**South Hermitage Surgery**

Welcome

 Information for new patients



Welcome to South Hermitage Surgery from all members of our team!

Let us help you….

Inside you’ll find helpful details about our team, the registration process, what you can do online, surgery times and how we keep your data safe and much more.

Please help us….

So we can give you the best possible care, we ask all new patients to fill out some information about themselves. It might seem a bit lengthy, but it really does cover everything we need to know and saves us asking more questions later!

How to Register with Us

We are delighted that you wish to join our surgery. There are just a few simple steps to get registered.

1. Make sure you live in our practice area. You can check this on our website or ask reception.
2. Complete the NHS family doctor services registration. You can do this online, or ask reception for a paper version. If you do it online you’ll save some time but you’ll still have to pop in to the surgery to sign it in person.
3. Read this booklet!
4. Fill out the patient information form that comes with this booklet. There are important decisions you need to make about sharing your data, and information we need that can make life easier, such as registering for text message appointment reminders.
5. Book a health check. This will make sure you are getting the care you need and ensure a smooth handover from your previous surgery.

.....and that’s it!

If your previous surgery operates the GP2GP electronic records transfer service, then once your registration is completed your electronic medical records will be immediately available for us to use.

The Practice Team

**The Doctors**

We have 4 full-time partners, all working 4 days a week and a salaried GP 2 days a week. We use locum GPs to cover for absence and to provide additional appointments when necessary. We also usually have a Registrar working with us who is a fully qualified doctor training to become a GP.



**Dr Sue Murphy MBBCh DRCOG DFFP**

Our Senior Partner. Dr Murphy has been with the Practice since she originally came as a locum GP in 1994. She is especially interested in the management of asthma, and is the Practice lead for Child Protection.



 **Dr Laurie Davis MBBCh MRCGP MA DRCOG**

 Dr Davis is an accredited GP Trainer and mentors the Registrars we have working with us. He has worked locally as a GP since 1997 and became a Partner with us in 2000. His special interests include minor surgery and he is our lead GP for Commissioning.

**Dr Yvette Smith MBBS MRCGP DGM**

Dr Smith joined the Practice in 2003 first as a salaried GP, then later to become a Partner. She was previously in practice in West Hendon, London. She is especially interested in the care of the terminally ill and diabetes.



**Dr Annica Goddard MBChB MRCGP DRCOG DFFP**

Dr Goddard has worked at South Hermitage since 2008 and recently became Partner in April 2014. She also works at Royal Shrewsbury Hospital once a week as geriatrician, and care of the elderly is an area she is particularly interested in.

Our Staff

All our staff wear name badges so you know who we are!

**Practice Nurses**

Lisa Guildford, Sally Beedles and Julie Ash offer a range of services including immunisation, travel advice, dressings, removal of stitches and ear syringing. They also run clinics alongside the GPs for long term conditions such as diabetes and asthma.

**Healthcare Assistant**

Debbie Mainwaring and Anna Treherne are available for health & lifestyle advice and support, running Help to Quit smoking clinics, Help 2 Slim, performing Health Checks, ECGs, blood and blood pressure tests.

**Practice Management**

Caroline Brown has overall responsibility for the management and administration of the Practice. She is happy to receive your comments about the practice and hospital services. She is assisted by Sue Hay, Deputy Practice Manager.

**Reception & Administration Team**

Our Reception Supervisor, Julie Howard leads our reception team booking appointments, repeat prescriptions, test results, arranging home visits, messages for the doctors and general enquiries.

We also have an admin team looking after your medical record, dealing with referrals

& letters and processing third party requests for reports.

Community & Care Co-ordinator

This is a new role in our surgery. We recognise that some individuals just need a little bit more support, whether they’ve just come out of hospital, are lonely, caring for someone or need extra help with day-to-day activities. Our Co-ordinator, Claire Teece can signpost patients to the many services already available in the community for social or health needs, or to help them cope better with their everyday lives.

