

Patient Information

Nuffield Road Medical Centre

Nuffield Road Cambridge CB4 1GL

Telephone: 01223 423424

Fax: (01223) 566450

www.nrmc.nhs.uk



The practice serves the area in Cambridge City lying to the North and West of the river and the villages of Histon, Impington and Milton. The practice has an outer boundary which covers Girton. This outer boundary is for patients who are currently registered with the practice and who move into the outer boundary.

General Information....

Nuffield Road Medical Centre is a PMS practice.

Opening Times - 8.30 am until 6 pm

**** The practice offers early morning or evening appointments with doctors and practice nurses. The practice is open on Wednesdays from 8.30am to 8.30pm and on Thursdays from 8.00am to 6pm****

Consultations

These are available by appointment on weekdays between 8:30 am and 5:20. On Wednesdays from 20 March 2013 the practice offers appointments from 8.30am to 7.50pm. Appointments can be booked at reception, by telephone and via the internet.

Teaching

This is a teaching practice for doctors training to be General Practitioners, known as GP Registrars. More junior doctors, known as foundation year doctors also work in the practice. These are qualified doctors at the beginning of their career. They work under the close supervision of one of the senior doctors.

The practice is involved in teaching medical students, usually in small groups.

The receptionist will inform you if your doctor is seeing patients with a student in attendance. If you do not wish to see a medical student please inform reception. Declining to see the medical student will not alter your care in any way.

Disabled Access and Car Parking is Available

The GP Partners

Dr Tom Alderson

BM BCh MSc FRCGP DRCOG DCH DGM DFFP
Oxford 1986

Dr Robert Dobler

MRCGP DRCOG DFFP
Free University Berlin Medical School 1994

Dr Ute Semrau-Boughton

MRCGP DRCOG DFFP
Freie Universitat Berlin 1992

Dr Mark Brookes

MB ChB DRCOG MRCGP
Manchester 1996

Dr Annabel Wood

MB BChir MA MRCGP DRCOG
Cambridge 2003

Dr Angela Bennett

MB BChir MA MRCGP
Cambridge 2001

Dr Satyen Singhai

MB ChB MRCGP
Manchester 1995

Dr Selma Malik

MB ChB MRCGP
Leeds 1988

Dr Joanne Temple

MB ChB MRCPCH MSc MRCGP
Glasgow 1995

Salaried Doctors

Dr Ruth Green

MRCGP MBBchir DRCOG DCH
Cambridge 1995

Dr Mike Knapton

MB BChir MA DRCOG
Cambridge 1982

Dr S Willicombe

MB BChir MA MRCGP MRCP DFSRH
Cambridge 2006

Usual Working Days

Monday, Wednesday, Thursday

Each day except Friday

Each day except Monday

Each day except Tuesday

Each day except Friday

Each day except Wednesday

Each day except Tuesday

Each day

Tuesday, Thursday, Friday

Tuesday, Thursday, Friday

Friday

Each day except Wednesday

Practice Nurse Team

Marion Saunders, Bsc(Hons) Nurse Practitioner, RGN, SCM, FP Certificate, Dip.Asthma Care. Nurse Practitioners are trained to treat a wide range of conditions

Janette Bone, Nurse Practitioner

Hilary Sexton, RN

Dorte Slaymaker, RN

Cindy Williams-Millar, RN

Glenda Campbell HCA

Casey Harding HCA

Marie Gilbert HCA

Mandy Burling is the Practice phlebotomist, taking blood tests every morning and afternoon.

The practice nurses are available for appointments between 8:30am and 5.30pm every weekday except Wednesday when Debbie Town does a late surgery to 7.30pm. They carry out the full range of nursing duties, such as the treatment of minor injuries, dressings, blood tests, ear syringing etc. They are responsible for the cervical smear screening programme and for immunisations, including travel. They offer well person checks and regular health checks for patients with long term conditions such as Heart Disease, Diabetes, Hypertension, Asthma and Chronic Bronchitis.

Practice Pharmacist

Sandra Prater, MRPHarmS; DIPClinPharm

Practice Staff

Practice Manager – Greta Evans (Partner) is the Practice Manager and is responsible for the running of all aspects of the practice. In the unfortunate event that you have a complaint to make about the Practice, please address your letter to her.

Receptionists – Sally Sawiuk (Reception Supervisor) **Marion Stenning, Paula Darlow, Jill Wilsher, Julie Gawthrop, Fiona Miles, Justine Taylor, Stephanie Chapman and Eleonora Rizzo.** The receptionists are here to help and will do their best to assist you.

