

ROSEGROVE SURGERY

225-227 Gannow Lane

Burnley, Lancs

BB12 6HY

Tel: 01282 731501 Fax: 01282 731503

www.rosegrovesurgery.co.uk

This leaflet details the services we provide for our patients. Please make yourself familiar with its contents in order to obtain the best from our practice. Keep this leaflet in a convenient place, perhaps by your telephone.

Reception is open:

Monday	8.15 - 6.30
Tuesday	8.15 - 6.30
Wednesday	8.15 - 6.30
Thursday	8.15 - 12.30
Friday	8.15 - 6.30

Telephone calls will be taken from 8.00 am

There are a variety of Surgeries and Clinics during the above times offering both routine and book on the day appointments. Telephone triage is offered depending on appointment demand.

The practice is closed on Thursday afternoons if you need urgent treatment please telephone the usual surgery number and you will be given an emergency number to ring.

DOCTORS SURGERIES – USUAL SURGERY TIMES (subject to change)

	<u>8.30 – 10.30</u>	<u>Afternoon Surgery/ Evening Surgery</u>
Monday den	Dr S Hebden Dr M Dziobon GP Trainees	Dr M Dziobon/Dr S Heb-
Tuesday bon	Dr M Dziobon Dr S Hebden	Dr S Hebden/Dr M Dzio- GP Registrar
Wednesday Hebden Trainees	Dr M Dziobon or Dr S Hebden GP Trainees	Dr M Dziobon or Dr S GP

Thursday	Dr M Dziobon	Closed
	Dr S Hebden	
Friday Dziobon	Dr S Hebden or Dr M Dziobon	Dr S Hebden or Dr M
	GP Trainees	

For patients who, due to work circumstances, are unable to attend during normal surgery hours appointments are offered until 8pm on Mondays and From 7.30am on Tuesdays

Out of Hours

Between 6.30pm and 8.00am, all weekends and Bank Holidays.

An out of hours emergency service is provided by Burnley Primary Care Centre. To access this service ring: 111.

PRACTICE STAFF

Doctors

Dr Stephen Hebden (male) BSc. MBchB DRCOG MRCGP

Approved for obstetrics, contraception, child health surveillance and minor surgery.
General Practice Trainer

Dr Mark Dziobon (male) BSc Hons, MB ChB FRCGP dist

Approved for Obstetrics, Child health surveillance and minor surgery. General Practice Trainer

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GP registrar

We usually have a GP Registrar attached to the practice

These are fully qualified doctors who are spending a year in general practice to complete their training.

Practice Manager

Joanne Howard

Assistant Manager

Lynne Duerden

Reception and Secretarial Staff

Christine Chippendale, Niki Kay, Teresa Higgins, Joanne Jacques, Alston Stokes and Zoe Dowsing

Practice Nurses – Specialist Practitioners in General Practice & Health Care Assistant

All our nurses are trained to provide general services as well as managing a number of chronic conditions such as asthma diabetes copd epilepsy etc

Nina Halstead	RGN.
Louise Blenkinship	Health Care Assistant
Teresa Higgins	Health Care Assistant

Attached Staff

Community Nursing Team
Community Health Visitor Team
Community Midwife
Community Dietician

Practice Area

Gawthorpe, Whittlefield with Ightenhill, Rosegrove with Lowerhouse.

Facilities for disabled

The ground floor of the surgery is designed to allow access for the disabled to a consultation room, treatment room and toilet.

Private Services

Some examinations, certificates and procedures may not be available under the NHS and therefore as a Private Service will incur a charge.

How to register as a patient at Rosegrove Surgery

If you live within the Practice Area you will need to complete one of our Enquiry Forms which are available at Reception.

Consultations

The normal length of an appointment is 10 minutes.

Appointments may be booked by telephone or in person at reception.

We are able to pre-book surgery appointments with one of our doctors at any time ahead.

We will try and give you an appointment with a doctor or nurse of your choice at a time convenient to you dependant on the availability.

Home Visits

Requests for home visits should be made before 10 am to allow planning of visiting schedules. Home visits are for patients who are unable to attend the surgery because of their medical condition. Please be prepared to answer a few questions so that we can assess the urgency of the call. A doctor may ring you back to ask further questions or to give advice.

Telephone Advice

The reception staff are trained to give general advice and to give out test results with any treatment or advice suggested by a doctor. Information will usually be given to the patient only.

If you require advice, we can arrange for a practice nurse or doctor to speak to you when you call or we will ring you back when free.

