

WADHURST MEDICAL GROUP GUIDE TO OUR PRACTICE

November 2017

General Practitioners:

DR. ANDREW BLACKBURN (male) – Partner of Practice

BM, BS, B.Med.Sci, Dip.Obs., DCH (Registered Nottingham 1987)

DR. CATRIONA MACIVER (female) - Partner of Practice

MBChB, MRCP, MRCP(Paed), DPD (Registered Edinburgh 1988)

DR. SARAH OAKLEY (female) – Partner of Practice

B.Sc, MBChB, DRCOG, MRCP (Registered Bristol 2009)

DR. ANDREW SIKORSKI (male) - Partner of Practice

MB, BS, MRCP, FFHom, DFFP (Registered London 1989)

SURGERIES

Main Surgery:

Belmont Surgery, St. James Square, WADHURST, East Sussex, TN5 6BJ

Appointments: 01892 783888 Fax: 01892 783989

Branch Surgery:

Ticehurst Surgery, Newington Court, Pickforde Lane, TICEHURST, East Sussex, TN5 7DJ

Appointments: 01580 200317

PRACTICE WEBSITE: www.wadhurstmedicalgroup.co.uk

EMERGENCY TELEPHONE No: WADHURST (01892) 782121

THE PRACTICE

This Group Practice covers the parishes of Wadhurst and, Ticehurst and surrounding areas. Our main surgery, Belmont Surgery, is in Wadhurst where most of the health care is provided. The GPs, nurse practitioner, practice nurses, health care assistants and most of the administrative staff are based here.

REGISTERING WITH THE PRACTICE

If you wish to register, please speak to a receptionist at your nearest surgery who will be happy to assist you. You will be asked to complete a registration form, a questionnaire and some other documents and asked to provide one form of personal identification and another document as proof of address. All patients are registered under an Allocated Named GP.

Patients who are 16 years old and over who have not been seen within the past 3 years will be given the opportunity to discuss the contents of their health questionnaire and any health concerns that they may have. Patients aged 75 and over are entitled to an annual health check and if they have not been seen within the previous 12 months can request a consultation to discuss any health issues or appropriate examinations.

NAMED ACCOUNTABLE GP

All patients, including children, are allocated a named, accountable GP, this is the GP you are registered with. New patients will be allocated and informed of their named GP when they register with the practice. Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request.

If you wish to reconfirm the name of your named accountable GP please ask the receptionist when you are next in the surgery. Please note that having a named GP does not prevent you from seeing or speaking to any other GP with the practice.

ACCESS FOR THE DISABLED

There is access for the disabled at both of our surgeries.

SURGERY OPENING HOURS

• **Wadhurst Surgery** is open Monday to Friday from 08.00 – 18.30
Appointment Line is open Monday to Friday from 08.30 – 18.30

• **Ticehurst Surgery** is open Monday to Friday at the following times:

Monday 08.30 – 12.00 and 16.00 – 18.00

Tuesday 08.30 – 12.00 and 16.00 – 18.00

Wednesday 08.30 – 11.30 only

Thursday 08.30 – 12.00 and 16.00 – 18.00

Friday 08.30 – 12.00 and 14.00 – 16.00

Appointment Line is open as above.

APPOINTMENTS

All surgeries are by appointment. If you need to see a doctor urgently please make this clear so that an appointment can be given as soon as possible. Whenever possible, please attend the surgery where your notes are held. Please call at reception or telephone during surgery opening hours only. We aim to give patients an appointment within 48 hours to see a doctor and 24 hours to see a healthcare professional. Our ultimate objective is to always have appointments available on the day. We will still have appointments available for booking in advance.

Wadhurst: Please telephone Wadhurst (01892) 783888 during above hours, if you need an appointment.

Ticehurst: During Ticehurst opening hours, an appointment can be obtained by telephoning Ticehurst (01580) 200317.

If Ticehurst surgery is closed and you need to be seen urgently, you should contact the Wadhurst surgery.

ONLINE APPOINTMENTS

We have an online appointment booking system which is provided by Patient Access/EMIS. If you are a new patient and supply us with your email account you will automatically be enrolled for an account. If you would prefer not to be registered for this service please inform the receptionist when you bring back your new patient application forms. If you are an existing patient and would like register for an account please ask one of the Receptionists for details or download an application form from the practice website.