If you would like more information about this service, or feel that someone you know may benefit, ask your GP or Nurse to refer you to Claire, or simply ask for Claire directly at the surgery.

Other people you might see….

**District Nurses**

The local district nursing team provide nursing care for patients who are housebound and cannot attend the surgery. They operate 7 days a week between 8.30am and 6pm. You can leave a message on their answer machine (01742 264090) – the last messages are retrieved at 3.30pm.

**Health Visitor**

Our health visitors have special skills and knowledge of the under 5’s. They are based in a central office in Harlescott and can be contacted on 01743 452300

**Community Midwife**

She will undertake much of your antenatal care together with your doctor, and will arrange your antenatal classes.

**Phlebotomist**

A phlebotomy service provided by Royal Shrewsbury Hospital is run at the surgery on Tuesday, Wednesday and Friday mornings.

**Physiotherapist**

Helen Geddes is available to help and advise on a range of physical problems, injuries and management of chronic conditions such as backache and arthritis following referral by the GP.

**Counsellors**

If recommended by your GP, counsellors are available at the surgery to help with emotional and stress related difficulties

**Podiatrist**

Jon Seville is based at the surgery and after referral from your GP provides an assessment service for all foot problems and where appropriate, on-going treatment.

Important Contact Details

We’ve put them all together for you here in one handy place.

**South Hermitage Surgery**

Belle Vue

Shrewsbury

Shropshire

SY3 7JS

[**www.shsurgery.co.uk**](http://www.shsurgery.co.uk)

**Emergencies, Appointments, Visits & Enquiries**

01743 343148 (8.30am – 1pm, 2pm – 6pm Monday – Friday)

**24hr repeat prescription request line**

01743 266786

**Fax**

01743 357772

Other Useful Telephone Numbers

Shropdoc (out of hours only)…………………………………………..…………………………………08444 06 888

District Nurses………………………………………………………………………………………….………..01743 264090

Health Visitors……………………………………………………………………………….………………....01743 452399

Hospitals:

Royal Shrewsbury Hospital……………………………………………………………………..………..01743 261000

Princess Royal Hospital……………………………………………………………………………………..01952 641222

Robert Jones & Agnes Hunt Hospital………………………………………………..……..………..01691 404000

Nuffield Hospital…………………………………………………………………………………….………...01743 282500

Severn Hospice………………………………………………………………………………...……………...01743 236565

Local Chemists:

Lunts (Hereford Road)………………………………………………………………………..………..…..01743 351918

Boots (Longden Coleham)………………………………………………………………………………….01743 351211

Age UK……………………………………………………………………………………………………..……….01743 253781

APCS (Advanced Primary Care Services)……………………………………………………………..01743 369653

AQUARIUS (Alcohol Counselling Service)…………………………………………………………...0300 4564299

Citizens Advice Bureau……………………………………………………………………………………….01743 357855

CRUSE (Bereavement Counselling)…………………………………………………………….……...01743 241882

Department of Social Security……………………………………………………………..…….……...01743 266000

Dial-a-Ride (transport for the disabled)………………………………………………………..…….01743 450270

Disability Resource Centre…………………………………………………………….……………………01952 603838

Drug Line……………………………………………………………………………………….…………………..01952 222229

MacMillan Home Care Team………………………………………………………………………...……01743 261013

Registrar of Births & Deaths……………………………………………………….………………………01743 252922

Rape Crisis………………………………………………………………………………….………………………01952 248444

RELATE (Marriage Guidance Service)………………………………………….………………………01743 344010

Samaritans………………………………………………………………………………….……………………..01743 369696

Shropshire Commissioning Group……………………….……………………….…………………….01743 261300

Sexual Health Services…………………………………………………………………….………………...0300 1230994

PALS (Patient Advice & Liaison Service………………………………..…………….……………….0800 0304563

When are we open?