Administration - our Admin Team are **Susan Harris, Jackie Day, Irena Leeder, Patricia Smith, Sadie Motley, Helen Cater** and **Victoria Wilson.** They are responsible for a wide variety of tasks, including registration and deduction of patients, dealing with patient records, providing a comprehensive secretarial service and running regular searches and practice audits.

Tara Nockolds is responsible for organisation of the reception area,
Megan Quinlan is responsible for coordinating clinics and IT in the practice.
Maureen Hodgkinson is responsible for the filing of patient records.

Attached Staff

The following staff are based at the practice or are regularly in attendance.

Specialist Nurses Care of the Elderly

District Nurses

Charge Nurse	Jessica Holliday
Acting Charge Nurse	Nicola Zolnhofer
Community Staff Nurse	Jessica McPherson
Community Staff Nurse	Lesley Winner
Community Staff Nurse	Elly Herd
Health Care Assistant	Carol Mills
Health Care Assistant	Debbie Barton

Child & Family Team

Health Visitors	Elaine Gurr, Michelle Best
Child & Family Nursery Nurse	Helen Lindsay
Administrator	Denise Wallace

The Child & Family Team work with children aged 0-16 years and their families. Their work mainly involves supporting and advising families and young people about health and relationship issues. Contact number 01223 566443. There is an answerphone for messages when they are unavailable.

Community Midwife The community midwife holds clinics on Monday, Tuesday and Wednesday afternoons between 1:30 and 3:30 pm. If you need to speak to a midwife urgently, you can telephone the Lily Team on 01223 586787 or out-of-hours on 215151 and ask for bleep 984.

Chiropodist –

The chiropodist holds a clinic Tuesday mornings, but appointments are only available following referral by your doctor. This is a restricted service.

Counsellor - Jenny Corrigall

A clinic is held twice a week, on Tuesday and Fridays, following referral by your doctor.

How to Register

Practice Area: The practice serves the area in Cambridge City lying to the North and West of the river and the villages of Histon, Impington and Milton. The outer boundary area is not for new patients but for patients currently registered who move.

Registration forms: You will either need your National Health Service Card or a GMS1 (This form is available from reception or you can download a copy from our website: www.nrmc.nhs.uk). Please complete either of these forms along with the

questionnaires that the receptionist will give you. It is important that you complete these forms fully and remember to sign them. Our receptionists are very happy to help should you need it. The practice will arrange the transfer of your medical records from your previous surgery. Records usually arrive within 4 weeks.

Preferred GP: As a registered patient of this practice you will be able to request a preferred GP. Please make the receptionist aware of this when returning your forms.

New Patient Appointment: The receptionist will offer you an appointment to see our health care assistant. This is an important part of your registration, as it will give us information about you while we wait for your records to be transferred.

Medications: You will need to see a doctor before you are able to request any repeat medication. Please allow time to make this appointment before you run out of this medication.

Appointments: The surgery has an appointments system known as 'Advanced Access'. Under this system you are able to book appointments with your preferred GP if they are available on the day you telephone. You are also able to book an appointment up to 4 weeks in advance. You are able to book appointments at reception, by telephone or by the internet (see below). Early morning and evening appointments are available on Wednesdays.

Please remember to cancel your appointment if you no longer need it.

The staff will treat you in a courteous, considerate and professional manner. They are entitled to expect the same treatment from you. The practice does reserve the right to refuse registration to or remove any patient who is violent or abusive to its staff.

How to see your doctor

It is preferable for you to see your usual doctor whenever you can. However, if your problem is urgent and your doctor is not available, you will be given an appointment with the first available doctor that day. Appointments can be booked up to 4 weeks ahead but 60% of the appointments are kept for same day.

Routine appointments are for ten minutes and each appointment slot is for one person only.

Telephone Access

You may also request a telephone call from your doctor. The receptionist will take your details- the doctors or nurses will usually return your call at the end of the surgery.

Emergencies

Weekdays 8.30 am to 6 pm

Many problems can be managed and assessed by the staff of the practice.

If you or your child are very ill and need to see a doctor quickly, please tell the receptionist and explain the circumstances.

If you are unsure, please telephone the practice for advice.

Evenings, Nights and Weekends

When the practice is closed, for medical attention please contact Urgent Care Cambridge. A doctor or nurse will call you back and give you telephone advice or when necessary arrange for you to be seen that day. Urgent Care Cambridge is the Out of Hours GP led emergency service.








Telephone **Urgent Care Cambridgeshire 0330 123 9131**
For advice only **NHS Direct 0845 46 47**

The Accident and Emergency service at Addenbrookes Hospital is for serious injuries and illness only. If you are unsure if you need the attention of the hospital, please telephone the Practice, Urgent Care Cambridge or NHS Direct first.

