

Scott Park Surgery
PRACTICE INFORMATION BOOKLET

Scott Park Surgery
205 Western Approaches
Southend-on-Sea
Essex SS2 6XY

Telephone: 01702 – 420 642

Reception Opening Hours

Monday: 08:00 to 19:15

Tuesday to Friday:
08:00 to 18:30

Saturday and Sunday: Closed
Public and Bank Holidays: Closed

Doctor's Clinic Hours
(by appointment only)

Monday, Tuesday, Wednesday and Friday
Morning: 09:00 to 11:00
Evening: 16:30 to 18:00

Thursday
Morning: 09:00 to 11:00

Surgery Extended Hours: 18:30 to 19:15 Monday evening only

Telephone Contact Opening Hours

Monday to Friday:
08:00 to 18:30

Saturday and Sunday: Closed
Public and Bank Holidays: Closed

OUT OF HOURS SERVICE: please telephone 111

Alternatively...

Call the Surgery during the day for a pre-bookable evening or weekend appointment provided by Commisceo Primary Care Solutions:

Additional GP & Nurse appointments on weekday evenings - 18:30 to 20:00 and weekends - 09.00 - 15.00

*Please contact the surgery reception to book an appointment or call **01702 742102 after 18.30 weekdays and over the weekend.***

Appointments will be offered from:

Queensway Surgery, 75 Queensway, Southend-on-Sea SS1 2AB

North Shoebury Surgery, Frobisher Way, Shoeburyness, Southend-on-Sea SS3 8UT

Emergencies

For life-threatening emergencies such as:

- Severe bleeding;
- Collapse or unconsciousness;
- Severe chest pains...

...telephone 999 for an ambulance IMMEDIATELY

Welcome to Scott Park Surgery

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

You can also gain updated information about the Practice from our website: www.scottparkSurgery.co.uk.

PRACTICE HISTORY

Scott Park Surgery was opened by Cllr. G. E. Longley on 7th of April 1989.

PREMISES INFORMATION / FACILITIES AVAILABLE AT THE PRACTICE

Our Surgery is in a purpose-built modern building with its own car park. There is a ramp in the Surgery car park to aid wheelchair, disabled scooter and pram access. A pram park in the outer foyer of the main entrance and toilet facilities for both able-bodied and disabled patients are also available on the premises.

We have

- Consulting and Treatment rooms accessible by disabled people;
- A room to discuss matters in private on request;
- A comfortable waiting area (our Practice is cleaned and checked every day).

We will keep you informed through:

- Our up-to-date health information booklets;
- Notice boards in the waiting room;
- Website.

PRACTICE WEBSITE ADDRESS: www.scottparksurgery.co.uk

THE DOCTOR

Dr. H.W. Ng - Male

Qualifications: MB ChB; MD; MRCP

MB ChB: graduated at the University of Sheffield Medical School in 1984. Full registration from 1 August 1985.

MD: awarded Doctor of Medicine Degree at the University of Liverpool in 1994.

MRCP: Member of the Royal College of Physicians (UK) since 1987.

Doctor Ng is also fluent in Cantonese.

We also have locum doctors working at this Practice.

All doctors are registered for paediatric (child) surveillance.

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PRIMARY HEALTHCARE TEAM

Practice Nurse s	- Catherine and Samantha
Practice Manager	- Nancy (Fluent in Mandarin, Cantonese and Chaozhou dialects (潮州話))
Reception Team	- Colleen, Leanne and Melanie

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Practice Nurses

Our Practice Nurses are available by appointment for various treatments, contraceptive advice, health promotion advice and screening, including smears, immunisations and vaccinations.

The Nurses are qualified to advise and treat many minor conditions and the Doctor is always available if you have any cause for concern.

When booking an appointment with a Practice Nurse, our Reception Staff will need to ask you the reason for an appointment in order to determine how much time to allocate. Consultations are by appointment.

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Practice Manager

Our Practice Manager is responsible for the smooth and efficient running of the Practice. If you wish to make any enquiries or have a comment about the service we provide she will be happy to help.

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Reception Staff and Administration Staff

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality.

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OUR PARTNER (COMMUNITY CARE STAFF)

Full support from the Essex Partnership University Team (EPUT) includes midwife services, health visiting, district nursing, podiatry, community mental health care team, rapid response team and therapy services.

COMMUNITY STAFF

Midwife

The Midwifery Team is based at the Blenheim Children Centre, School Way, Blenheim Chase, Leigh-on-Sea, Essex SS9 4HX.