Our doors are open between 8.15am and 6.00pm Monday to Friday.

We don’t answer the telephone for routine calls (emergencies only) between 1pm and 2pm to enable our staff to catch up on admin and have a quick break, but you can still come in and see us!

We’re always closed on bank holidays, and occasional training afternoons, but we add in extra appointments that week so you won’t be affected too much.

What appointments do we offer?

It is extremely difficult to get the balance right and we are constantly reviewing and tweaking our appointment system!

We don’t have a drop-in clinic, all surgeries are by booked appointment only. We have a mixture of appointments – you can plan ahead to see a specific GP by booking up to a month in advance, or you will usually be able to see one of our GPs within a few days for routine or on-going problems.

If it’s something urgent and you really do need to be seen that day we have a daily on-call doctor you can book in to see. These appointments are for symptoms or conditions that are likely to worsen if you do not get treatment during that day. The GP will only be able to deal with one urgent medical problem during the appointment, and due to the nature of this service we might not be able to keep to an exact appointment time and you will have a longer wait. If it’s a medically urgent problem, we will definitely see you!

We have a range of nurse appointments every day – we are pretty flexible for things like smears, dressings, asthma reviews etc. We do have a specific Diabetic clinic on a Thursday afternoon, and a family planning clinic a bit later on a Wednesday (4.00pm – 6.00pm).
Child immunisations are done on Tuesday or Thursday mornings.

We try to offer different appointments to suit everyone – on some days our earliest appointment is 7.30am and our latest 5.40pm.

What if you are housebound?

Our doctors can sometimes visit patients at home \* if you are too ill or infirm to get to the surgery. It would be really helpful if you could ring and ask us for a home visit before 10.30am (except in an emergency) as the doctors usually do these straight after their morning surgery.

\*not available to patients registered under the Out of Area Regulations

What to do when we are closed?

We can’t be open 24hrs, but there are plenty of options for when we’re closed.

Shropdoc provide out-of-hours GP cover for urgent calls – this is a co-operative of local GPs, including the Doctors from our practice!

**🕿 Shropdoc : 08444 06 88 88**

If you’re not sure who to call, this guide might help you.

**999 Ambulance or Accident & Emergency**

For serious or life-threatening emergencies, eg loss of consciousness, acute confused state, persistent severe chest pain, breathing difficulties, severe bleeding that cannot be stopped.

**Urgent Care Centre (01743 273780)**

Offers convenient access for patients who need urgent, non-emergency care eg minor illnesses & injuries, infections, emergency contraception, stomach upsets, cuts, bruises & strains.



**GP Surgery (01743 343148) or Shropdoc (08444 068888)**

For illness or injury that won’t go away. We also offer same day appointments for urgent medical problems that cannot wait or. Shropdoc when we are closed.

**Local Pharmacist**

For advice on common illnesses and complaints, including contraception, without visiting a GP or A&E. Text "**pharmacy**" to **64746** to receive 3 free texts with details of your nearest chemist.

**NHS 111**

Call NHS 111 when: you urgently need medical help or advice but it's not a 999 emergency, if you don’t know who to call or if you need information or reassurance about what to do next.

**Self Care**

The best choice to treat minor illness, ailments and injuries. Coughs, colds, sore throats, upset stomachs, aches & pains can be treated with a well-stocked medicine cabinet & plenty of rest

Do it online!

There are lots of things you can do online! Have a look at our new website which has loads of information about the surgery, plus a lot of links to other useful websites.

[**www.shsurgery.co.uk**](http://www.shsurgery.co.uk)

We would love it if more of our patients booked appointments and ordered their repeat prescriptions online! It is quick and easy for you and helps reduce our admin time and overheads.

We use a system called Patient Access. It is a website that connects to our computer system giving you access to our services. You can find a link on our website, or download a free Android or iOS app for your mobile. It’s easy to use, and the site is encrypted so it is secure.