Home Visits

This is a service for people who are genuinely housebound or seriously ill. Should you need a home visit please telephone the surgery before 10:00 am, whenever possible, giving the receptionist full details of the reason for the visit. Home visits are made after morning surgery (usually after midday). The doctor will make the most urgent visits first.

7 different ways to request your repeat medication

1.		24 hour automated telephone system – dial the practice number and follow the prompts
2.		On line – ask the Receptionist for your PIN and access via our website:- www.nrmc.nhs.uk
3.		Fax – please fax your request to 01223 566450
4.		By hand – please place your request slip in the box
5.		Via your local pharmacy – most local pharmacies offer a collection service, ask them for details
6.		By post – send your request to us, if you would like your prescription to be returned to you please enclose a stamped addressed envelope
7.		Speak to our Reception Team

Please allow 48 hours for your request to be processed

Test Results

If the doctor or nurse has asked you to telephone regarding your test results, please telephone before 2.20pm. The receptionist will:

1. Ask if you are happy to receive the result via text or email if the nurse thinks this is appropriate.
2. Add your name, telephone number to the nurse's list.

The nurses will review the list between 1.30 and 2.30pm and telephone you personally or instruct reception to text or email a message.

Calls received after 2.20pm will be put for the next working day.

Test results usually take up to 5 working days to be available.

Nurse Practitioner Service

A nurse practitioner has undergone extensive further training in order to provide an enhanced clinical service for patients. They can assess, examine and initiate investigations and provide treatment for both acute and chronic illness, and have a supportive role in helping people to manage and live with long term conditions.

Marion Saunders and Janette Bone are the nurse practitioners at Nuffield Road Medical Centre and can prescribe a range of drugs from the Nurses Formulary. Marion is an experienced nurse who sees all age groups and has a particular interest in Asthma and respiratory illness.

When You Ring for an Appointment with the Nurse Practitioner

You can specifically ask for an appointment with a nurse practitioner. There are a certain number of pre-bookable appointments and also 'same day appointments' available.

If you prefer, you can see a General Practitioner. Please make your wishes known at the time of booking an appointment. These nurse services are intended as an adjunct to the medical practice, complementing it by utilising the extended skills of the nurses involved. If a nurse practitioner cannot help you, they can refer you to the General Practitioner as needed.

Please do not use the nurse practitioner just for repeat prescriptions unless you require a health check at the same time, e.g. a blood pressure check for the contraceptive pill.

The nurse practitioner is unable to sign sick notes. You are reminded that for the first seven days of an absence you will need to complete a Self Certification Form (SC2), available from your employer or the HMRC website:-

<http://www.hmrc.gov.uk/forms/sc2.pdf>).

The service is continually evolving and developing. If you have any problems or queries, please ask.

Examples of Conditions that the Nurse Practitioner can deal with:-

Minor illness

Acute Cough, Acute stomach pains, Conjunctivitis, Cystitis, Diarrhoea & Vomiting, Earache, Hayfever, Healthy lifestyle, Impetigo, Minor burns, Rashes, Sore throats, Urethral Disease and Vaginal discharge.

Health Promotion

Healthy lifestyle, Menstruation & Contraception, Menopause, Preconceptual Advice, Smoking Cessation, Well Man

Chronic Disease Management

Diabetes, Hypertension, Coronary Heart Disease, Asthma
Elderly health checks for those over 75 yrs

Additional Conditions that the Nurse Practitioner can deal with are:-

Musculo-skeletal injuries, Back pain, Sprains and Strains

Clinics and Special Appointments Available at the Practice

Many patients have conditions that need regular review over a number of years. Mostly you will receive this from your usual doctor and nurse. In addition, depending on the problem, you will receive an invitation to these special clinics once a year. Whenever possible the practice will try to co-ordinate the appointments for patients who have more than one condition.

Respiratory Clinic

You can make an appointment at reception. Each appointment is for 20 minutes. People of all ages can be seen including children. It is important for anyone with asthma to attend a review at least annually. If you have Chronic Bronchitis or Emphysema, the Practice will send you an invitation annually to attend this clinic.

Cervical Smear Screening

Please book an appointment with the practice nurse. Women aged between 25 and 35 years are advised to have a smear test every 3 years and over the age of 35 years every 4 years 6 months.

Podiatry

An NHS chiropodist attached to the practice provides this service. The podiatrist holds her clinics at the practice most Tuesdays. Appointments are only available following a referral from your doctor for certain groups. These are diabetics, severe foot deformities and severe circulation problems. If you are not in these groups you will have to see a private chiropodist.