Their telephone number is 01702 220810.

Midwives care for and support pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby.

Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

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District Nurses

The District Nursing Team for the Practice is based at Leigh Primary Care Centre, 918 London Road, Leigh-on-Sea, Essex SS9 3NG.

District nurses assess, plan and manage the care of sick and disable patients of all ages in the patient's own home, general practices and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialized services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

The district nurses are in regular contact with the Practice and messages may be left with the District Nurse Liaison Office on 01702 372070

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Health Visitors

The Health Visiting Team operates out of Leigh Primary Care Centre, 918 London Road, Leigh-on-Sea, Essex SS9 3NG. Their telephone number is 01702 482859.

Health visitors are qualified nurses and have additional training in child health and development, will monitor your child's growth and development, answer any child health queries and help mothers to cope with children under five, advising on things like hygiene, safety, feeding and sleeping. They also co-ordinate child immunisation programmes and organise special clinics or drop-in centres.

Health visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems and advise on healthy eating, keeping warm and getting the right exercise.

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SERVICES AVAILABLE AT THE PRACTICE

General Medical Services – Dr Ng

Ante-natal & Post-natal Care – Dr Ng & Midwife

Child Health Surveillance – Dr Ng & Health Visitor

Pre-conceptual Advice & Family Planning – Dr Ng & Practice Nurse

HRT – Dr Ng & Practice Nurse

Wound Care and Dressings – District Nurse & Practice Nurse

Minor Injuries – Dr Ng & Practice Nurse

ECG / spirometry / 24 hr BP monitoring - Practice Nurse

New Patient Health Check / Learning Disabilities Annual Health Check – Practice Nurse

NHS Health Check – Dr Ng & Practice Nurse

Well Woman Cervical Smear – Practice Nurse

Intramuscular Injections – Practice Nurse

Smoking Cessation Advice – Practice Nurse

Wart Treatment – Dr Ng & Practice Nurse

Childhood / Catch-Up Campaign Immunizations – Practice Nurse

Travel Advice & Vaccinations – Practice Nurse

Shingles, Flu & Pneumococcal Vaccinations – Practice Nurse

Chronic Disease Management (asthma, COPD, diabetes, cancer, hypertension, cardiovascular, chronic kidney disease, stroke/TIA, epilepsy, obesity, coronary heart disease, dementia, mental illness and hypothyroidism) –
Dr Ng, Practice Nurse & District Nurse

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ACCESS TO THE SURGERY

When the Surgery is closed

For urgent medical matters that cannot wait until the next Surgery, please dial **111** for the NHS 111 Out-of-Hours service

During the weekend and Bank Holiday, you can also access the GP & Nurse Weekend Services by contacting:

Southend Medical Centre 01702 333298 between 10:00 – 15:00

North Shoeburyness Surgery 01702 297976 between 10:00 – 15:00

Emergencies

For life-threatening emergencies such as:

- Severe bleeding;

- Collapse or unconsciousness;
- Severe chest pains...

...telephone 999 for an ambulance IMMEDIATELY

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Making an Appointment

All our regular weekday surgeries are by appointment only.

Please see our Reception Staff or telephone the Practice during opening hours on 01702 420642 to arrange an appointment to see the doctor or nurse.

Alternatively, you can book a doctor's appointment via the Surgery's website if you have registered with the Practice for Systmonline (an online service).

The doctor will try their best to give enough time to each patient but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting. So please make an appointment for each person wishing to be seen.

If you think that your problem may take an unusually long time, please inform our Reception Staff so that allowances can be made for this.

We offer additional doctors and nurse's appointments on Monday evening 18:30 – 19:15 (extended hours).

You can pre-book a routine appointment in person, online or via telephone; up to six months in advance.

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Urgent Appointments

If no appointments are available and you have an urgent medical problem that you feel needs attention on the same day, please explain this to our Reception Staff who will be happy to speak to or leave a message for the doctor to deal with such urgent requests.

When you call, our Reception Staff will take your name and telephone number and either advised you to ring back or the doctor will telephone you back as soon as possible.

If the doctor thinks you need to be seen, you will usually be offered an appointment that day. Please note that this service is not available during the additional appointment times specified above.

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Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else.

You can cancel your appointment in person, at the Surgery or via the Surgery's website if you have registered with the Practice for Systmonline (an online service).

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Access to Services by people with Disabilities

There is a ramp in the Surgery car park to aid wheelchair, disabled scooter and pram access.

There are also toilet facilities for the disabled on the premises.