SMS TEXT MESSAGING SERVICE

We have the facility to send you a SMS text message to your mobile phone to confirm your pre-booked appointments at the surgery. You will also receive a reminder message 2 days before your appointment. If you provide us with your mobile number we will assume 'implied' consent to send you information about your appointments. If you would prefer us not to send you a SMS text message, please inform the receptionist.

HOME VISITS

The best care for patients is provided for patients when attending the surgery because specialist equipment is on hand, tests can be carried out more easily, etc. For this reason it is always best for a patient to attend the surgery if possible. If you request a home visit your GP may call you back to find out more about your problem before deciding to visit.

Where possible, please call **before 10.00am** if a home visit is needed. If the request is urgent please make that clear to the receptionist taking the call so that appropriate action can be taken. If you wish to speak to your doctor on the telephone, please call after 09.00am and leave a message with the receptionists and the doctor will call you back later in the day. If Ticehurst Surgery is not open please call Wadhurst Surgery on 01892 782121.

NHS 111 SERVICE / OUT OF HOURS

When the surgery is closed, if you require urgent medical advice or attention please telephone the NHS 111 service; dial 111. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999. NHS 111 operates 24/7, 365 days per year and is free to use from a landline and a mobile.

NHS e-Referral Service

In line with NHS recommendations your GP will offer you a choice of hospitals if a referral to a specialist is necessary and this may be carried out through the NHS e-Referral Service when appropriate.

REPEAT PRESCRIPTIONS – allow 2 working days for this service (exc. weekends & bank holidays)

If your doctor considers it appropriate, you will be issued with a repeat prescription form. To order repeat medication, you will need to leave the repeat prescription form at your surgery. We do not accept requests for repeat prescriptions over the telephone. You will need to ensure that we receive your repeat prescription form in good time before you require your medication and we request that patients allow 2 working days for the service. At Wadhurst and Ticehurst, the prescription will automatically be sent to the local pharmacy for collection, unless you request otherwise. In all cases please allow 2 working days for this service. Alternatively, you can order your repeat prescription on line on the practice's website, see below:

ONLINE REPEAT PRESCRIPTIONS- allow 2 working days for this service (exc. weekends & bank holidays)

You can order your repeat prescription on line via Patient Access/EMIS; this service is available on the practice's website. . If you are a new patient and supply us with your email account you will automatically be enrolled for an account. If you would prefer not to be registered for this service please inform the receptionist when you bring back your new patient application forms. If you are an existing patient and would like register for an account please ask one of the Receptionists for details or download an application form from the practice website.

Please allow 2 working days for your prescriptions to be processed via this service.

ELECTRONIC PRESCRIBING SERVICE (EPS) - allow 2 working days for this service (exc. weekends & bank holidays)

We now offer an Electronic Prescribing Service (EPS) which enables prescriptions to be delivered electronically to a Pharmacy of the patient's choice, which makes the service more efficient. Please note that once you are signed up to EPS a paper prescription will not be issued normally. In some circumstances medication, like controlled drugs (e.g. temazepam, diazepam, morphine, tramadol, etc), some dressings and other items cannot be sent via EPS and a paper prescription will be produced. If you are unsure if all the items on your prescription can be sent electronically speak to your pharmacy or a receptionist in the surgery. Please ask a receptionist for a pharmacy nomination form for EPS or download a copy from our website if wish to sign up for this service.

OBTAINING URGENT MEDICAL SUPPLIES

If you require urgent medical supplies please contact the main surgery in Wadhurst.

PREFERRED METHOD OF CONTACT

We would like to record your preferred method of communication so that you can receive your health information in a format you can access and understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you are hard of hearing that may not be suitable for you.

Please let us know if you require information in a large print or easy read format, or in braille; or if you need a British Sign Language/Sign Language or Foreign Language interpreter or advocate during your appointments; or if we can support you to lip-read or use a hearing aid communication tool.

If you or someone you are caring for wishes us to contact you in another way other than by telephone, please speak to a Receptionist or the Practice Manager at your surgery. We will then record your needs by highlighting it on your medical records. Otherwise we will assume that you are happy for us to contact you via telephone and letter.

THE PRIMARY HEALTH CARE TEAM:

PRACTICE STAFF

We employ a Practice Manager, Ms Martine Coppens, administrators, receptionists and secretaries, who have a full knowledge of the services the practice has to offer. All members of the staff are happy to assist you with any enquiries.