Counselling

Jenny Corrigan works at the practice on Monday and Friday afternoons. Referral can be made through one of the doctors, who will give you a form to complete. On the form you will be asked how you would best like to be contacted. Leave the form in an envelope at reception addressed to Jenny Corrigan. You will be offered an assessment appointment and then up to six sessions each of which will last about 50 minutes. These sessions are of course strictly confidential.

Diabetic Clinic

Diabetic annual reviews are normally carried out in the Practice Diabetic Clinic. You will be contacted to arrange two appointments, usually two weeks apart. At the first appointment, you will have blood taken and be asked for a urine sample. You will also have your height and weight measured and your feet will be checked. At the second appointment, you will see the practice nurse or doctor. For the second appointment it would be helpful if you brought along your result booklet.

Coronary Heart Disease Clinic

Patients with a previous or current history of a heart problem due to coronary artery disease will be invited for an annual health check with the practice nurse. Two appointments will be sent, one for a blood test and if needed an ECG and the following week an appointment for the practice nurse.

Health Checks for People 75 or over

It is recommended that you have a health check at least once a year if you are 75 years of age or over. You may be sent an appointment to see the nurse practitioner or practice nurse. If you are housebound one of the practice nurses can visit you in your home. If you do not receive an appointment annually and would like a check please contact the practice.

Midwife

The practice midwife has appointments for you to have your booking forms completed. Between eight and eleven weeks of pregnancy she will visit you to discuss your maternity care. From sixteen weeks and onwards you can be seen in her midwife clinic held at the practice.

If you need to speak to a midwife urgently, you can telephone **The Rosie Maternity Hospital on 217629 or out-of-hours on 215151 and ask for bleep 984.**

Minor Surgery

The doctors in the practice perform a range of minor surgical procedures. These include the removal of moles and cysts and in-growing toenails. You should first make an appointment with your doctor to discuss the problem. If removal is necessary, and the problem is suitable for a minor operation under local anesthetic, you will be sent an appointment. Enclosed will be an information sheet. The minor surgery clinic is usually held on a Tuesday morning.

Sexual Health and Family Planning

The practice nurses and nurse practitioners offer advice on all aspects of family planning and sexual health. They are happy to see people of all ages to discuss any related issues.

Emergency contraception is available from the nurses. Please ask reception for a same day appointment. For all contraceptive advice including the fitting of coils and implants please book appointments through reception.

Smoking Cessation

If you would like support while giving up smoking please book an appointment with the practice nurse. Camquit also hold sessions at the practice on Wednesday. You can book an appointment through the reception team.

Travel Immunisation

Some of the travel vaccinations are not available from the NHS and so a fee will need to be paid. Please note that the practice cannot accept payment by credit or debit cards.

Well Person / NHS Health Checks

You can make an appointment for a well person check with one of the practice nurses or health care assistants. During these appointments the nurse will discuss general health issues and check your blood pressure, weight and urine sample. These checks are designed for both male and female patients. The practice recommends a well person check every three years for all patients aged 17 to 74 who are not being seen regularly by a doctor or nurse, and annually thereafter.

Vulnerable People aged 75 or over

Some people may have long term health problems that have made them vulnerable to sudden deterioration in health. The practice offers an extra service for these patients, which involves more detailed regular health checks and provision of a health and social care summary (the yellow folder) which is kept in the home, and with their permission at Urgent care Cambridge, the GP Out of Hours emergency services.

For patients aged 13 – 19 years

The practice offers a clinic to teenagers on Tuesdays 3.30 – 5.30. This clinic is run by a practice nurse and offers help and advice on any questions you may have on personal fitness, healthy eating, sexual health matters, social life issues or just need to chat. The clinic offers appointments and also telephone advice. You can get an appointment or ask for a telephone call by texting mobile no. 07857894307, telephone 01223 423424 or sending a message on line.

To use on line service please contact reception for your PIN number.

Clinics and Services available with the Child and Family Team

The Child and Family team are able to offer help and support with any issues involving patients aged from birth to 16 years. Please contact the team on 01223 566443

Dr Malik and Dr Dobler undertake the 6 week and 8 month baby checks and the practice nurses support the Childhood immunisation programme, both of these services are offered on a Tuesday afternoon. If you aware that your baby or child is overdue for an immunisation, please contact reception.

For school children, the team is able to give advice to or for children up to the age of 16. This includes advice on sex education, smoking, drugs, and pregnancy and learning difficulties.