• Book new appointments without having to phone.
• Cancel appointments you can't attend any more.
• View all appointments you have coming up.
• Order repeat prescriptions so they are ready to pick up

• View aspects of your medical record online (summary, current medications, immunisations, allergies)

• Update your contact details

You can set up a basic account online to book an appointment straight away, but to get the full service we’ll need to send you a registration letter with a PIN code to set up the full account. This might seem like a bit of effort, but keeping your data secure online is very important to us.

If you’d like to take advantage of Patient Access, just tick the box on the patient information form or ask our receptionist.



How to get your prescription?

If your doctor has told you that you need regular medication you can order repeat prescriptions for up to 28 days at a time without having to see them again. Your doctor will keep an eye on your medication and might call you in if they feel you need a review.

There are lots of ways to get your prescription from us:

1. Online via Patient Access.
2. By emailing scripts.southherm@nhs.net
3. Leave a message on our 24hr answer phone
4. By post
5. In person at reception

Allow a minimum of 48 working hours when making a request for a repeat prescription, and an extra working day for requests made after 5.30pm. If you want us to post your prescription to you please enclose a stamped addressed envelope. You can nominate a local pharmacy to collect your prescription from –let us know which one on the patient information form.

Text Reminders

We like to remind all our patients of their appointment 2 days beforehand. We think this is a really useful service as it helps jog your memory and reduces the number of missed appointments. We can send you other reminders for example when annual checks are due or to book for a flu vaccine. Just make sure we have an up-to-date mobile number and tick the box on the Patient Information form to say you want these from us.

Are you a carer?

Does someone at home or in the neighbourhood depend on you to help with the tasks and/or responsibilities of everyday living? Perhaps you care for someone in the family or a friend?

If so, you are a carer and might need some support for yourself.

You may have been caring for the person for some time already, regularly helping them with everyday tasks or giving them support they need to stay in the family home.

You may see it as part of your life or your duty to care for your Mum or Dad, your partner, your child or friend, but there may be times when you need information, advice or some extra help.

When you are a carer it is often difficult to have a real break because someone depends on you to look after them. You can get tired and run down, and your health may possibly suffer.

Telling your GP can help him/her to support you and make sure that you yourself get the right sort of care.

Carers themselves have felt that it is important that GPs recognise and value the work that they do as carer. The government has responded by encouraging GPs to make special arrangements to support carers.

We are trying to trace all those patients who are carers and set up a carers register. This will mean that carers like you are known to everyone at the surgery and steps are taken to support them.

If you want your doctor to know that you are a carer, let us know on the patient information sheet, or tell a receptionist.

**You are important too!**

Is it “on the NHS”?

The NHS is here to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives.

Most GPs are not employed by the NHS but are self-employed and have to cover their costs - staff, buildings, heating, lighting, etc - in the same way as any small business. The NHS covers these costs for NHS work, but for non-NHS work, the fees charged by GPs contribute towards their costs, so please don’t be offended when we ask for payment.

In recent years, however, more and more organisations have been involving doctors in a whole range of non-NHS work.

Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

GPs therefore charge patients for things like accident & sickness certificates for insurance purposes, reports for health clubs to certify that patients are fit to exercise, or fit to travel with an airline, safe to drive an HGV and for private travel vaccines. We also charge other institutions for things like life assurance and income protection reports for insurance companies and reports for the Department for Work and Pensions in connection with disability living allowance.

With certain limited exceptions, GPs do not have to carry out non-NHS work on behalf of their patients, but we will always attempt to assist our patients with the completion of such forms.

We set our charges fairly in line with the suggested fees recommended by the British Medical Association.

Our standard fees for the most commonly asked for work are as follows:

* Private medical insurance forms £29.50
* Holiday insurance cancellation simple/complex £15.50 / £45
* Fitness to travel certificate £25
* HGV licence with/without examination £110/£60
* Private sick note £15.50
* Yellow fever vaccine £65

We will always tell you what the cost is likely to be before the work is done so you know what to expect. A full list of our charges is available on our website or from reception.