NURSE PRACTITIONER AND PRACTICE NURSES / GENERAL NURSING CARE

We employ a Nurse Practitioner, Practice Nurses and Health Care Assistants. The nursing team run health screening clinics and give advice, deal with minor illness, blood pressure checks, immunisations, blood tests, smoking cessation advice, contraception services, smear tests, dressings, wound care and ear syringing.

The Nurse Practitioner can assess, examine and diagnose patients for both acute and chronic medical conditions. She is able to prescribe for certain medical conditions and where appropriate refer patients for physiotherapy, x-rays and hospital rapid access clinics. This service provides a greater choice for patients when booking appointments.

HEALTH VISITORS/COMMUNITY NURSES/MIDWIFE

These members of the team are available to all our patients and are specially trained in their own field. Please ask your doctor or the receptionist for details if you require their services. They are not based at the surgery.

CARE QUALITY COMMISSION (CQC)

We are regulated by the Care Quality Commission (CQC) and subject to regular reviews. Please see the CQC website for a copy of their report of our services and our rating: www.cqc.org.uk

STATEMENT OF PURPOSE – Health & Social Care Act 2008 Care Quality Commission (Registration) Regulations 2009 Part 4

The name and address of the registered provider is:

Wadhurst Medical Group, Belmont Surgery, St James Square, Wadhurst, TN5 6BJ
CQC registration no. 1-570776431

Website Address: www.wadhurstmedicalgroup.co.uk

Registered Managers: Dr A Blackburn; Dr C Maclver; Dr A Sikorski

Regulated Activities under CQC: Diagnostic & Screening Procedures; Treatment of disease, disorder or injury; Family planning; Maternity & Midwifery services; Surgical procedures.

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement in the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy, sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in primary health care.

Our aims and objectives:

- Provide a high standard of medical care
- Be committed to our patients needs
- Treat all patients and staff with dignity, respect and honesty
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Provide safe and effective services and environment
- Maintain high quality care through continuous learning and training
- Monitor and review our healthcare services for improvements
- Improve as a patient centred service through decision making and communication
- Maintain our motivated and skilled staff
- Ensure effective and robust information governance systems
- To respect the equality and diversity of all our patients and staff

This leaflet summarises the services which we at present provide under the regulated activities of CQC.

REGULATED ACTIVITIES / CLINICS & OTHER SERVICES:

We provide general medical services and routine medical checks involving a holistic approach.

MANAGEMENT OF CHRONIC DISEASE

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. We will endeavour to review our patients' risk of Stroke, CHD and CVD. We hold Diabetic, Asthma and Respiratory clinics throughout the year.

WELL-WOMAN CLINICS

These clinics are provided by the nurse practitioner and practice nurses. The reception staff will advise you when these take place and make you an appointment.

CERVICAL SMEAR TESTS

It is recommended that women between the ages of 25 and 49 should have a test every three years and between 50 and 64 every 5 years, unless advised differently. Patients are normally sent a notice inviting them to a screening when their next test is due. However if you feel you are due a test please call the surgery to check and if necessary make an appointment.

FAMILY PLANNING ADVICE

Dr. Catriona Maclver, Dr Sarah Oakley and the nurse practitioner and practice nurses are available for family planning advice. A full range of contraceptive advice is available. If you prefer, however, you may see your own doctor. The receptionist will make the appropriate appointment for you.

ANTE-NATAL CLINIC

The midwife runs a clinic in Ticehurst Children's centre. Please call Crowborough Birthing Centre for an appointment (01892 654080).

CHILD HEALTH

Health checks are available for children under 5. These will be performed by a qualified doctor or health visitor, who will advise you when they should be done.

CHILDHOOD IMMUNISATIONS

We strongly support the programme of immunisations against infectious disease and you will be advised by post when these immunisations are due. All childhood immunisations are carried out by the practice nurses in regular clinics. Your health visitor or our Practice Nurse can advise you further about these immunisations.

ASTHMA CLINIC

Patients are invited for regular reviews to improve the quality of control of their asthma.

DIABETIC CLINIC

Patients are invited for regular reviews to prevent the complications of diabetes.

MINOR OPERATIVE PROCEDURES

Where appropriate, some minor operations can be performed in the Wadhurst surgery. If you feel you need this service, please discuss it with your doctor or the practice nurses.