If you have difficulty opening the exit doors or require any specific help, please speak to our Reception Staff, who will do their utmost to assist you.

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Other Access Issues

Prams, Disabled Scooters and Bicycles

Prams, disabled scooters and bicycles may be left in the outer foyer of the main entrance to the Practice at your own risk.

Dogs

All dogs, with the exception of assistance dogs, should be left outside the building.

Smoking & Food

The building is a non-smoking building and we request that this be honoured.

We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

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Home Visits

This is mainly for the terminally ill and housebound patients. As home visits are for those patients too ill to attend Surgery, please only request a home visit if you (or the person you are calling on behalf of) is too ill or frail to attend the Practice. Please remember the doctor can see four patients in the time it takes to make one house call.

If you require a home visit, please telephone the Surgery before 10.30am and give the receptionist some indication of the problem and its urgency. The doctor is likely to ring you to assess the situation.

The doctor may arrange for the patient to be brought to the Surgery so that its full facilities are available for tests and treatment.

For patients who are unable to attend the Surgery because of **acute medical conditions, please telephone the Surgery between 08:30 to 11:00 for advice, or ring the NHS 111 Service (free phone number 111) for advice.**

In case of a **serious or life-threatening emergency**, please call for an ambulance or attend the Accident & Emergency Department at Southend General Hospital.

No home visit is available for social inconvenience to attend the Surgery.

Also, if you have a dog that is not familiar with visitors, please ensure that it is securely locked away when the doctor attends the home visit.

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Out-of-Hours Appointments

In case of a **serious or life-threatening emergency**, please call 999 for an ambulance or attend the Accident & Emergency Department at Southend General Hospital.

Practice patients who have urgent medical problems that will not wait until normal working hours may contact the out-of-hours service directly by dialling 111 for access to urgent medical care when the Surgery is closed.

The out-of-hours service will contact the most appropriate healthcare professional who will call you back to discuss your problem and, after taking a full history, will either:

- Give advice over the phone;
- Ask to assess the patient at the GP base;
- Visit the patient at home;
- Admit the patient directly to hospital via 999 ambulance

The Out-of-Hours service is provided by Integrated Care 24 Ltd, also known as IC24.

Help and advice is also available 24 hours a day, seven days a week from the NHS 111 Service by dialling 111.

When the Surgery is closed

For urgent medical matters that cannot wait until the next Surgery, please dial **111** for the NHS 111 Out-of-Hours service

During the weekend and Bank Holiday, you can also access the GP & Nurse Weekend Services by contacting:

Southend Medical Centre 01702 333298 between 10:00 – 15:00

North Shoeburyness Surgery 01702 297976 between 10:00 – 15:00

Emergencies

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- Severe bleeding;
- Collapse or unconsciousness;
- Severe chest pains...

...telephone 999 for an ambulance IMMEDIATELY

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Hospital Referrals

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

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PRESCRIPTIONS

Non-Dispensing Practice

We are not a dispensing Practice and require **48 hours'** notice to write-up any prescription.

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Repeat Prescriptions

New patients on repeat medication **must** have an initial appointment with Doctor Ng for their medication to be authorised and thereafter will be reviewed in accordance with the doctor's instructions.

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computerized. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is produced on the computer a new request form is also generated for you to make your next request.

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. The request can then be posted to us or left in the 'Repeat Prescriptions Request Box' on the reception desk.

Alternatively, those who have registered for online access may request repeat medication online via Systmonline.

Certain patients on regular repeat medications may be suitable for the repeat dispensing service. This is when the doctor will issue 'x' number of monthly issues in advance without the need of the patient to put in the request monthly.

Please note that in order to ensure patient safety; we **do not** accept any requests for medication over the telephone.

Please allow at least **48 hours'** notice (excluding Public or Bank Holidays) to order your prescription before your current medication runs out.

Repeat prescriptions will need to be either collected from us in the usual way, you may arrange for a nominated chemist/pharmacy to collect on your behalf, you may send us a SAE and we will post it back to you or you may nominate a pharmacy and have your prescriptions delivered electronically to the pharmacy via the Electronic Prescription Service (EPS).

Please let our Reception Staff know if your medication has been changed following a hospital visit.

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Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and fair service to all our patients.

If you ask for an urgent repeat prescription, you will need to put in writing giving the reason for your request.

Please note that in order to ensure patient safety; we do not accept any requests for medication over the telephone.