Patient Participation – how you can get involved

We love to hear from our patients. We are actively seeking patients to join our online group who are keen to share their ideas on how the surgery is run and help us to develop our services.

All we need is an email address and we can contact you every now and then to ask you a question or two, as well as sending you our quarterly newsletter keeping you up to date with the latest news and the results of our surveys.

If you’re interested, let us have your email address on the patient information sheet, or you can sign up through our website.



We also have a small Patient Group that meets at the surgery bi-monthly. You can read the minutes of our meetings on our website. If you’d like to get involved with this group please contact our Practice Manager.

Friends and Family Test

We are introducing the new Friends and Family test as a way for all patients to offer feedback on our service. You’ll be asked a simple question:

**How likely are you to recommend our GP practice to friends and family**

**if they needed similar care or treatment?”**

There will also be an opportunity to leave a further comment to elaborate on your answer.

You’ll be able to leave your responses on a postcard anonymously and we’ll publish the results regularly. It’s a chance to celebrate our successes and make improvements where we haven’t met your expectations.

Comments & Complaints

We need to know what you think. Tell us what we do best, where we don’t meet your expectations plus any ideas and suggestions you may have. Only by listening to you can we improve the service we are offering.

* Could you get through easily on the telephone?
* Could you get an appointment within an acceptable timeframe?
* Were our staff helpful and friendly?
* Did you feel listened to by your Doctor?

If you have a complaint about the service you have received from any member of staff working in this practice please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. If you do make a complaint, we want you to know we will not discriminate against you, or subject you to any negative effect on your care, treatment or support.

The Practice Manager will try to resolve the issue, or offer you further advice on the complaints procedure. If your problem cannot be easily resolved and you wish to make a formal complaint please let us know as soon as possible, ideally within a couple of days in writing. This will help us to get a clear picture of the circumstances.

If you can’t make your complaint immediately, please let us have the details within 6 months of the incident that caused the problem, or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

We will acknowledge your complaint within 5 working days and aim to have looked into it within 10 working days. We will then offer you an explanation, or a meeting with the person(s) involved.

If you wish to complain on behalf of someone else we’ll need to know you have their permission to do so with a simple signed note unless they are incapable due to illness or disability.

If you feel you can’t raise your complaint with us, or are not happy with our response you can try one of the following:

* Patient Advice & Liaison Service (PALS) – 01952 580478
* Independent Complaints Advocacy Service for Shropshire – 0300 4562370
* NHS Shropshire Clinical Commissioning Group Complaints Dept – 01952 580471

As a last resort, if you are not happy with the response, you can refer your complaint to the Parliamentary & Health Service Ombudsman who investigate complaints about the NHS in England. You can call their helpline on 0345 0154033 or visit their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Care Quality Commission

Since April 2013 we have been regulated by the Care Quality Commission (CQC). They will inspect all GP surgeries to ensure they meet national standards for quality, safety and patient care.



We have not yet been inspected, but the CQC checked our service was likely to be safe, effective, caring, responsive and well-led during the registration process.

We will publish the outcome as soon as we have been inspected.

If you have any concerns about the care provided at our surgery you can contact the Care Quality Commission on 03000 616161 or visit their website [www.cqc.org.uk](http://www.cqc.org.uk). You can also tell them if you have received a good level of care from us!



Keeping your data safe

The security of your data is extremely important to us, and we take our responsibility for it’s accuracy, safe-keeping and confidentiality very seriously. All our staff receive training in confidentiality and we comply with the Data Protection and Access to Medical Records legislation. We will keep your data secure and confidential both within the surgery and online.