TRAVEL IMMUNISATIONS

If you require information about which travel immunisations are required for your destination please contact one of the local travel clinics, which can be found in the yellow pages or on the internet. Otherwise the Surgery can provide details of some local clinics. We do not offer advice about which travel immunisations are required for specific destinations but will provide the immunisations that are available via the NHS service: Hepatitis A; Typhoid; Combined Hepatitis A & Typhoid; Combined Diphtheria, Tetanus and Polio, if the patient provides documentation from the travel clinic which states that these immunisations are required before travel.

DATA PROTECTION

CONFIDENTIALITY & ACCESS TO PATIENT INFORMATION

The practice is registered under and complies with the Data Protection Act 1998. Medical records are kept in paper and electronic formats. In common with other medical practices we keep records and information which we receive from patients, relevant professionals and services.

All patient information is considered confidential and we comply with the Data Protection Act 1998. All employees have access to patient information in relation to their role and have signed a confidentiality agreement. Information may be shared in confidence with other NHS organisations in the interest of patient care. Confidential patient data will be shared within the Healthcare team and with other healthcare professionals to whom a patient is referred. These individuals have a professional/contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent unless it is a matter of life or death or there is serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so. In these circumstances the minimum identifiable information that is essential to serve a legal purpose maybe revealed to another who has a legal requirement to access the data for the given purpose. The individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which it is required.

You have the right to restrict the disclosure of your personal information. You will be required to request this in writing or sign a consent form.

SUMMARY CARE RECORD (SCR)

The Summary Care Record is a copy of key information from your GP record. It provides authorised healthcare staff with faster, secure access to essential information about patients when they need unplanned care or when their GP practice is closed. Your Summary Care Records contain key information about the medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had in the past.

New patients registering with this practice are asked to decide if they want their information uploaded to the Central NHS Computer System or not. For existing patients it is assumed that their record can be uploaded unless they actively opt out. For further information visit the SCR patient website:

<http://www.nhscarerecords.nhs.uk/> or the HSCIC website: <http://systems.hscic.gov.uk/scr>.

If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery where your choice will be added to your patient record. Download the opt out form from <http://webarchive.nationalarchives.gov.uk/20160921135209/http://systems.digital.nhs.uk/scr/library/optout.pdf>

SUMMARY CARE RECORD WITH ADDITIONAL INFORMATION

You can also choose to share your Summary Care Record with Additional Information. This includes your long term health conditions, relevant medical history, health care preferences, personal preferences and immunisations. Your GP may recognise that having additional information in your SCR will be of benefit to you and may suggest this change. Additional information will only be included after discussion with your GP and only if you give your permission.

ACCESS TO MEDICAL RECORDS – ONLINE SERVICE

If you are registered for online services, appointment booking or repeat prescribing you will be able to view a summary of your immunisations, allergies and medication records. See above for further details about how to register for these services.

In addition to the above you can request to extend your access to view medical records to see the computer coded data diagnoses as recorded within your medical records. This comes from consultations with the GP or Practice Nurse or visits to the hospitals for appointments as well as investigations and procedures. Please note that there are certain circumstances when you may only have the right to see restricted information. Please ask a Receptionist for a copy of the application form to apply for extended online access or download a copy from our website. Please note that that your medical records are confidential and care should be taken at all times to protect passwords to the online site.

SUBJECT ACCESS REQUESTS (SAR) - PATIENT REQUESTS TO ACCESS MEDICAL RECORDS

You have the right to access your detailed clinical records or any other personal information held about you by the practice held in hard copy (paper) record and/or computer record. . Please note that under the Data Protection Act 1998 (Fees and Miscellaneous Provisions) Regulations 2001, there will be a charge to view your records or be provided with a copy of them for administration time and related costs. If you wish to view your detailed medical records you are required to make a written request to the Practice Manager and complete a Subject Access Request (SAR) form. If you would like more information please contact the Practice Manager or Reception Supervisor(s).

CONSENT POLICY

The practice understands and promotes good practice on consent for adults, children and young people and provides information to patients on the care and treatment options available (including the risks and benefits of proposed treatments and investigations. The practice has a consent policy in place, if you wish to see a copy of the policy please ask a receptionist for a copy.

