

Danby Surgery

New Patient Welcome Pack

Briar Hill
Danby
Whitby
North Yorkshire
YO21 2PA
01287 660739



Opening Hours
Mondays, Wednesdays and Fridays
8.00 to 18.30,
Tuesday 7.30 to 18.30,
Thursdays from 8.00 to 12.00

The purpose of this pack is to make you aware of the registration process, the services we offer, how your data is used in the practice and information on additional services.

Please ensure you read all the information fully and return the Family Doctor Services Registration Form GMS1 and New Patient Health Questionnaire to the practice in order to complete your registration. It would also be useful if you could provide a list of any current medications you are prescribed.

We would advise you to keep this information pack in a safe place should you need to check any details at a later date.

If you require any assistance completing any of the forms please speak to a member of staff who will be happy to help.

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New Patient Registration Process

With effect from 30 March 2015 all patients aged 18 and over registering as a regular patient with the surgery need to produce evidence of their identity. The steps in the process are:

1. All prospective patients enquiring about registering with the practice should be asked to produce 2 forms of evidence of identity, 1 of which must be a photo ID such as passport or driving licence.

Identity documents

Examples of primary trusted identity documents are:

- Current valid passport
- Current UK photo card driving licence, full or provisional
- Biometric UK residence permit
- Original UK and Channel Islands birth certificate – issued at time of birth

Other acceptable identity documents could comprise:

- Current UK driving licence (old style paper version)
- UK and Channel Islands marriage/civil partnership certificate
- UK and Channel Islands adoption certificate
- Bank/building society statement
- Council tax statement
- Utility bill i.e. gas/electricity/water
- UK benefit statement i.e. child allowance, pension

2. The staff member accepting the registration form needs to check the identity documents for consistency and the patient's image should be compared to the photo ID
3. The staff member will complete and initial the stamp on the last page of the New Patient Questionnaire to confirm the identity documents seen. The staff member will take copies of your documents which will be retained on your medical records.

If you require an appointment to be seen and are not in possession of identity documents you will be registered in the usual manner and asked to provide documentation as soon as possible. At that time the above steps will be followed. No patient will be refused treatment because they do not have identity documentation with them.

4. You will be asked to book an appointment with one of our Health Care Assistants for a New Patient Health Check. You will be asked about past medical problems, allergies and any current medications prescribed to you. You will also have your blood pressure, height and weight checked. We would also ask that you bring a urine sample to the appointment.
5. If you take any regular medication you may need to see one of our doctors to have this authorised so please ensure you have an adequate supply from your current practice.

Online Access

You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and to look at allergies and adverse reactions within your medical record. You will be sent log-in details for this after handing in your registration form. You will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer. Further details regarding sharing your information are detailed below.

You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Online access for other items within your medical record can be arranged following the completion of the necessary forms and approval by the doctors. Copies of these forms can be collected from Reception.

Being able to see your record online might help you to access services more easily. If you decide not to have a higher level of access or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

The practice has a responsibility to safeguard all patients' confidential medical records and therefore proof of identity will be required for online access to be extended. It may be possible for staff to "vouch" for the identity of patients well known to them but, as we cannot guarantee that a specific member of staff will be available, all patients should be prepared to produce 2 forms of identification, one of which must be a photo-ID, such as a passport or driving license. If existing users of on line services wish to extend their access they should also complete the relevant registration form and be prepared to produce 2 forms of identification.

To protect the confidentiality of children we do not offer online access for any patient under the age of 16.

If, as a carer, or family member, you are applying for access to another person's records then this will require the individual's permission in writing by completing a Proxy Access form and the approval of a GP.

Please note usage of online access will require a level of IT competence.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that we can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Forgotten History – There may be something you have forgotten about in your record that you might find upsetting

Abnormal results or bad news – If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them

Choosing to share your information with someone – It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion – If you think you may have been pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information – Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else – If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data .

The regulation applies from 25th May 2018, and will apply even after the UK leaves the EU.

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data, for staff and patients:

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be collected for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them. These include:

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

What is GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

What is 'patient data'?