PATIENT INFORMATION

**TELEPHONE SYSTEM AT NUFFIELD
ROAD MEDICAL CENTRE**

01223 423424

To manage your calls more efficiently you will be offered 5 options when you call:-

Option 1	24 hour automated telephone system – you can order your repeat medications, book, check or cancel appointments
Option 2	Medical Emergency – this is a dedicated line for emergencies, the staff do not have access for the usual appointments, but can access medical assistance promptly as appropriate
Option 3	Speak to our Reception Team who will help with your query and will also book appointments, home visits, (please request before 10 am)
Option4	Virgin Care Community ENT Service - to speak to the Administrator for this service
Option 5	Hear more about the doctors who are in on the date

Out of Hours Telephone Service – 6pm to 8.30am

- Option 1 – Press this to use the automated appointment system
- Option 2 – Press this if you have a medical emergency and would like to be diverted to Urgent Care Cambridge the GP out of hours.

It is NOT possible to book the following on the automated system

To have more than two appointments booked at a time

Book appointments with the practice nurses

Book family planning or cervical smear appointments or other special appointments

Online Services

www.nrmc.nhs.uk

This service can be used to:

- Book appointments with a doctor or nurse practitioner up to 4 weeks in advance – by website
- Update your personal details by website
- Order repeat prescriptions
- Cancel appointments
- Administrative enquiries
- Book appointments for blood tests

It is NOT possible to

- Have more than two appointments booked at a time
- Book appointments with the practice nurses
- Book family planning or cervical smear appointments or other special appointments
- Request appointments or home visits by email
- Enquire or communicate about any clinical or medical problems.

Please refer to the earlier section for conditions dealt with by the nurse practitioner and specialist nurse in minor illness.

Please note that you will need to register at reception to use the website for communication with the practice.

Booking appointments with a doctor or nurse practitioner up to 4 weeks in advance

You are able to access this facility through the practice web site, www.nrmc.nhs.uk

You must register to use the internet appointment booking facility, ask at reception for your login.

Please follow the on line instructions to;

- **Order Repeat Prescriptions**
- **Change Personal Details**
- **Cancel an Appointment**
- **Send an Administrative Message**
- **Administrative Enquiries**

It maybe that some non clinical queries you have can be dealt with by on line messaging, such as progress about a medical report. In the first instance you can send a message to our team who will try to help you – it may transpire that you will need to contact a doctor or nurse. The practice is not in a position to offer messaging communication with health professionals at the present time.

As stated above, the practice cannot note accept messages which require any clinical or medical information other than for repeat prescriptions requests, or requests for appointments or home visits.

The Patient Information Leaflets database as used by the practice is now available to the general public online at www.patient.co.uk .

Comments or suggestions about improving services

These are most welcome. Please send us a message.

Can the Practice contact you?

It is sometimes necessary for the practice to contact you. We would like any or all of the following for your record. Please give details to the receptionists.

Current Address	Next of Kin
Daytime Telephone number	Carer or Relative
Mobile Telephone number	
Email Address	

Text Messages on Mobile Telephones. This can be a useful way to contact you. If available, please provide your mobile telephone number. In most cases the message will ask you to ring the practice. We will also send a text to confirm appointment bookings and to send a reminder a day before. Please inform the practice if you do not wish to receive these.

Patient Choice – choosing a hospital

If you need to go to hospital to see a specialist, you have the right to choose from any NHS hospital offering a suitable treatment that meets NHS standards and costs. Exceptions are emergency, cancer, maternity and mental health services.

When you and your GP agree that you need an appointment with a specialist, there is a system called Choose and Book which shows your GP which hospitals or clinics are available for your treatment. Your GP will discuss with you the clinically appropriate options available for treating your medical condition.

The practice Medical Secretary will usually book the first available appointment for you and forward this information to you. If you later find this appointment is not convenient, you can contact the hospital yourself to alter the appointment time.

For more information on Patient Choice, go to

<http://www.nhs.uk/choiceintheNHS/Yourchoices/Pages/Yourchoices.aspx>



Your Views are Important

Tell us about your experiences and your needs: Here are 8 ways you can give us your feedback

1. Use a feedback form
2. Join our Patient Participation Group - we have both virtual and established meeting groups. Ask for the meeting dates and come along.
3. Speak to our Patient Participation Group Chair Kirsty Trigg
You can email Kirsty at nrmcgroup@yahoo.co.uk
4. Send us an email – admin.nuffieldroad@nhs.net
5. Send us a letter
6. Speak to the staff
7. Speak to the Practice Manager – Greta Evans or email greta.evans@nhs.net
8. Complete our on line survey – Please ask reception for your PIN – this is a useful site for making appointments, requesting repeat medication and giving us your feedback.

