

# Patient Information Booklet



Swanwood Partnership  
Applewood Surgery  
Wickford Health Centre  
Market Avenue  
Wickford  
SS12 0AG  
Tel: 01268 562444  
Dr R Rai & Dr S  
Padmanabhan

## **Welcome To Swanwood Partnership**

We wish to thank you for registering with Swanwood Partnership. The partners and staff of this long-established practice are committed to providing the highest level of patient care.

You have the flexibility of consulting with either your registered doctor or one of the other clinicians. We offer a choice of mixed age male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style. However, we recommend you see the same doctor for any ongoing problem to ensure continuity of care.

This booklet tells you about our practice and the services we offer. We trust that you will find it useful and informative, and we suggest that you keep it in a safe place for future reference.

## **PATIENT RIGHTS**

You will be treated with respect and as partner in your care. Being a partner means you have responsibilities too. The medical staff will advise and inform you of the steps you can take to promote good health and healthy lifestyle. We would respectfully request that you:

Let us know if you cannot keep an appointment or are running late.

Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.

Inform us of any alterations in your circumstances, such as change of surname, address, or telephone number.

As patients, you are responsible for your own health and that of any dependents.

It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in endeavoring to keep you healthy.

**Tel:** 01268 562444 –

Press 1 Appointments, Cancel an Appointment, Home Visits

Press 2 Test Results

Press 3 Referral Team

Press 4 Insurances

Press 5 Paramedic / Health Professionals

## NEW PATIENTS

All patients must live within our practice area. New patients will need to complete a set of forms before registration can take place. Our receptionists will be happy to assist with this process.

## APPOINTMENTS

At Swanwood Partnership all consultations with a doctor, prescribing nurse or practice nurse and HCA are by appointment and these can be arranged by phoning 01268 562444 or calling in at reception. For routine appointments we will make every effort to ensure you are seen by the doctor of your choice but if this is not possible, then an explanation will be given. We offer pre-bookable and same-day appointments. Pre-bookable appointments can be booked in advance with your usual/chosen GP if available. Same-day appointments are booked on the day with one of the GPs on duty.

**Please let us know if you cannot keep an appointment as someone else may need it.**

If you are unable to attend your appointment, please inform us by.

by telephone – 01268 562444 option 1

### ***Did Not Attend Appointments Policy***

It is our practice policy to monitor all cases of patients not attending appointments and contact will be made with all patients who fail to inform the practice that they will not be attending their appointment. If you fail to attend on three occasions throughout a 12 month period for appointments you will be removed from the practice list and have to find an alternative GP practice.

## ONLINE SERVICES

You can now book certain appointments online and order your repeat medication using our online services.

All patients registering for this service will need to provide photographic identification, passport, driving license to be issued with a user login.

## OUT-OF-HOURS SERVICE

For urgent treatment outside normal surgery hours please call 111, your call will then be allocated to the most appropriate service. The ICB is responsible for commissioning this service. There is no charge for calls to this number.

## EXTENDED ACCESS

Appointments are available 6.30 - 8.00pm Monday-Friday, 8.00am - 2.00pm Saturday-Sunday and over bank holidays. You will be informed where the appointment is held - there is no walk-in service available,

## HOME VISITS

For home visit requests call 01268 562444 as early as possible, preferably before 10.00am. Sometimes a doctor or nurse will ring you back to assess if a home visit is appropriate and how urgent it is. If you can get to the surgery, please do so. We rely on the good common sense of our patients in this respect. With the facilities at Swanwood Partnership we can make a much better assessment of your problem. Home visits are for those too ill to come to the surgery and not for patients for whom it is inconvenient.

## RESULTS

For all results, please telephone weekdays between 2.00pm and 6.00pm. Results will only be given to the patient direct and not to relatives, for reasons of confidentiality and security. Results for patients under 16 years of age will be given to the parent/guardian if appropriate. The receptionist will only be able to state that the result is normal or that you will have to see the doctor. Please do not expect the receptionist to relay any other information regarding the test.

## REPEAT PRESCRIPTIONS

Repeat prescriptions may be requested by post, online via Systmone or by you or your representative calling personally at the dispensary. Please note we need three working days' notice to provide repeat prescriptions and, where necessary, you should arrange to see your doctor in good time for authorisation of prescriptions.

## REPEAT PRESCRIPTIONS FOR SWANWOOD PARTNERSHIP PATIENTS ONLY

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service, or EPS for short. The EPS is an NHS service that sends your prescription from GP surgery to Pharmacy without the need for a paper copy. You can nominate a pharmacy of your choice and this pharmacy will receive your prescription directly from your GP, via the EPS. Ask someone at the GP surgery or at any pharmacy that offers EPS to add your nomination for you. You don't need a computer to use EPS. With EPS you will not have to visit your practice to pick up your paper prescription anymore. You will have more choice about where to get your medicines from because you can choose a pharmacy near to where you live, work or shop. EPS is reliable, secure and confidential. Your electronic prescription will only be seen by the same people in GP practices and pharmacies who see your paper prescription now. If you are interested in using the EPS Service speak to your pharmacist or GP practice staff.

## COMPLAINTS AND SUGGESTIONS

We welcome suggestions for improving our services. These can be made to individual members of staff or in writing to the Practice Manager,

### ***Complaints Procedure***

We aim to provide the best services possible but there may be times when you feel this has not happened. If you feel you have grounds for complaint, please discuss these with the member of staff concerned, when it is hoped any problem can be resolved at once. However, should you not wish to speak to the person concerned, please put your concerns or issues in writing addressed to either the Practice Manager. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

## **PATIENT EXPERIENCE**

If you have any concerns, compliments, comments, complaints or need advice or information about local NHS services, you may also contact Mid and South Essex ICB on 01268 594350

## **GDPR - CONFIDENTIALITY/ACCESS TO MEDICAL RECORDS**

Due to the new General Data Protection Regulations which came into force 25th May 2018 we will not be able to discuss the patient's medical records without written consent with anyone other than the patient.