FREEDOM OF INFORMATION ACT

The Freedom of Information (FOI) Act entitles anybody to ask a public authority in England, Wales and Northern Ireland, for certain types of recorded information that is kept. All requests for information must be made in writing, clearly stating what information is required. If this request is declined you will receive the reason for this decision. There is likely to be a fee to receive this information. For further information please contact the Practice Manager or visit www.foia.gov

GP NET EARNINGS

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice. The average pay for GPs working in Wadhurst Medical Group in the last financial year was £59,712 before tax and National Insurance. This was for 3 full time GPs, 2 part time GPs and 0 locum GPs who worked in the practice for more than six months.

PATIENT'S RIGHTS AND RESPONSIBILITIES

As a patient you have the right to expect a high standard of care from our practice. You have the right to express a preference of clinical practitioner when making an appointment. In order for us to provide the best service we require that you to keep us informed if you change your contact details, e.g. your name, address and/or telephone number(s). It is your responsibility to inform us if you are unable to keep an appointment. Missed appointments waste valuable time and prevent other patients accessing our services. We ask that you treat the doctors, nurses and practice staff with courtesy and respect.

ZERO TOLERANCE

The practice(s) will not tolerate any verbal or physical abuse and/or intimidation against our staff. In the event of violent or aggressive behaviour the practice(s) reserves the right to remove the offender from the practice list. The practice will not tolerate racial, gender or religious prejudice.

All members of the practice will endeavour to treat patients with respect and deal with problems or requests as swiftly and efficiently as possible.

CARERS

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to any possible needs.

CHAPERONE

If you would like a chaperone to be present during your consultation or procedure please alert the receptionist at the time of booking so we can arrange for someone to be available at the appropriate time.

INTERPRETATION SERVICES / HEARING IMPAIRMENT

Please inform our reception staff at the time of booking an appointment if you require an interpretation service or have a hearing impairment and require assistance during your appointment.

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

We are continually reviewing our services and welcome your feedback. If you wish to make a suggestion please ask for a suggestion form from the Receptionist.

COMPLAINTS

Complaints can be made orally to the Reception Supervisor(s) and/or the Practice Manager. If you wish to make a complaint or discuss an incident please ask to speak to the Reception Supervisor(s) or alternatively write a letter to the Practice Manager, Ms Martine Coppens, explaining the nature of the complaint. Letters will be acknowledged within three working days. A copy of our complaints procedure is available at reception.

THE FRIENDS AND FAMILY TEST (FFT)

The Friends and Family Test (FFT) is a feedback tool launched by NHS England that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Patients have the opportunity to participate in the FFT via the Belmont Surgery website or by completing a postcard survey; postcards are available in the surgery. The results of the FFT are published at monthly intervals on both NHS England and NHS Choices websites. For more information on the FFT, please visit www.nhs.uk/friendsandfamily.

PATIENT PARTICIPATION GROUP

As part of our commitment to listening to patients, the Practice has a Patient Participation Group which represents a wide section of the community.

OTHER USEFUL INFORMATION

LOCAL ACCIDENT AND EMERGENCY DEPARTMENTS

The Tunbridge Wells Hospital, Tonbridge Road, Pembury, Tunbridge Wells, TN2 4QJ

Tel: 01892 635170 / 635969

The Conquest Hospital, The Ridge, St Leonards-on-Sea, East Sussex TN37 7RD

Tel: 01424 755255

LOCAL WALK IN CENTRE

The nearest walk in centre is based at Maidstone District General Hospital, Hermitage Lane, Maidstone, Kent ME16 9QQ Tel: 01622 729000

MINOR INJURY UNITS

There are two Minor Injury units, based at Crowborough War Memorial Hospital and at Uckfield Community Hospital.

- Crowborough War Memorial Hospital,
Southview Road, Crowborough, East Sussex, TN6 1HB

Tel: 01892 603602

- Uckfield Community Hospital,
Framfield Road, Uckfield, East Sussex, TN22 5AW

Tel: 01825 769999

Clinical commissioning group (CCG)

High Weald Lewes Havens Clinical Commissioning Group (CCG).

Website: www.highwealdleweshavensccg.nhs.uk

Address: 36-38 Friars Walk, Lewes, East Sussex, BN7 2PB. Tel: 01273 485300.

NHS England

Primary Care Services Team

Tel: 0300 311 2233