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient – an individual's consent is defined as *“any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.”*

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

Scan this barcode with your smart phone or tablet for further information on GDPR



Fair processing and privacy notice for patients

Your Information, Your Rights

Our Fair Processing and privacy Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing and Privacy Notice as well as an information leaflet for children is available from reception or via our website <http://www.danbysurgery.nhs.uk/>

Where to seek help if your child should become sick or injured

The **NHS** is very complicated, and it can be difficult to know where to go for help when your child is sick. There are several places where help and advice can be found.

NHS Choices Website

For information only, the NHS Choices website can provide good information for the care of more minor illness - coughs, colds, tummy bugs - where a child is unhappy at times but still eating, drinking, and active. It can also give you more information after you have seen a doctor or nurse, or help you remember what advice was given.

Your GP surgery - Local Practice

During working hours it is usually best to see a GP if you are worried about the health of your child. GPs are trained in the care of children and have a lot of experience in looking after them. At times it can be difficult to get an appointment, so if this is the case, ask the receptionist for the duty doctor to ring you. Leave an up to date contact number, and be clear to mention if you think it is urgent. The doctor will then ring you and after listening to you, will decide when and where your child should be seen.

NHS 111

This is a relatively new telephone service for urgent care problems. It is available 24 hours a day, seven days a week and is free to everyone. It is also the way you would access GP care out-of-hours. You just dial "1-1-1" on your phone and your call should be answered quickly. Once your call is answered your details and your child's details will be taken and after several questions the call handler, with the help of the special computer program will advise you of the best place for your child to be seen. If your practice is open they can advise you to ring them and speak to your GP. If the practice is closed they may recommend talking to the on-call GP. They will contact the GP for you and they will ring you back. The NHS 111 call-handler can also hand your call to a clinical advisor, if you just need advice. If it is more serious then the call handler can send you an ambulance, or advise you to attend Accident and Emergency.

Accident and Emergency

A&E should not be used for more minor illnesses. However, if your child has had an accident and is in a lot of pain, or is unable to move a leg or arm, then it is sensible to take your child to A&E. If you are not certain it is serious then contact your GP first. Head injuries are common, most are not serious.

999 Ambulance

This is for life threatening emergencies. If you are not sure that you need an emergency ambulance, then please ring NHS 111. If they feel an ambulance is needed, one will be dispatched without delay.

Information about who we are and the services we provide

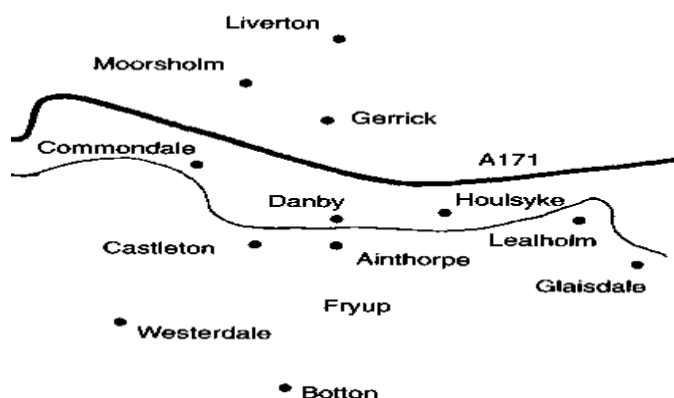
We are a team of two general practitioners, a nurse practitioner, health care assistants and a practice manager as well as reception, admin and dispensary staff. We are committed to providing high quality general medical services to the people in the upper Esk Valley. We also offer a range of clinics for children and pregnant women, for patients with diabetes, asthma and Chronic Obstructive Pulmonary Disease, mental health and counselling, and perform minor surgery.

At Danby Surgery we aim to treat all our patients with care and competence, and in a timely, friendly and confidential manner. Our practice staff will wear a name badge and identify themselves on the telephone, so you always know who you are dealing with.