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Prescription Collection Service by Pharmacies

If you take medication on repeat prescriptions, you may wish to take advantage of a free service offered by the following local pharmacies:

- Morrisons Pharmacy
- Osbon Chemist

They offer to collect prescriptions from the surgery and have the medication readily available for collection at an agreed time at their premises.

In special circumstances, they may also be prepared to deliver (e.g. to the elderly, disabled or housebound).

If you wish to take advantage of this service, please contact your pharmacy to see if they provide it. You will need to organise the free prescription collection and /or delivery service yourself with the pharmacy of your choice.

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SERVICES AVAILABLE AT THE PRACTICE

Chronic Diseases Reviews

Mainly run by our Practice Nurse who will ensure that treatment is effective e.g. by checking inhaler technique and measuring lung function regularly for those patients who suffer from asthma and for COPD patients, spirometry and pulse oximetry testing are performed as part of the review.

The Practice Nurse will also offer advice about maintaining health and reducing the possibility of any further problems. You may have to have a blood or urine test done as part of the monitoring process.

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Child Health Vaccinations

The Practice urges all parents to have their children fully immunised. Vaccination appointments are to be made with the Practice Nurse.

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Cryotherapy

Sessions are held at regular intervals for the removal of warts, verrucae, seborrhoeic warts and papilloma (skin tag). This is usually undertaken by the application of liquid nitrogen (Cryotherapy).

It is essential that patients have an appointment with the GP first so that the lesion can be properly assessed. If we are able to remove it at the Surgery we will arrange for patients to have an appointment at the wart clinic.

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Flu Vaccinations

An influenza vaccination is particularly recommended for patients aged 65 and over, or those in the at-risk groups: immunosuppressed, heart, lung, stroke or kidney disease, diabetes, pregnant women, those with a BMI >40, carers, workers and residents of nursing and rest homes.

Please contact our Reception Staff at the end of September to book your flu vaccination appointment.

If you are housebound, a home visit by the Practice Nurse will be arranged to administer this vaccination.

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Immunisation Clinics

We immunise against infectious diseases which can cause death and disability and strongly recommend that all children should receive their full course of immunisation.

Other immunisations such as Shingles, Hepatitis B; Flu or Rubella are advised according to age or risk.

Please ask our Reception Staff for details.

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Pneumonia Vaccinations

If you are aged 65 or over or in certain groups of at risk categories, you are strongly advised to have a pneumonia vaccination. Appointments with the nurse can be booked with our Reception Staff.

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Smoking Cessation

Both our Practice Nurses have special training in this area and can offer advice and support to people who are motivated to stop smoking.

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Travel Vaccinations

Patients who are planning to travel overseas, whether on business or pleasure should make an appointment with the Practice Nurse at least 8 weeks beforehand to discuss what vaccinations they will require for their trip and enable her to give them the best possible advice on all health issues, as well as administer the vaccinations.

There is a charge for some travel immunisations and prescriptions not covered by the NHS – a list of these charges is available from our Reception Staff.

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Well-Woman Appointment

Smear tests for women involve an examination of the Cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated before cancer develops.

We recommend that women between the ages of 24 ½ and 49 years are encouraged to have a smear every three years and those aged between 50 and 64 every five years, unless advised otherwise by a doctor.

Smear tests are usually performed by the Practice Nurse. We have a recall system in place to advise women in advance of their next smear test.

If you are newly registered with the Practice, please inform us of the approximate date of the last cervical smear in order that we can put you into our recall system.

Patients should receive their results sent through the post.

Breast cancer kills more women than any other cancer. It is more common in older women but, if the small changes are discovered early, there is a better chance of a successful recovery. Dr Ng and the Practice Nurse

will provide information about breast cancer and also give instructions on how to examine your breasts at regular intervals.

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OTHER GENERAL INFORMATION

ACCESS TO HEALTH RECORDS (Data Subject Access Request)

In accordance with the General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by Scott Park Surgery; this is commonly known as a data subject access request (DSAR). Data subjects have a right to receive:

- Confirmation that their data is being processed
- Access to their personal data
- Access to any other supplementary information held about them

Options for access

Best practice recommendation in the GDPR is that, where possible, organisations should be able to provide remote access to a secure self-service system which would provide the individual with direct access to his or her information. Please contact us to apply for online services if you have not already done so.

As of April 2016, practices have been obliged to allow Systmonlineto their health record online. This service will enable the patient to view coded information held in their health record. Prior to accessing this information, you will have to visit the practice and undertake an identity check before being granted access to your records.

In addition, you can make a request to be provided with copies of your health record. To do so, you must submit a Data Subject Access Request (DSAR) form. A copy of the form is available from reception or to download online. You will need to return the completed paper copy of the DSAR to the practice with proof of identity.

