

Egton Surgery



New Registration pack



Dr G Horner

MBChB MRCGP DFFP DRCOG Dip SOM

Dr N Cooper

MBS MRCGP

Opening Hours

Mondays, Tuesdays, Thursdays and Fridays

8.00 to 18.30,

Wednesday 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. There are several optional forms you may wish to complete these will be highlighted within the New Patient Questionnaire. 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

Contents of Patient Registration Pack

Our patient registration pack includes:

New Patient Registration Process.....	Page 3
Online Access.....	Page 4
General Data Protection Regulation.....	Page 6
Fair Processing and Privacy Notice Information.....	Page 8
Advice on what to do if a child is sick.....	Page 9
Patient Leaflet.....	Page 13

Separate documents:

New patient health questionnaire

New patient registration – GMS1

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, where 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.

From April 2015 practices are required to identify a named GP for each patient you will be notified of your named GP upon registering.

Egton Surgery Patient Participation Group meets one every three months. If you are interested in joining or finding out more about the group further information can be obtained from reception or the practice website: <http://www.egtonsurgery.nhs.uk/>

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.egtonsurgery.nhs.uk/welcome,46902.htm>

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 that 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. GP 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 after listening to you will decide when and where you child should be seen. There are very few medical emergencies that are best dealt with in hospital straight away, so in most situations it will always be best to contact your GP before deciding to going anywhere else

NHS 111

This is a relatively new telephone service for urgent care problems. It is available 24hours 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 childs 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 they are in a lot of pain, or are 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. For head injuries only take your child to A+E if they bang their head and are knocked out, or have a cut on the face or head. Otherwise your GP practice provides a minor injury service, including for children. Doctors in A+E are trained in emergency illness and trauma, and do not always have training in childhood illnesses, so for the less severe illnesses it is always better to see a GP at your surgery or the duty GP in the evenings and weekends

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.

ALL MEMBERS OF THE 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 at any time from the practice
- 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 noticeboard 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:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (results are normally available after 2 pm the following day)

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.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

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.
- We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- 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.

Practice Leaflet

Dr. Giles Horner MBChB MRCP DFFP DRCOG Dip SOM

Dr. Nicola Cooper MBS MRCP

Practice Manager	Debbie Harrison
Deputy Practice Manager	Jordan Spencer
Practice Nurse	Elizabeth Pollock
Health Care Assistants	Alison Hutton
Practice Secretary/ Administration	Emma Bedingfield Ann Ogram
District Nurses	Whitby Team
Receptionists and Dispensers	Angela Featherstone Ann Howard Kathryn Rowbotham Andrea McGrath Polly Alton Lisa Skelton
Midwife	Whitby Team
Health Visitor- North Yorkshire	Whitby Team
Cleveland Patients	Skelton Team
Mental Health Primary Care	Whitby Team
Community Nurse	Judy Atherton

Opening Hours, Consulting Times: The Surgery is open from 8.00 to 18.30 on week days. On Wednesdays your calls will go through to Danby Surgery after 12:00. The surgery has suitable access for disabled people.

	Mon	Tue	Wed	Thu	Fri
	a p	a p	a p	a p	a p
	m m	m m	m m	m m	m m
Dr Horner	✓	✓ ✓	✓	✓ ✓	
Dr Cooper	✓	✓ ✓	✓		✓ ✓
Liz Pollock	✓ ✓	✓ ✓		✓ ✓	
HCA			✓	✓	✓
Physio			✓		
Chiropody				✓	

Practice Nurses

Liz Pollock works alongside the doctors in the practice to provide care for patients with chronic conditions such as asthma, diabetes and hypertension. They also do cervical smears and many other nursing procedures.

Health Care Assistant (HCA)

Health Care Assistants are available for blood and urine tests, ECGs, dressings and a number of other nursing tasks.

Baby Clinic Liz Pollock works alongside the Health Visitor to arrange combined clinics. Please call the surgery to confirm these as they are not on a set day.

Chiropody and **Physiotherapy** are only by referral from a GP.

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

Telephone Consultations

If you feel you may not need to see the doctor but would like to discuss a problem over the phone, just mention this to the receptionist. She will arrange for the doctor or the nurse if you prefer, to call you back after surgery.

Named GP

All patients registered at Egton Surgery have been allocated a named GP- Dr Giles Horner or Dr Nicola Cooper. Even though you have been allocated a named GP you will still be able to see the doctor of your choice at the surgery.

Repeat Prescriptions

If you require a repeat prescription please allow 48 hours notice. If possible, please collect your medication after 15:00. 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.

Appointment Availability

We can usually fit you in for an appointment on the day you chose. 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

Continuity of Care

Whilst you are free to choose either doctor to consult, we would like to ask you to continue seeing the same doctor until the particular problem is resolved. Patients with long-term illnesses are advised to see the same doctor each time, even though both will try to remain aware of their needs.

Prevention

We are keen to prevent problems as well as treating them! We recommend the following:

Regular reviews for all patients with Asthma, Diabetes, Heart Disease, Hypertension, Epilepsy, and other chronic conditions.

Immunisations for all children according to the U.K protocol, done by our Practice Nurse Liz Pollock. For travel immunisations please one of the practice nurses.

Children will be invited at certain ages for a check by the Health Visitor and/or Doctor.

Adolescents need booster vaccinations between 13 and 18 years, the school nursing team will arrange to give these vaccinations. Why not see the Practice Nurse for a general health check and/or some advice about other health matters at the same time?

Smoking Cessation

If you want to stop smoking and would like our advice or help, please ask to see our smoking cessation counsellors Wendy Crabtree or Alison Hutton.

Contraception

Liz Pollock and the GPs can offer the full range of contraception, on a confidential basis, including emergency contraception, up to 5 days afterwards. Condoms are available for free – just ask the practice nurses.

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.

Comments and Complaints

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. We have a formal procedure of dealing with complaints should they arise.

NHS Complaints Advocacy Service - North Yorkshire From the 1st April 2013 Cloverleaf Advocacy will be delivering NHS Complaints Advocacy services for all residents in North Yorkshire. NHS Complaints Advocacy supports people who have experienced problems with an NHS service to get help to have their concerns heard.

Email: HRWCCG.PatientRelations@nhs.net Phone: 01609 767600

Please also see our complaints brochure available from reception.

Registering with the Practice

Registration forms are available at the surgery or on our website to download for each patient to complete. We ask all new patients to make an appointment with the Practice Nurse for a registration medical check.

Confidentiality

Confidentiality is of utmost importance to all of us at the practice. Only doctors and authorized 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 a chaperone whereby an additional member of staff is present during an intimate examination. You are also welcome to bring a friend or relative with you.

Out of Hours

If you need any health advice you can ring **NHS111**, a telephone service run by specially trained nurses who give confidential healthcare advice 24 hours a day. If you ring the **surgery number** 01947 895356 between 18.00 and 08.00 you will be directed to call NHS 111. If your call is life threatening then you need to ring 999.

Esk Valley Lifeline

This local charity provides medical equipment not normally supplied by the NHS. The two surgeries are supportive of this work and are very grateful to local people for their generous donations.

Dr Giles Horner

Dr Horner has been with the practice since 2004. As well as a full general practice service, he also has a special interest in orthopaedics

Dr Nicola Cooper

Dr Cooper has been with the practice since September 2018 and has been a partner in the practice since April 2019. She has an interest in the care of older patients and all other aspects of General Practice.

How you can help us -

Be on time for your appointment and tell us if you need to cancel your appointment.

We aim to treat our patients 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.