Danby Surgery is a training practice. This means we often have a GP Registrar, who is a doctor specialising to become a GP, working with us for a 6-12 month period. At times we also have two medical students with us. As the trainee doctor and students can see your medical information, in full confidentiality, we ask patients registering with us to sign a consent form giving permission for them to do so.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services and how to access them, and it gives you some general information about our practice. If you live in our practice area and would like to register with us, please complete one of our registration forms available at the reception, or from our website www.danbysurgery.nhs.uk

Our Practice Area



From January 2015 all GP practices are free to register new patients who live outside their practice area without any obligation on the practice to provide home visits for such patient when the patient is at home, away from and unable to attend, their registered practice (please see a member of staff for further details)

	Mon		Tue		Wed		Thu		Fri		
	am	pm	am	pm	am	pm	am	pm	am	pm	
Dr van Dam	✓	✓	✓	(✓)			✓		✓	✓	(✓) = Alternate weeks
Dr Gilmore	✓		✓	✓	✓	✓					
Dr Gallagher		✓									
Nurse	✓		✓	✓	✓	✓			✓		
HCA's	✓	✓	✓				✓				

Clinics at Danby Surgery

Doctors and Nurses

Senior Nurse

She runs Asthma, COPD, and a Diabetes clinic. She can advise you about contraception and sexual health and will do cervical smears, give travel advice and vaccinations, wound checks and life style advice.

Health Care Assistant

Many routine procedures will be done by our health care assistants. These include blood and urine testing, dressings, ECG, smoking cessation and many other tasks.

Pharmacist

Our Pharmacist Joanne Lambert holds monthly clinics at the practice and is able to see patients for medication and asthma reviews.

Long term conditions

The management of long term conditions such as Diabetes, Asthma or COPD is quite different than that acute illness. It involves more time for your questions so you learn about the condition and how to manage it in part by yourself, regular reviews and advice on prevention and early treatment if things change. This is done by Karen our Practice Nurse, and we recommend that patients with these conditions see her at least once a year. At other times you will also be reviewed by one of the doctors. Please always bring your inhalers or your insulin device and blood glucose results with you.

Antenatal clinic (Midwife)

If you find you are pregnant, you can make an appointment to see the midwife in her clinic at Danby Surgery, which is every other Tuesday morning. If you prefer you can see a GP first, but you don't need a referral to see the midwife, who will carry out the routine antenatal checks throughout your pregnancy and give you the advice and support you need.

Child health and immunisations (Health Visitor & Practice Nurse)

All new babies are invited to see our Health Visitor for regular check-ups from when they are eight weeks old. The clinic is held the 2nd Tuesday of the month from 9am to 10am at Danby Surgery. She will carry out routine checks and immunisations will be given by the Practice Nurse.

Adolescents

Booster jabs are required between 13 and 18 years which will be provided by the School Nursing Service. You can also see our practice nurse for a general health check and other health matters and advice. Chlamydia screening is a simple and fully confidential urine test for under 25s, just pick up a kit from here.

Minor surgery

Many minor skin operations can be done under local anaesthetic in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Stopping smoking

Our nurse and health care assistants are trained to give professional advice and support to increase your chance of success when you are thinking of giving up smoking, with or without patches or tablets.

Mental Health

The local psychiatrist offers to review patients at the Surgery by appointment. Our Counsellor offers appointments on Fridays, on referral by one of the doctors or nurse practitioner.

Contraception

Our nurse and the doctors are trained to give confidential family planning advice and prescribe the full range of contraception, including emergency contraception. We can refer you locally to have a coil fitted, or Dr van Dam can insert a long term contraceptive implant. Condoms are available. .

Travel advice

For distant destinations you may require some advice on travel vaccines or Malaria prevention. Our nurse or the GPs can provide this, but we recommend that you see us early enough in case you require a course of immunisation 6-8 weeks prior to travel

Physiotherapy and Podiatry

Physiotherapy and Podiatry are provided at the Surgery on referral.

Cancer screening

We encourage our patients to participate in the NHS cancer screening programmes. Cervical screening tests are every 3 years for women from the age of 25 years, with samples taken by the nurse or doctor at the surgery. From the age of 50 women will be invited by letter for breast screening. Home sample kits for the bowel cancer screening programme are sent out through the post to male and female patients aged 60 to 69.