DATA PROTECTION ACT – PATIENT INFORMATION

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and the practice is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

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.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required and a fee may be payable.

How we use your Health Records

Why the NHS collects information about you and how it is used

Who we may share information with

Your right to see your health records and how we keep your records confidential

Who are our partner organisations?

We may share information with the following main partner organisations:

- Strategic Health Authorities
- NHS Trusts (Hospitals, PCTs)
- Special Health Authorities
- Ambulance Service

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used, with:

- Social Services
- Education Services
- Local Authorities

- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL!

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e. in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

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



**Our guiding principle is that we are holding your records in
STRICT CONFIDENCE**

Why we collect information about you

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory test etc.,

- Relevant information from people who care for you and know you well, such as health professionals and relatives

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

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

How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective
Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers and
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

Your records and Urgent Care Cambridge and Accident & Emergency

The practice has been using a clinical system called SystmOne for several years now. Urgent Care Cambridge and A+E are now using the same system.

This means that if you give your consent GPs can access your full record. This could be very helpful in managing your care. You will be asked if you give consent for your record to be used.

What we would like to ensure you know is that you have a choice; you do not have to give consent.

If you chose to give consent you will be allowing the doctor access to your complete medical record.

All UCC and A+E staff are employed either by UCC or by the NHS; they work under strict confidentiality rules and have been granted 'smartcards'.

Smartcards are issued to appropriate staff; staff without a smartcard cannot access the clinical system. Smartcards contain different access rights – these are appropriate to their role.

You have the right

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the Equality Act 2010.

You also have the right to ask for a copy of all records about you (however you may have to pay a fee.)

Your request must be made in writing to the organisation holding your information

There may be a charge to have a printed copy of the information held about you

We are required to respond to you within 40 days

You will need to give adequate information (for example full name, address, date of birth NHS number etc.,)

You will be required to provide proof of identity before any information is released to you.

If you think anything is inaccurate or incorrect, please inform the organisation holding your information.

Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

Wycliffe house
Water Lane
Wilmslow
Cheshire SK9 5AF

Tel: 01625 545745

www.informationcommissioner.gov.uk

Useful numbers and sites:

The Practice
Tel: 01223 423424
Fax: 01223 566450
www.nrmc.nhs.uk

Child and Family Team
01223 566443

Urgent Care Cambridge
0330 123 9131

Hinchingbrooke Hospital
01480 416416

Papworth Hospital
01480 830541

Patient Choice Co-ordinator
01223 884382
01223 884384

Addenbrookes Hospital
01223 245151

Cambridge City Primary Care Trust
01223 885700

PALS Patient Advice & Liaison Service
Freephone 0800 0929 168
Email:
pals@cambridgeshirepct.nhs.uk

NHS Direct:
0845 4647

The Patient Information Leaflets database as used by the practice is now available online to the general public at www.patient.co.uk.

Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria as laid down by the NHS.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and directly with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within 12 months of the incident that is the cause of the problem; or
- Within 12 months of discovering that you have a problem,

Complaining on behalf of someone else. Please note that we keep strictly to the rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have his or her permission to do so. A note signed by the patient concerned will be needed, unless they are incapable (because of illness) of providing this.

What you should do

Complaints should be addressed to:

The Practice Manager - Mrs Greta Evans

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Our Commitment to You

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within the time scale agreed with you. The time taken to investigate your complaint will depend on its complexity and the number of people involved. We shall then be in a position to offer you an explanation, or a meeting if that is more appropriate. When we look into your complaint, we aim to:

- Find out what happened and what should have happened.
- Make it possible for you to discuss the problem with those concerned if this is your wish.
- Ensure the complaint is resolved to your satisfaction.
- Make sure you receive an apology, where this is appropriate.

- Identify what needs to be done to ensure the problem does not arise again.

Our Principles are

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

If your complaint is not resolved by the practice it can be referred to The Parliamentary and Health Service Ombudsman. All records will have to be provided to the Ombudsman to assist with the resolution of your complaint. www.ombudsman.org.uk 03450154033 or phso.enquiries@ombudsman.org.uk or The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

NHS England

Complaints about GP, Dental, Pharmacy or Optical services are managed by NHS England Customer Contact Centre. You can either send your complaint to the Patient Experience Team or send it direct to the NHS England Customer Contact Centre as follows:-

NHS England
Customer Contact Centre
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33
E-mail: England.contactus@nhs.net

Complaining to the Cambridgeshire & Peterborough Clinical Commissioning Group

We hope that, if you have a problem, you will use our practice complaints procedure to ensure it is resolved. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This however does not affect your right to approach the local Clinical Commissioning Group if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

In this instance you should contact:

Complaints and Claims Department, Cambridgeshire & Peterborough CCG, 18 Vinery Road, Cambridge CB1 3DX, Tel: 01223 477760

The Clinical Commissioning Group can provide an independent conciliator who is

experienced in helping people to resolve differences in a constructive way.