Community Health Centre

The local Community Health Centre is Howard Street Community Health Centre, Tay Street, Burnley. Their telephone number is 01282 473125. The centre offers:

Dental treatment for patients who are not registered with a dentist. To arrange an appointment ring the East Lancs Dental help line 0845 5333 230

Healthier Lifestyle Advice – 01282 477134 or Email healthylifestyles@burnley.gov.uk

Green Dreams

Offer advice and support regarding social issues which are affecting a persons health. www.greendreamsproject.co.uk - referral is through a GP.

Repeat prescriptions

We accept repeat prescription requests in writing or electronically. To order in writing, please use the repeat script request form enclosed with your last prescription. You can leave the request in the box at reception or write in, enclosing a SAE. Repeat requests may also be faxed to us on: 01282 731503 or via are online patient access systems. To use this service you will need to register for the services at reception. Please see attached leaflet, Arrangements for Repeat Prescribing for further information.

CLINICS

Baby Clinic – Thursday 10.30am – 11.45pm. This clinic is for routine weighing, development checks and immunisations. There is a doctor and nurse in attendance. This

clinic is for well babies and if your child is unwell we would prefer to see you in a normal surgery.

Family Planning

All doctors in the practice have training and skills in all aspects of contraception and are happy to advise on starting and changing contraceptive methods. Our practice nurses are involved in routine check-ups. We offer free pregnancy testing.

Women's Health

We invite all women aged between 25 and 64 years for cervical smear tests. These are usually carried out by our practice nurses. About 10% of smear tests require a repeat test or further follow up and this does not mean there is necessarily a serious problem. All ladies who take hormone replacement therapy will be invited to attend the practice nurse for an annual check-up.

Health Checks

We offer all new patients a health check with our nurses. We believe that we should all lead a healthy lifestyle and will offer advice and help.

Chronic Disease Monitoring

We offer planned follow up and monitoring of many long term medical conditions. You will be invited to attend a clinic with a member of our team if you have, for example, diabetes, asthma, high blood pressure, heart disease, thyroid disease or are taking medication which requires regular monitoring.

Foreign Travel Vaccination Service

The surgery provides a foreign travel vaccination service for all patients. To enable us to provide full vaccination immunity and travel advice we ask that whenever possible, you give us ample time to assess your needs and arrange appointments, by completing our Foreign Travel Form available from reception or on our website:
www.rosegrovesurgery.co.uk

Please allow: **4 weeks** prior to travel for **European Travel** and **8 weeks** prior to travel for **multi destination travel (including cruises)**

Other Services

Immunisations - tetanus, influenza, pneumococcal, shingles, MMR and various "campaigns". Dietary advice – general advice or specialised diets.

Violence and Abuse

We aim to enjoy a pleasant relationship with patients. Rosegrove Surgery operates a Zero Tolerance Policy, meaning the practice will not tolerate any form of violence or abuse from a patient or a family member.

How to Make a Complaint

A Complaint may be made to the Practice Manger who is responsible for investigating complaints at the Practice and ensuring that action is taken in light of the outcome of any investigation. A leaflet is available from reception detailing the Practice Based Complaints Procedure. If in the event your complaint cannot be addressed by the practice you have the right to take your complaint further, please see the leaflet for more details.

Patients' Rights and Responsibilities

The NHS Constitution establishes the principles and values of the NHS in England. It sets our rights to which patients, public and staff are entitled and pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. All NHS bodies, private and third sector providers supplying NHS services are required by law to take account of the Constitution in their decision and actions. A copy of the Constitution is available from the East Lancashire CCG by request

How the Practice uses Personal Information

We respect your right to privacy and keep all your health information confidential and secure. 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. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. Disclosure of identifiable patient information to any other outside agencies will only be given after receipt of written permission from the patient, dated within three months of the request. You have the right to know what information we hold about you at any time, you will be asked to prove your identity prior to seeing your records. (For more information please read the attached leaflet "**Confidentiality**")

ARRANGEMENTS FOR REPEAT PRESCRIBING

Repeat Prescriptions

Many patients need to take medication regularly. You do not need to see a doctor every time a prescription is required, so you may order a repeat prescription through the practice reception.

All repeat medication will be reviewed by a doctor at an appropriate interval of between 3 and 12 months before further repeat prescriptions can be obtained. This may require you to attend the doctor or nurse for a check-up and / or blood tests. Some medication is not suitable for repeat prescriptions and will require a consultation with a doctor or nurse.