Who we are – the clinicians

Dr. Marcus van Dam

He qualified at the Free University of Berlin 1997 (MD), GMC registration 1998, Diploma Royal College of Obstetricians and Gynaecologists 2000, completed GP Training in Scarborough 2002, Locum GP until he joined Danby Surgery April 2004, Diploma in Practical Dermatology 2007, and is member of the local (HRW) clinical commissioning group (CCG).

Dr. David Gilmore

He Qualified at Sheffield University in 1991. GMC Registration in 1992. Diploma Royal College of Obstetricians and Gynaecologists 1996. Completed GP training in Harrogate. Member Royal College GP's 2000. Diploma in Psychiatric Studies 2008. Did Bachelor of Hons (LLB (Hons) with Open University finishing in 2005. Worked as a doctor in Australia four times and is a Fellow of the Royal Australian College of GP's 2014.

Karen Moss

Is our Senior Practice Nurse. She qualified as a RGN in 1976. She is very experienced and holds Diplomas in Diabetes, Palliative Care and Women's Health and has a special interest in patient education.

Health care assistants:	Alison Hutton Karen Joiner
Midwife:	Louise Clark
Health visitor:	Covered by North Yorkshire and Teesside team dependant on location
Community nurses:	The Whitby & Esk team
Mental Health:	Dr. Nicola Taylor (adult patients) Anne Street (Counselling)
Podiatrist:	Whitby Hospital Team
Physiotherapist:	Whitby Hospital Team
Pharmacist	Joanne Lambert

Who we are – on the admin side

Debbie Harrison

Debbie is the practice manager of Danby Surgery. She has over 30 years' experience of working in General Practice and is happy to be contacted by patients if they have any queries or require further information about the practice, services provided or the patient participation group.

Deputy Manager: Sarah Theaker

Secretarial Team: Debbie Scott
Glenda Thompson

Reception/Dispensary Team:

Susan Arnold
Cathy Harland
Rahna Horton
Gwen Ellwood
Karen Thompson
Sara Knight
Emily Waring
Hetty Taylor

General Surgery Policies and Information

Comments, Complaints and Compliments

Any comment and suggestion is welcome. You may use our suggestions box in the waiting room. If you wish to make a formal complaint, please inform the Practice Manager, either verbally or in writing, as there is a formal procedure of dealing with complaints should they arise.

Registering with the Practice

Registration forms are available at the surgery or from the website for each patient to complete. We ask all new patients to make an appointment with the Nurse or Health Care Assistant for a registration medical check. The practice has disabled access

Appointment Availability

We can usually fit you in for an appointment on the day you choose. If the surgery is full you may be asked to come on the following day, unless the problem is urgent. You may choose which doctor you wish to see, but at certain times there may be only one doctor available. If

you are unable to keep your appointment, please let the surgery know. If patients feel they need a longer appointment, double appointments are available, please ask the receptionist

Home Visits

Wherever possible we prefer to see patients in the surgery, but if you feel you require a home visit please inform the surgery before 10:30 if possible

Repeat Prescriptions

Repeat prescriptions can be ordered online, by telephone, in person or by completing the repeat prescription form. If you require a repeat prescription please allow 48 hours' notice. If possible, please collect your medication after 15:00. We do offer a home delivery service for house bound patients following referral from one of the clinicians. Prescription charges must be paid for on receipt. The charges are laid down by government policy. Pre-payment or exemption certificates must be presented. Please return unused or out of date medications to the surgery. All patients on regular repeat medication need to be seen for a review annually.

Confidentiality

Confidentiality is of utmost importance to all of us at the practice. Only doctors and authorised staff have access to your healthcare data. If you wish to see information held about you please contact the Practice Manager.

Chaperone Policy

It is our policy to offer you the availability of an additional member of staff to be present during an intimate examination. You are also welcome to bring a friend or relative with you.

Health Checks

Health checks are available for patients not seen within 3 years between the ages of 16-75, and for patients over 75 not seen during the last 12 months. If too ill to attend the surgery, this can be carried out in the patient's home at the doctor's discretion.

How you can help

Please tell us if you need to cancel your appointment.

We aim to treat our patient courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

When the surgery is closed – Where to seek help and advice

Out of hours is the time between 18:30 and 8:00, as well as weekends and bank holidays, when the Surgery is closed. You will see that there are many ways of getting the right help and advice.

