We will deal fairly and efficiently with your questions, concerns and complaints about how we use information about you. All trusts have a Patient Advice and Liaison Service (PALS) which can answer questions, point people towards sources of advice and support, and advise on how to make a complaint. We will have a clear complaints procedure. We will use what we learn from your concerns and complaints to improve services.

8. We will take appropriate steps to make sure information about you is accurate. You will be given opportunities to check records about you and point out any mistakes. We will normally correct factual mistakes. If you are not happy with an opinion or comment that has been recorded, we will add your comments to the record. If you feel you are suffering distress or harm as a result of information currently held in your record, you can apply to have the information amended or deleted.

9. We will make sure, through contract terms and staff training, that everyone who works in or on behalf of the NHS understands their duty of confidentiality, what it means in practice and how it applies to all parts of their work. Organisations under contract to the NHS must follow the same policies and use the same controls as the NHS does. We will enforce this duty at all times.

10. We will take appropriate steps to make sure we hold records about you – both paper and electronic – securely and only make them available to people who have a right to see them.

11. We will keep a record of everyone who accesses the electronic information the NHS Care Records Service holds about your diagnosis, care and treatment. You will be able to ask for a list of everyone who has accessed records that identify you, and when they did so.

There may be times when someone will need to look at information about you without having been given permission to do so beforehand. This may be justifiable, for example, if you need emergency care. We will tell you if the action cannot be justified.

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

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

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

Feedback :

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

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

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