We accept the following forms of identification:

- Birth Certificate/Current UK/EEA Passport
- UK Driving Licence
- Financial Statement issued by bank, building society or credit card company
- Utility bill for supply of gas, electric, water or telephone landline

Time frame

Once the DSAR form is submitted, Scott Park Surgery Practice will aim to process the request within one month.

Exemptions

There may be occasions when the data controller will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

No charge to comply with the request (with exceptions)

If you don't have access to online services, we will provide a copy of the information free of charge, as per the GDPR rules. However, we may charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. We understand that this does not mean that we can charge for all subsequent access requests.

Excessive, manifestly unfounded or repetitive requests

Where requests are manifestly unfounded, excessive and repetitive, we may refuse to act on the request or charge a reasonable administration fee.

Complex requests

As stated we have to respond to a SAR within one month. If more time is needed to respond to complex requests, an extension of another two months is permissible, provided this is communicated to you in a timely manner within one month.

Where we decide not take action on the request of the data subject, you will be informed of this decision without delay and at the latest within one month of receipt of the request.

Data controller

Scott Park Surgery is the data controller. Should you have any questions relating to accessing your medical records, please ask to discuss this with the Practice Manager.

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ADDITIONAL PATIENT SERVICES & HEALTHCARE INFORMATION

The Practice is committed to provide relevant information to people who use its services and the following methods will be used to provide this information:

- During their consultation;
- Information Leaflets;
- Posters displayed in patient communal areas;
- Information and health promotion boards within the patient waiting areas i.e. local advocacy services;
- Practice booklet / leaflet;
- Information Kiosk;
- Practice website.

If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

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BOUNDARY / CATCHMENT AREA / LOCATION OF THE PRACTICE

The Boundary of the Practice is:

North: Green Lane, Sandhill Road

East: Brendon Way, Eastwoodbury Lane up to Aviation Way

South: North of Arterial Road A127

West: Bramble Road, Rayleigh Avenue

The Location of the Practice is 205 Western Approaches, Southend-on-Sea, Essex SS2 6XY.

Please ask our Reception Staff if in doubt whether you fall into the correct catchment area.

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CARERS

The Practice has a Carer's Register for people who care for a relative/friend.

There is a Carer's Board and plenty of carers' information leaflets in the patient waiting areas for adult and young carers.

Please inform the Practice if you are a carer or being cared for so that this information can be recorded in your records. Please also inform the practice should your circumstances have changed.

If you are giving regular and substantial help to a person that you care for, you may be entitled to a Social Services Carers assessment. The assessment gives you advice and information. You and the person that you care for may be entitled to practical help and support.

Adult Carers should contact the Adult Social Care Service on 01702 – 215008 for a Carers Assessment.

Young Carers should contact Children's Services (including Education and Children's Social Services) on 01702-215007 for advice and support.

Useful Telephone Number for Carers: Southend Carers Forum Group 01702 393933

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CAR PARKING

A car park is provided for patients who are visiting the Surgery.

As car park spaces are limited, please do not take up two car park spaces when parking.

Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

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CHANGE IN PERSONAL DETAILS

Please complete a Change of Details form if you change your name, address, marital status or telephone number (including mobile) or key code, so we can keep our records accurate. It is extremely important to keep your details up-to-date in case of emergency.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

The Clinical Commissioning Group can help you if you are having difficulty in locating a new doctor.

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CHAPERONES

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

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COMPLIMENTS, COMMENTS AND COMPLAINTS

Comments

We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion / comments box located on the Reception Counter for this purpose.

Compliments

We like to hear both positive and negative comments from our patients.

If you would like to compliment any of our practice team members or any services we provide, experiences that have worked well or proved exceptionally helpful, we would be happy to hear from you. All compliments are shared amongst our staff to encourage positive experiences gained from patients.

Practice Complaints Procedure

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

If you feel you need to complain

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned.

If your problem cannot be sorted out 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 the most a few weeks, as this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem.

All complaints are dealt by Doctor Ng. For less serious complaints, please make an appointment to see him after clinic hours to discuss your concerns as soon as possible. This will enable him to establish what happened more easily.

Alternatively, you may ask for an appointment with The Practice Manager if your concern is to do with the Doctor himself.

Serious complaints should be addressed to Doctor Ng who will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Mechanism for dealing with a complaint

We shall acknowledge your complaint within 3 working days and aim to resolve complaints as soon as possible.