Medical records play an important role in modern healthcare. They have 2 main functions:

1. Primarily your medical record is to record important clinical information, which may need to be accessed by the healthcare professionals involved in your care, such as the treatments you have received, whether you have any allergies,  whether you're currently taking medication, whether you have previously had any adverse reactions to certain medications,  whether you have any chronic (long-lasting) health conditions, such as diabetes or asthma, the results of any health tests you have had, such as blood pressure tests, any lifestyle information that may be clinically relevant, such as whether you smoke, and personal information, such as your age and address.

2. In addition, medical records can be used to improve public health and the services provided by the NHS, eg:

* to determine how well a particular hospital or specialist unit is performing,
* to track the spread of, or risk factors for, a particular disease (epidemiology), and
* clinical research, to determine whether some treatments are more effective than others.

When health records are used in this way, your personal details are not given to the people who are carrying out the research. Only the relevant clinical data is given, for example the number of people who were admitted to hospital every year due to a heart attack. . If you do not wish anonymous information about you to be used in such a way, please let us know.

Identifiable information about you will be shared with others only in the following circumstances:

* To provide further medical treatment for you e.g. from district nurses and hospital services.
* To help you get other services e.g. the social work department. This requires your consent.
* When we have a duty to others e.g. in child protection cases

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you.

Information will not be disclosed to family, friends or spouses unless we have prior written consent, and we do not leave messages with others or on answer machines unless we have your permission.

Summary Care Records

The Summary Care Record is an electronic record which gives healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency or when your GP practice is closed.

Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, for example if you are unconscious, they may look at your record without asking you. If they have to do this, they will make a note on your record.

Summary Care Records contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. Giving healthcare staff access to this information can prevent mistakes being made when caring for you.

A Summary Care Record will automatically be set up for you, however you are entitled to opt out - please let us know on the Patient Information form.

Health Checks

We would love all new patients to our surgery to have a health check. This gives you the opportunity to tell us about your medical history and any medication you are taking. It is also an opportunity to find out how the practice operates and our services.

If you are aged between 40 and 74 and are not aware that you already have certain medical conditions (hypertension, heart disease, stroke, kidney disease or diabetes) we can offer you an extended heath check to screen for these, and also a simple blood test to check your cholesterol levels.

Tick the relevant boxes on the Patient Information form and our receptionist can book you an appropriate Health Check.

Other Bits and Pieces

Other information you might find useful….

Chaperones

All patients are entitled to have a chaperone present during their consultation if they wish. Many of our staff have had chaperone training, just ask our receptionist either when you book your appointment, or when you arrive in reception.

Parents

We understand that it can be challenging visiting the doctor when you have young children or a baby. To try and make it a little easier we have baby changing facilities available in our disabled toilets and some children’s toys and books in the waiting room. If you want a quiet, private space to breast-feed your baby, please don’t be shy and ask our receptionist.

Over 75?

We now offer all patients 75 and over the opportunity to have a named GP. The main purpose of this role is to reassure you that there is one GP in our surgery who is responsible for overseeing your care, that they will work with other health & social care professionals to meet your needs and that you have access to a health check if you want one. You can choose which GP you want, or we can allocate one to you.

Under 24?

Patients of any age, (even under 16s) can book appointments with a GP or nurse for any reason, including sexual health, contraception, eating disorders, drugs, counselling, skin problems or your general health.

We also thought you might find an old fashioned “agony aunt” useful, but via modern means! We recognise that young adults sometimes have very different health needs to our older patients. If you have any health queries you don’t want to speak to a doctor in person about, ask our Healthcare Assistant Debbie using the link on our website – she’ll try to answer your question or point you in right direction. She can reply to your personal email address, but we won’t need any other details from you, so it’s pretty anonymous.

Too Small? Wrong language?

Sorry, we know the text in this booklet is a little small, but we’re trying to help the environment by fitting as much into as tiny a space as possible! Ask reception for a larger print version if you need it.

We can translate any of our leaflets into other languages if needed – please just ask.

Version 1.4 amended 18/02/15