You can obtain a repeat prescription by:

1. Leaving a written request in the box at reception.
2. By post (please include a SAE if you want the prescription to be posted to you).
3. By fax – 01282 731503
4. Online – Speak to a receptionist for further details

Please make it clear which items you require (by ticking). Use the copy issued with your last prescription if possible. If not write your name address, date of birth and medication required on paper.

Telephone requests are only accepted in exceptional circumstances.

The prescription will be left at reception for collection. Chemists will collect the prescription for you if you request them to do so.

Please allow 2 working days for prescriptions to be processed.

Please order in plenty of time for weekends and holidays. Use your prescription request form to order only the items that you require. If there are items which you are not taking regularly, please inform reception and we will take the item(s) off repeat.

Although the Department of Health suggests medication is prescribed for 28 days at a time, we prescribe larger quantities of some drugs for patient and practice convenience. If you are taking certain medications regularly you may qualify for free prescriptions. If not, it may be economical for you to purchase a pre-payment certificate. Ask your pharmacist for more details or advice.

APPOINTMENTS:

- PATIENTS WILL BE SEEN APPROPRIATELY BY THE CORRECT CLINICIAN

- EACH APPOINTMENT IS FOR ONE PERSON WITH ONE PROBLEM.
- BOOK ON THE DAY APPOINTMENTS ARE OFFERED BOTH MORNING AND AFTERNOON
- TELEPHONE TRIAGE IS OFFERED SOME MORNINGS, DEPENDING ON APPOINTMENT DEMAND. (if the Doctors cannot sort out the problem over the phone an appointment will usually be given for that day).

CONSULTATIONS:

We will ask for a brief outline of the problem for the doctor's information, we also have a Nurse Practitioner in practice that is able to deal with minor problems.

ARRIVING FOR APPOINTMENTS

Please try to arrive for your appointment on time.

If you are late for your appointment it may not be possible for the Doctor to see you until other patients who have arrived on time have been seen.

If you need an appointment for any of the following reasons please contact reception and make an appointment to see the **Practice Nurse**

- Contraception checks
- HRT checks
- Blood test
- Blood Pressure Check
- Cervical smear tests
- Warts and verrucae
- Dietary advice
- Travel vaccinations
- Health Checks
- Head lice
- Pregnancy tests (Urine sample required – 1st of day)
appointment not required – leave with receptionist and ring later for result.

Confidentiality

The practice is registered with the Information Commissioners Office and fully abides by the principles of the Data Protection Act. We are bound by the General Medical Council guidelines on confidentiality, which is more restrictive than the Data Protection Act.

Confidentiality is one of the keystones of medicine and is central to maintaining trust in the doctor-patient relationship; information you give us is treated in the strictest confidence.

With whom may information about me be shared?

Other than the doctor or nurse treating you, any member of staff may need to have access to your health records. Every member of staff is bound by strict confidentiality codes of conduct, which includes what information they can access and when.

By giving us private information, it is generally understood that that information may be shared with some individuals or organisations without your direct permission. This is called implied consent. Examples include:

- Other doctors or nurses within the practice may be asked for a second opinion on your case.
- Administration staff will need to access your records to get results, print prescriptions, type referral letters etc
- If you need to be referred to another health professional, such as physiotherapist, counsellor or hospital specialist, we will need to share relevant information with them. However, such referrals will usually have been discussed with you first
- If you request us to undertake work on your behalf, relevant information may need to be shared without your express consent, for example: whilst booking an ambulance, the ambulance service will need us to tell them your name, date of birth, address and any significant medical conditions
- Selected external organisations may undertake work on our behalf. For example, the practice pharmacist will need to be able to view patient records to ensure patients are on the best medication for them. In most cases this will be done on the premises, but in some circumstances this may be undertaken at another location. Any organisation undertaking work on our behalf will be bound to the same rules of confidentiality.

- We are a teaching practice, so interesting cases may be discussed with other doctors as part of our continued learning, or with registrars and medical students attached to the practice. Wherever possible this is anonymised.
- We may be required to provide anonymous data to East Lancashire Clinical Commissioning Group (ELCCG) for the purposes of strategic health care planning. This information is collected by Lancashire Commissioning Support Unit and stripped of any details that may identify you personally. LCSU & ELCCG are both NHS organisations and bound by the same rules on confidentiality.