When we look into your complaint, we shall aim to:

- Find out what had happened and what went wrong;
- Obtain independent clinical advice where appropriate;
- Agree a plan on how your complaint will be dealt with and the timescales involved;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology where that is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England

We hope that if you have a grievance you will use our Practice complaints procedure. We believe this will give us the best chance of correcting whatever has gone wrong and give us an opportunity to improve our Practice.

If you feel you cannot raise your complaint with us. You can contact NHS England to discuss your concerns:

- By telephone: 0300 311 22 33
- In writing to: NHS England, PO Box 16738, Redditch, B97 9PT
- By e-mail: england.contactus@nhs.net

If you are dissatisfied with the way your complaint has been dealt with by the Practice or NHS England, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and of government:

- By telephone: 0345 015 4033; or
- In writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP; or
- By e-mail: phso.enquiries@ombudsman.org.uk

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CONFIDENTIALITY

All staff in the Practice is bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patient's family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team and to those involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please put in a written request to Doctor Ng.

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CONSENT FOR CHILDREN'S TREATMENT (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

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FREEDOM OF INFORMATION ACT 2000

Information required for disclosure under this act is available on written request from the Practice Manager.

There may be a charge for information, but the level of charge will vary depending on the nature of the request and the type or volume of information requested. If a charge is to be made, we will advise you on receipt of your request.

If your request is for information about yourself, such as your medical records, you should make a data subject access request under the Data Protection Act.

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INTERPRETERS

If you have language difficulties it is acceptable for you to bring along your own interpreter to your consultation. But if required, an interpreter can be organised by the Practice to accompany the patient during a consultation with the doctor.

Please remember to inform the Reception Staff the language in which interpretation is required. Our Reception Staff will require at least 48 hours' notice to arrange a conference call interpretation.

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MOBILE PHONES

Please ensure you silenced your mobile phone before your consultation with the Doctor or the Nurse.

Please note that consent to contact via mobile phone (phone call or SMS) will be assumed when a mobile phone number is provided to the Practice unless advised by you. We will only text you to confirm your appointment or to invite you to a vaccination.

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NEW PATIENTS

To join our Practice, please fill in the New Patient Registration Application Form (available from reception) and return to us as soon as possible.

Our Reception Staff will contact you in due course to invite you to book your appointment with our Practice Nurse for your new patient health check. You will also be provided with details of the registration process.

To register, complete the appropriate section of your medical card or, if you have no card, complete a registration form obtained from our Reception Staff.

In the case of a new baby, bring their NHS Number (obtainable from the Maternity Ward) or the child's red book.

Please fill in our new patient health questionnaire available from our Reception Staff. Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need.

You will also need to bring a urine sample (not applicable for patient under 5 years old) to this health check appointment. Please obtain a specimen bottle from our Reception Staff.

All newly registered patients **must** attend the health check appointment with the Practice Nurse to complete registration.

If you take medication on repeat prescriptions, please make an initial appointment with Doctor Ng to discuss your on-going care, have your medication(s) authorised and thereafter will be reviewed in accordance with the doctor's instructions.

Please note that consent to contact via mobile phone (phone call or SMS) will be assumed if no other option is marked on the registration form or when the mobile phone number is provided to the Practice.

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS (e.g. private certificates, reports supporting private health insurance claims and other non-NHS medical reports).

Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination.

Fees may be charged for services for other special purposes such as:

- HGV and PSV licences;
- Elderly drivers;
- Fitness-to-travel;
- Fitness-to-drive;
- Fitness-to-undertake certain sports: and
- Private Sick Notes
- Signing of passport application forms.
- Holiday cancellation forms
- Private prescriptions

The fee-scale and details are available on request.

PATIENT ACCESS: APPOINTMENT BOOKING, REPEAT MEDICATION REQUEST, VIEW DETAILED CODED RECORDS

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Before you are able to use this service you must first have access to your personal registration information.

Important Information

Patients aged 16 and over must apply for this registration form in person. Applications cannot be made for anyone other than yourself.

You can only make one routine appointment at a time via the internet booking facility. It is not until this appointment has been attended or cancelled that you can book another appointment. If you need to make more than one appointment you will need to ring the surgery in the normal fashion.

In the case of urgent appointments please ring the surgery.

Any appointment with a doctor, booked at the surgery, via the internet service, phone or in person **can be cancelled** using the online appointment facility.

Electronic prescription requests will still take 48 hours to process. If you require urgent medication or medication that is not on your repeat list, you will need to bring a written request into reception as before.