CCG Patient Experience Team

For support and help regarding issues with other NHS organisations, the CCG Patient Experience Team provides

- Advice and support to patients, their families and carers
- Information on NHS services
- Listens to concerns, suggestions or queries
- Help to sort out problems quickly.

If you would like to talk to someone in the Patient Experience Team, the telephone number for Cambridgeshire is 0800 279 2535 and for Peterborough 01733 758584 (24 hr answer phone outside of normal hours)

For information and help in making a complaint you can contact POHWER who are and Independent Complaints Advocacy Service (ICAS) at Unit 26A, E Space North, 181 Wisbech Road, Littleport, Cambs. CB6 1RA. Helpline number is 0845 4561084

Care Quality Commission

Like all GP practices in England, Nuffield Road Medical Centre is now regulated by the Care Quality Commission. They are responsible for ensuring that GP practices meet the national standards of quality and safety.

The CQC does not look into individual complaints but they do like to hear feedback on the care patients receive, to make sure that services get better and safer. If you are concerned about the standard of care you receive at the practice or if you feel you have received good care, you can report it to them, anonymously if you wish.

They can be contacted on 03000 616161 or you can write to them at the following address:-

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Alternatively there is a link to the CQC from our website (www.nrmc.nhs.uk) where you can read their full report on the practice and complete an online feedback form.

PATIENT CONSENT FORM

Full name of patient: _____

Address of Patient: _____

Date of birth: _____

I authorise (name of complainant):

Address of Complainant: _____

to act on my behalf and to receive any and all such information as may be relevant to the complaint.

CONSENT FOR THE DISCLOSURE OF PERSONAL RECORDS

I hereby give my consent to the organisations investigating my complaint to share any relevant information in order to complete the investigation. I understand that this likely to include disclosure of my personal records.

Signature of patient: _____

Changes to your health records

The NHS in England is changing the way it stores and manages your health records.

Here is the information about the new summary care records (SCRs) it is introducing.

This information has been taken from www.nhscarerecords.nhs.uk/publications (on 25.02.2010 GE)

What are the changes?

The NHS is introducing summary care records (SCRs), as part of our NHS Care Records Service, to improve the safety and quality of patient care. SCRs will give health-care staff faster, easier access to reliable information about you to help with your treatment. Today, records are kept in all the places where you receive care. These organisations can usually only share information from your records by letter, email, fax or phone. At times, this can slow down treatment and sometimes information can be lost along the way. Now there will be quicker ways to get important information to the NHS staff treating you, including in an emergency and when you use out-of-hours services when your GP practice is closed.

Summary Care Records

You will have an SCR, which will be available to people providing you with care anywhere in England. At first, your SCR will contain important information about your health, such as details of any allergies, your current prescriptions and whether you have had any bad reactions to medicines. After that, each time you use any NHS health service, we may add details about any health problems, summaries of your care and the professionals treating you to your SCR. As we add new information to your record, you can discuss what is being added and how sensitive information is handled. We are gradually introducing SCRs across England. We are telling you about this before your SCR is ready, so that you have time to think about your options. If you choose to have an SCR, NHS staff will ask you if they can look at it every time they need to. If you do not want us to make an SCR for you, you can choose not to have one.

About your SCR

Health-care staff will be able to share important information such as diagnoses and test results when necessary, giving a more complete and accurate picture of your health history. Health-care staff will have quicker access to your records, including prescriptions and any allergies you have, so they can provide more effective care. You can look at your SCR at any time at a secure website called HealthSpace (www.healthspace.nhs.uk). You will be able to make sure it is accurate and, in time, add things to it (for example, if you prefer us to contact you in a certain way or if you use a wheelchair and need special access). You must register for HealthSpace to keep it as secure as possible.

How will this benefit me?

How will you control who can see my records?

When the new system is fully up and running, anyone who has access to your records;

- must be directly involved in caring for you

- must have an NHS Smartcard with a chip and passcode (like a bank card and PIN)
- will only see the information they need to do their job
- will have their details recorded– who they are and if they have added or changed any of your information (you can ask to see this), and will ask your permission every time they need to look at your SCR.