Out of hours service

When the surgery is closed you will be asked to ring 111 (a free phone number). Their staff will deal with your concern either by giving you advice or for getting a doctor to call you back. Either your concern is then dealt with over the phone, or you can see a GP in Whitby, or, if this is not possible, they can come and see you at home. On a Thursday after 12:00 your phone call will be answered by our neighbouring surgery in Egton.

Did you know that there is so much else you can do when you are feeling unwell?

Self-care

Many symptoms can be treated in your home by using a well-stocked medicine cabinet. Self-care is the best choice for very minor illnesses and injuries, such as simple sore throats and coughs, minor sprains and grazes.

Pharmacy

Your local pharmacist is a trained healthcare professional and can give you advice on common illnesses and the medicines you need. Most now have a quiet area away from other customers where you can speak to the pharmacist more privately. To find your local pharmacy visit www.nhs.uk or text 'pharmacy' to 64746.

Minor Injuries Unit

For minor injury, such as sprains and strains, or other minor illness, you go to be seen at a Minor Injuries Unit (MIU). You can simply go there without an appointment, but please note that other departments in the Hospital i.e X-Ray may not be open at weekends, bank holidays and evenings.

The nearest MIUs are in

- Whitby (Whitby Hospital), daily from 8:00 – 20:00, Tel 01947 899192
- Redcar (Redcar Primary Care Hospital) 8:00-21.30, Tel 01642 511133

Accidents and Emergencies

The nearest Accident & Emergency (A&E) Department is in Middlesbrough, James Cook University Hospital (JCUH, also called South Tees), on Marton Road, TS4 3BW, Tel 01642 854252. It is open daily, 24 hours a day.

Ambulance

In case of serious emergencies you can always ring 999. This is advised if someone e.g. has chest pain, signs of a stroke, is unconscious, or has had a serious accident.

Get involved

“No decision about me without me”. NHS leaders have realised that we need to understand better what it is that people and patients need or how care and services are best provided to meet those needs – after all, this is what the NHS is about. In addition to the patient surveys we have been carrying out in the recent years, Danby Surgery now has a patient group, which is meeting on a regular basis. We are still thinking of additional ways of involving you and finding out what matters to you. The contact for the group is Joanne Sewell tel 01287 660231.

Useful Contacts

NHS Commissioning Board

PO Box 16738

REDDITCH

B97 9PT

Tel 0300 311 22 33

Email england.contactus@nhs.net

Cloverleaf Advocacy

North Yorkshire NHS Complaints Advocacy Service

(Monday-Friday 9am-5pm)

4 Devonshire Court, Clifton, York, YO30 5PQ

Tel 0300 012 4212

Fax 01924 438444

Email:

helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Or complete an enquiry form on the website:

www.helpwithnhscomplaintsnorthyorks.org/

Hambleton, Richmondshire & Whitby GP Commissioning Consortium (hrwcc)

There will soon be a webpage on the current PCT website, which is www.nyypct.nhs.uk

Recommended websites

- www.nhs.uk
- Childhood immunisations: search for “vaccination checklist”
- www.cancerscreening.nhs.uk
- www.chlamydia-screening.nhs.uk
- www.nathnac.org (for travel health advice)
- www.patient.co.uk (for patient information leaflets)
- www.danbysurgery.nhs.uk

Patient Charter

All members of the Danby Surgery primary care team are dedicated to a quality policy to achieve health services which meet the patient's requirements.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive urgent care from the practice at any time
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure, waiting room notice board, or individual leaflets, giving as much notice as practicable.

Repeat Prescriptions:

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test Results:

The practice will inform you of test results if they are abnormal or if you require treatment, they will not however, confirm if they are normal. If you would prefer confirmation of your test result please contact reception, leaving 5 working days following blood/urine tests and 10 working days following x-ray and other radiology tests.

Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within two working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse: For routine appointments we will offer an appointment within five working days. We will endeavour to keep you informed of any delay in your appointment wait (when you arrive) of over 20 minutes.

Home Visits:

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion.

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

Waiting Times:

- Surgeries will normally start on time.
- When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours' notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.