Repeat prescriptions will need to be either collected from us in the usual way, you may arrange for a nominated chemist/pharmacy to collect on your behalf, or you may nominate a pharmacy and have your prescriptions delivered electronically to the pharmacy via the Electronic Prescription Service (EPS).

Before you apply for online access to your record, there are some other things to consider. Please refer to 'Online Services Records Access: Patient information leaflet 'It's your choice' for details.

You will need to REQUEST access to your detailed coded records. The vast majority of patients can be given detailed coded record access. A few patients will require more restricted access and on rare occasions no access if it's in the best interest of the patient.

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.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

When viewing your recorded data, you must take care in determining your interpretation of what the data is identifying.

If you have online access but is unable to view your coded records, please complete application form to REQUEST access for viewing detailed coded information. Application form available online or in reception.

1. HOW TO OBTAIN YOUR REGISTRATION INFORMATION

Patients can register to use Systmonline by registering in person at the Surgery, obtain a registration letter, and then register on Systmonline, using the information in the registration letter.

To obtain your registration information, please speak to one of our Reception Staff for an application form and practice guidance letter or print them from our website www.scottparksurgery.co.uk

Bring this completed application form along with **photo identification** (i.e. photo driving licence or passport) to reception, which will be saved on you clinical record.

Please allow 5 working days to process your application before collecting your unique login details **in person** (a signature will be required) and then follow the simple instructions below.

2. FIRST TIME USE OF SYSTMONLINE

Visit www.scottparksurgery.co.uk and click on the Systmonline link and follow the log-on instructions.

You will be asked to create an account.

You will be prompted for your personal login details, which will be on your registration letter, previously obtained from the Surgery.

You can then register and use our online services.

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PATIENT PARTICIPATION / REFERENCE GROUP (PRG)

Scott Park Surgery is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people like you about your experiences, views, and ideas for making services and communication better.

How to join the Patient or Virtual Patient Participation Group

We would like to find out the opinions of as many patients across a range of age groups as possible and are asking if people would like to provide their email addresses so we can contact them by email every now and again to ask a question or two.

If you would like to become a member of the Patient or Virtual Patients Reference Group (an e-mail consultation group), please use any of the following methods:

Email us at: scottparkPRG@nhs.net *(Please ensure you provide your personal details AND preferred email address)*

OR

Visit the Scott Park Surgery Website at www.scottparkSurgery.co.uk and follow the links

OR

Visit the Practice and request a PRG Application Form – please return it to the Practice when you have completed it.

The information you supply will be used to contact you by email for your opinion on a range of topics.

This facility is intended for this purpose only and not for personal medical issues or complaints for which there are procedures already in place.

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PRACTICE CHARTER

Our Responsibilities to you:

- Treat you with courtesy and respect at all times.
- Treat you as an individual and partner in your healthcare, irrespective of ethnic origin, sexuality or religious and cultural beliefs.
- Give you full information on the services we offer.
- Give you the most appropriate care by suitably qualified staff.
- Provide you with emergency care when you need it.
- Refer you for a second opinion when you and your GP agree it is needed.
- Give you access to your health records, subject to any limitations in the law.
- Keep the contents of your health record confidential.
- Give you a full and prompt reply to any complaints you make about our services.

Your Responsibilities to us:

- Keep your appointments and let us know as early as possible if you are unable to so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.

- We would ask you to be patient if the Doctor or the Practice Nurse is running late. This is often due to unforeseeable emergencies or some of the consultations in that particular clinic may have taken longer than expected. Although we endeavour to keep our clinics running on time, our priority is always safe patient care, therefore, the Doctor and the Practice Nurse will take the necessary required time for each consultation.
- A home visit should only be requested for those who are unable to come to the Surgery because of serious illness or permanently housebound. Please ring the Surgery before 10:30 if at all possible.
- An urgent appointment is for an urgent medical problem. Please speak to our Reception Staff if you require a sick note or repeat prescription.
- Use the emergency service only in a genuine medical emergency.
- Tell us if you are unsure about the treatment we are offering you.
- Let us know when you change your name or address.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all Surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted.
- If you are violent or abusive, we may exercise our right to take action to have you removed, immediately if necessary, from our list of patients and asked you to register at another Surgery. In some cases, where necessary, the Practice will involve the police.
- Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- Let us know when we have done well.
- While we strive to meet the standards in this charter, we will also need your help to achieve this by following the actions given by your clinician and taking the correct medications promptly.

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SURVEYS

The Practice participates in surveys to improve Patient Care.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data.