The only other circumstances when information would be shared would be where we are required by law (such as when directed by the courts) or where we believe that a crime may be committed that would endanger other people (an obvious example of this would be suspected child abuse.) The law also allows us to break confidentiality where it is in your best interest; this is only ever used in very exceptional circumstances, such as finding a patient unconscious or incapacitated.

With whom will information about me not be shared?

We will not share medical information with anyone else without your express (and usually written) permission. This includes employers the police (except where we directly ordered by the courts or in the detection of serious crime), insurance companies and council.

We will also not share information with relatives, including spouses, without permission.

Local Sharing

It surprises many people that in this modern age, each organisation holds its own records and the systems currently do not 'talk' to each other – the hospital cannot see a patient's GP records and vice versa. This means that patients have to keep repeating their medical problems and there is no way of checking what medication they are on.

Summary Care Record

The Summary Care Record is a national initiative to reduce these problems by having a central database that holds a record of patients' medication and allergies. These are uploaded from GP records every time a change is made to a patient's drug list. The Summary Care Record can only be accessed by selected health organisations and, except in an emergency, only with a patient's permission. You have the right to opt out (or opt back in) at any time by informing the practice.

Local Record Viewing

The Summary Care Record allows only a limited view of the records. GPs, hospitals and other relevant Health and Social Care agencies providing care to patients in East Lancashire are co-operating to allow each other access to records. The amount of access to read records will be dependent upon the organisation and what it safely needs to treat you – trigger for the release of data will be linked to that required to treat you appropriately.

The system has safeguards in place:

- (1) a patient has to be registered with the service for the service to access the records
- (2) except in an emergency, a patient has to be present to give permission for records to be accessed
- (3) organisations can define exactly which part of a record another organisation can access: we can define a different profile for different services
- (4) the system keeps a record of everyone who accesses the system and exactly which part of the record they have viewed.
- (5) The GP computer system can lock individual patient records and even individual entries, if there is something particularly sensitive.
- (6) The records themselves never leave the organisation holding the record. Unlike the summary care record.

You have the right to opt out of this service by advising your GP or hospital. However, we recommend that you do not exercise this right given the safeguards in place and the benefits to you in an emergency.

Health and Social Care Act 2012

Under the powers of this act, the Health and Social Care Information Centre (HSCIC) can, under certain circumstances, require personal confidential data from GP practices without seeking patient consent first. One of the first initiatives using these new powers is the care.data service. This will merge data from GPs, hospitals and other sources so that the NHS can provide a better level of integration and service planning. In future, approved researchers will have access to the information. For more information about care.data, see www.nhs.uk/caredata.

The information will be held securely and confidentially. GPs have no legal right to block requests from the HSCIC for information. However, patients do have a right to block HSCIC using their data. If you wish to opt out, you should inform the practice (you can also opt back in at any time).

Data Protection Act

The practice is registered under the above act and stores information for the following purposes:

- Provision of healthcare
- Healthcare administration
- Medical audit

You have the right to view your medical records. You may request to do so by speaking with the Practice Manager. However, we do charge for this, to cover the administrative costs. The maximum amount we can charge is set by law – you are advised to check the current charges with the Practice Manager. We also reserve the right under the Act to withhold any information which we would consider detrimental to your health or which identifies third parties.

If you have any questions or concerns about how we use your information and confidentiality, feel free to speak to the practice manager or our doctor.

Patient Response

Name:

Date of Birth:

Address:

NHS Number (if known):

Summary Care Record

I wish to opt out of the Summary Care Record. I understand that any records already uploaded will remain on the summary care record system, but will not be accessible. I understand that if I opt out of the Summary Care Record, health services will not be able to access my essential health records in an emergency ^[9Ndo]

I wish to opt in to the Summary Care Record ^[9Ndm]

Signed:

Date:

Health and Social Care Act 2012

I have previously opted out of the HSCIC data extraction, but now wish to opt in [9Nu5]

I do not wish the HSCIC to extract information from my health records at all. [9Nu0]

I am happy for the HSCIC to extract information from my health records for NHS planning purposes, but do not wish for them to release that information to other accredited third parties [9Nu4].

Signed:

Date:

Local Sharing

I do not want local health and care organisations to share my records. I understand that they would only be able to access my record with me present and with my permission and that denying access may place my health at risk in an emergency. [9Nd1]

I am happy to allow local organisations to share records for the purposes of my care [9Nd7]

Signed:

Date:

Please return this form to the practice.

Note: that you do not have to return this form to opt-in, we are required to assume that you agree unless you specifically opt-out. If you have previously opted-out, you can use this form to opt-in again.