Until these controls are fully in place across England, your local NHS organisations will have their own measures to protect your confidentiality. Your local NHS can give you more information.

Your options

You can choose not to have an SCR if you want to. If you choose not to have an SCR, your health records will stay as they are now and you will not receive the benefits we have told you about. You can get more information on what you can do if you do not want an SCR from our website at www.nhscarerecords.nhs.uk or page 11. You can have an SCR but limit the information that health-care staff can access. You can discuss with your GP exactly what information is and isn't shared through your SCR. whatever you decide; you can change your mind at any time.

- If you decide not to have an SCR but then change your mind, we can still create one for you.
- If you decide after we have created your SCR that you do not want it, we will 'hide' your record to make sure that health-care staff who try to access it will not be able to see it. We will only make your record available again if whoever wants to see it asks in writing and if an investigation has found it is necessary. It is possible to apply to have your record deleted rather than hidden, but that will be difficult if the record has already been used to give you care.

If you are happy to have an SCR, you do not need to do anything and we will create a record for you.

By law, everyone working for us or on our behalf must respect your confidentiality and keep all information about you secure. We publish the NHS Care Record Guarantee for England. This says how the NHS Care Records Service will collect, store and allow access to your electronic records, and your options for taking part in the service. The NHS Care Records Service uses the strongest national and international security measures available for storing and handling your information. In every place we treat you, there are people responsible for protecting your confidentiality. These people are often known as 'Caldicott Guardians', and you may contact them for more information and advice.

How will you protect my confidentiality?

If you are happy for us to create an SCR for you, you do not need to do anything and we will create one for you. If you do not want us to create a record for you, please contact your GP or your primary care trust, or go to www.nhscarerecords.nhs.uk. If you would like to know more before you decide whether or not to have a record, you can get more information in the following ways.

Get a copy of the leaflets 'Your health information, Confidentiality and the NHS Care Records Service' and 'The NHS Care Record Guarantee for England' from our website at www.nhscarerecords.nhs.uk, from your GP's surgery, or phone 08453

700 750. For leaflets in other languages and formats, such as in Braille, go to our website at www.nhscarerecords.nhs.uk, or phone 0300 123 3020.

For more information about SCRs, phone our NHS Care Records Service Information Line on 0845 603 8510 or contact your local Patient Advice and Liaison Service (PALS). Ask your local NHS for details or visit www.pals.nhs.uk.

You can also get more information at www.nhscarerecords.nhs.uk,

Including information about all of the options in this leaflet.

What do I do now?

If you are happy for us to create an SCR for you, you do not need to do anything and we will create one for you. If you do not want us to create a record for you, please complete an opt out form (available at reception) and return to us, or go to

www.nhscarerecords.nhs.uk. If you would like to know more before you decide whether or not to have a record, you can get more information in the following ways.

Get a copy of the leaflets 'Your health information, Confidentiality and the NHS Care Records Service' and 'The NHS Care

Record Guarantee for England' from our website at www.nhscarerecords.nhs.uk,

from your GP's surgery, or phone 08453 700 750. For leaflets in other languages and

formats, such as in Braille, go to our website at www.nhscarerecords.nhs.uk, or phone 08453 700 750. For more information about SCRs, phone our NHS Care

Records Service Information Line on 0845 603 8510.

You can also get more information at www.nhscarerecords.nhs.uk

Useful contacts:

CCG Complaints Manager Complaints and Claims Department Anglia Support Partnership 18 Vinery Road Cambridge CB1 3DX	Tel/Fax: 01223 477760 E-mail: complaints@asp.nhs.uk
Conciliation/Mediation Service	Tel/Fax: 01223 477760 E-mail: complaints@asp.nhs.uk
Independent Complaints Advocacy Service (ICAS) POhWER ICAS Unit26A, E Space North 181 Wisbech Road Littleport Ely, Cambs PE6 1RA	Tel: 0845 456 1084 Web: www.pohwer.net
NHS England Customer Contact Centre PO Box 16738 Redditch B97 9PT	Tel: 0300 311 22 33 E-mail: England.contactus@nhs.net
Patient Experience Team Cambridgeshire & Peterborough CCG Lockton House Clarendon Road Cambridge CB2 8FH	Tel: Cambridge 01223 725588 Peterborough 01733 758584 FREEPHONE: 0800 279 2535 E-mail: capccg.pet@nhs.net
Local Medical Committee (LMC) Farmhouse Suite Glebe Farm Campus Knapwell Cambridge CB3 8GG	Tel: 01954 268156
Local Dental Committee (LDC)	Web: www.cambsldc.com