Your participation in any aspect of external evaluation or re-search is optional.

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SAFETY AND SECURITY

The Practice is committed to protect both staff and other patients, we respectfully point out that inappropriate behaviour such as swearing; threatening and abusive behaviour; drunkenness; verbal or physical abuse of any kind; racial abuse and inappropriate demands will not be tolerated.

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SICKNESS CERTIFICATES

Under current legislation a Patient can “self-certificate” for the first seven days of any illness. The self-certificate (Form SC2) is available from your employer. We do not normally issue sickness certificates for the first week.

Your doctor is only able to issue a certificate if they, themselves, are able to ascertain that you have been ill or if they have appropriate documentary evidence from another health professional of your incapacity. Without such evidence of incapacity they will be unable to issue you with a sickness certificate.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment with the doctor as these are obtained as part of a consultation with a doctor.

If you have already seen a health professional you may not need to book a GP appointment, please contact reception who will advise you as to whether an appointment is required.

If your employer insists on a certificate within the first seven days, your doctor may issue a private sickness certificate for which there will be a charge. A receipt will be issued if requested.

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SOCIAL SERVICES - SOME USEFUL INFORMATION

Social Services is a department of Southend Borough Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

What Sort Of Help Can Social Services Provide?

Social Services for Adults aim to:

- Maintain an individual's ability to live independently in the community;
- Provide relief for family carers;
- Enable provision of residential and nursing home care when independent living is not possible.

The Main Types of Services are:

- Information and advice;
- Domiciliary services;
- Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer;
- Community meals;
- Equipment or adaptations to property to enable independent living with advice from occupational therapists;
- Day services;
- Residential or nursing home care;
- Carers support.

How Do You Get Help?

Social Services are available to offer help and assistance to carers and can be contacted on 01702 215008.

If you are caring for an adult ask for Adult Services. If you are caring for a child with a disability, ask for Children and Families Services.

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Summary Care Records (SCR)

The Summary Care Record is a copy of key information held in your GP record. It provides authorised healthcare staff with faster, secure access to essential information about you - when you need unplanned care or when your GP practice is closed. The availability of Summary Care Records will improve the safety and quality of your care.

About your Summary Care Record

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

This means that healthcare staff can provide safer care, whenever or wherever you need it, anywhere in England, as they can reference key information that otherwise would not be available to them.

Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.

What are my choices?

You can choose to have a SCR or you can choose to opt out.

If you choose to have a Summary Care Record you do not need to do anything as a Summary Care Record is created for you.

If you choose to opt out of having a Summary Care Record and do not want a SCR, you need to let us know by filling in and returning an opt-out form. Opt-out forms are available by [clicking here](#) or from the practice.

If you are unsure if you have already opted out, you should talk to the staff at the practice. You can change your mind at any time by simply informing us and either filling in an opt-out form or asking the practice to create a Summary Care Record for you.

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TEMPORARY / SHORT –TERM RESIDENT

We provide a Temporary Patient service for anyone staying within our practice area (e.g. staying with relatives and your permanent place of residence and Surgery are not in the local area). Temporary registration can be arranged by contacting our Reception Staff who will be happy to assist you with further details.

Temporary registration is for immediate and necessary treatment only and not routine screening.

Anyone who is not registered with a local doctor Surgery but needs to see a doctor urgently can also attend St Luke's Walk-in Health Centre, Pantile Avenue, Southend-on-Sea; for medical assistance.

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TEST RESULTS

Please telephone 01702 420642 after 12:00 to obtain details of your test results (e.g. blood, urine, x-ray), or visit the Practice.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will, of course, make every effort to contact you should your returned result need urgent action. However, it is your responsibility in all cases to find out the result of your test.

Doctor Ng checks the results before our Reception Staff are able to give any information to you. Our Reception Staff will only be able to state that the result is normal or that you will have to see the doctor.

Please do not expect our Reception Staff to relay any other information regarding the test results.

If the doctor needs to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries, which is upsetting for both the doctor and our patients.

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ZERO TOLERANCE

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused.

We strongly support the NHS policy on zero tolerance.

The Practice is committed to protect both staff and other patients, we respectfully point out that inappropriate behaviour such as drunkenness; swearing; threatening and abusive behaviour; verbal or physical abuse of any kind; racial abuse and inappropriate demands will not be tolerated.

Anyone either phoning or attending the Practice, who abuses any staff member or patient, will risk removal from the Practice list and in extreme cases we may summon the Police to remove offenders from the Practice premises.

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