All staff are bound by strict rules of confidentiality, your information may be shared with others in the following circumstances:

- To provide further medical treatment for you, eg from district nurses and hospital services.
- To help you obtain other services eg from social care – this requires your consent.
- When we have a duty to others eg in child protection cases.
- Anonymised patient information will also be used at local and national level to help plan services eg for diabetic care.
- Patients may request copies of their medical records. An access form will need to be completed and these forms are available from reception. A fee maybe applicable.

## **CONFIDENTIALITY STATEMENT**

We hold your patient records in the strictest confidence, regardless of whether they are electronic or on paper. We take all reasonable precautions to prevent unauthorised access to your records, however they are stored. Any information that may identify you is only shared with the practice team, or, if you are referred to hospital, to the clinician who will be treating you.

## CARE DATA

Under the powers of the Health and Social Care Act 2012 (HSCA), the Health and Social Care Information Centre (HSCIC) can, under certain circumstances, require Personal Confidential Data (PCD) from GP Practices without seeking patient consent. One of the first initiatives using these new powers is the care.data service. This service has been commissioned by NHS England and will be delivered by the HSCIC. In general, such data will only be made available to accredited third parties in anonymised, pseudo anonymised or aggregated form. The default position for all patients is that PCD will leave the practice where there is a legal basis. Patients CAN object to this, it is important that your wishes are respected. If you object to your data being extracted, please complete a form available from our reception, we can then update your records accordingly.

Further information is available at [www.england.nhs.uk/caredata](http://www.england.nhs.uk/caredata)

## FREEDOM OF INFORMATION

Information required for disclosure under this Act can be made available to the public. Requests for such information should be made to the practice manager.

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders

## CHANGE OF PERSONAL DETAILS

If you move or change your name or telephone number, please let us know so that we can update our records. If you move out of the practice area (see back cover) it will be necessary for you to register with another practice/surgery. The receptionists will help you with queries about practice boundaries.

## DISABLED

Swanwood Partnership has parking spaces, wheelchair access, and toilet facilities for the disabled.

## RESTRICTED CAR PARKING

Car parking spaces at the rear of Swanwood Partnership are strictly reserved for doctors, staff, the disabled and emergency services. Parking for patients is available.

## OTHER SERVICES

### ***Asthma***

More than five million people in the UK are being treated for asthma. By understanding the condition and how to treat it, you can help yourself and the doctor keep your asthma under control.

Your doctor will be able to give advice.

### ***Cervical Screening***

This important aspect of preventative medicine is readily available at the practice and appointments can be made to have this simple test undertaken by the nurses or your doctor where appropriate.

### ***Child Health Surveillance***

All babies are requested to attend for their initial check-up between six to ten weeks of age. This is to assess such things as growth, hearing, development etc. Special time is set aside, so please try to attend or let us know as early as possible if you cannot make the appointment.

### ***Childhood Immunisation***

Children should have protection against diphtheria, tetanus, whooping cough, polio, Hep B, pneumococcal infections, MMR, Rotavirus, HIB and Men C. You will be contacted by letter when these immunisations are due.



### ***Contraception***

All the doctors and some nurses can provide advice on the various forms of contraception, including caps and coils. This, like all services provided by the practice, is completely confidential. Emergency contraception is available.

### ***Counselling***

Counsellors are available and your doctor can refer if appropriate.

### ***Diabetic Clinic***

Most of our diabetic patients are looked after at these clinics, although some with particular problems may still go to hospital. The nurses can advise or you may be referred by your doctor.

### ***Health Promotion***

We strongly support the emphasis and trend towards health education and self-reliance. Each person is largely responsible for their own state of health. Prevention is far better than cure and many conditions can be prevented by a healthy lifestyle without the need for drugs and treatment. The doctors and the practice nurses and health care assistants will always be ready to offer help and encouragement.

### ***Hypertension***

High blood pressure is a condition which, if untreated, can lead to damage of the eyes and kidneys and increase the incidence of heart disease. If you suffer from raised blood pressure, the doctor may refer you to the nurse for advice and monitoring of the problem.

### ***Influenza Vaccination***

Each winter a program for flu vaccination is carried out at the surgery. It is strongly recommended that patients at greatest risk, ie the elderly, diabetics, COPD and those with a history of heart disease, take advantage of this vaccination.

### ***Smoking***

Our doctors and nurses can give advice to help you stop smoking. There is a local smoking cessation helpline on freephone 0300 303 9988.

### ***Specimens***

These should be labelled with Name and Date of Birth. These need to be handed into the Reception Team before 10.30 am Mon - Fri

### ***Well Person Checks***

The nurses can advise or, alternatively, speak to your doctor.

## **PATIENT PARTICIPATION GROUP**

We have formed a Patient Participation Group (PPG). We are seeking patients from all age groups and walks of life. You do not need any clinical knowledge or local expertise to join our PPG.

### ***PPG members may assist in:***

Helping us ask relevant questions in our practice survey

Helping us review the results of our practice survey

Advising us of any ideas on improving the service

We promise not to bombard members with e-mails or correspondence.

If you are interested in getting involved, please let us know by obtaining information from our reception.

## **USEFUL TELEPHONE NUMBERS**

Smoking Cessation Helpline      0300 303 9988

Social Care   0845 603 7630

EssexPolice 0300 3334444

Registrar of Births/Marriages/Deaths      0845 603 7632

Citizens Advice Bureau      0844 4994719

Samaritans 08457 909090

## **NOTES**