

AWARD WINNING

LOXWOOD MEDICAL PRACTICE

A GP TRAINING PRACTICE



www.loxwoodmedicalpractice.co.uk



GP TEAM

DR JOHN MITCHINSON,

MBBS (1989), DFFP, MRCGP GMC: 3328286

DR MARK PIPER,

MBBS (2009) BSc., MRCGP GMC: 7040449

DR LOUISE SMY,

MB CHB (2000), MA, MRCP, MRCGP GMC: 469903

DR TIM MCEWEN,

MBBS (2012), MEng (Hons), MRCGP, MSc (Distinction). GMC: 7285071

DR EMMA HUMPHREYS,

MBBS(2010), BSc, MRCGP(2015), PGCE, DRCOG, DFSRH, LoC IUT, LoC SDI GMC: 7083874

Farm Close, Loxwood, Billingshurst, West Sussex RH14 0SU

Telephone: 01403 752246

Email: loxwood.txt@nhs.net

Open: 8.00am to 6.30pm Monday to Friday





HANDS



FACE



SPACE

RESTRICTED SERVICES DUE TO COVID-19 PANDEMIC

Loxwood Medical Practice recognise that in order to maintain a Primary Care Service for all of our NHS patients, 'normal' service may appear different for the foreseeable future. The remainder of this brochure explains how the surgery normally provides its services. Please understand that changes are a necessity, listen to the guidance our staff give you and act accordingly.

WE ARE NOT ABLE TO PROVIDE ACCIDENT AND EMERGENCY SERVICES.

WE ARE NOT A MINOR INJURY UNIT.

WE CAN ONLY SEE YOU BY APPOINTMENT.

AVOID COMING INTO OUR SURGERY BUILDING WHERE POSSIBLE, UNLESS YOU HAVE A SCHEDULED APPOINTMENT OR HAVE BEEN ADVISED TO DO SO.

Most GP appointments where a face to face consultation is a clinical necessity will be triaged first.

You will be required to wear a face covering for any face to face appointments.

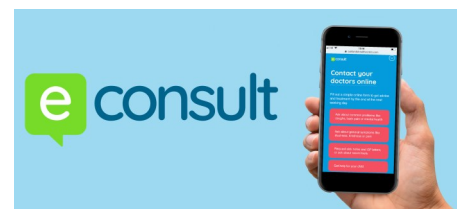
You will be asked by a member of staff a number of questions relating to Covid-19 symptoms prior to any face to face appointment booking. We will follow the latest government guidance so these questions may change.

1. Attend your appointment **UNLESS** in the last 10 days **YOU HAVE** had a Covid PCR test yourself **OR** been in contact with anyone with a positive Covid test result
2. Have travelled internationally and are waiting for the result of a PCR test
3. A continuous cough
4. A high temperature
5. A new change in taste or smell

If you have experienced these symptoms please tell us, a routine appointment must be rescheduled.

For a blood test an **urgent query only** or if you have received a text or letter invite you may call our reception team on 01403 752246.

To maintain a high level of care and for your safety, if you need a routine GP or Nurse appointment or advice, your first point of contact with us **must** be via eConsult. Only call reception if you are **unable** to access the internet and therefore not able to provide us with an eConsult request. eConsult submits an electronic request via email, you can access eConsult through our website. A member of staff will contact you within 24 hours of receipt of your request. If you have any difficulty doing this please ask reception for help.



All repeat medication is ordered as normal, please see page 4. You can collect it from the window at the side of our building. Please be aware of moving cars in the car park or wet slippery grass areas.

A SMALL PROPORTION OF GP AND NURSE APPOINTMENTS ARE AVAILABLE TO BOOK ONLINE ALTHOUGH THIS SERVICE IS LIMITED DUE TO COVID RESTRICTIONS.

MEET OUR TEAMS

DOCTORS

DR JOHN MITCHINSON

Dr John Mitchinson graduated from The London Hospital Medical College in 1989. He has been a partner here at Loxwood since February 2006 and works full time. He has a special interest in Diabetes. He is happily married with 2 children. He enjoys a DIY challenge and exercise.

DR MARK PIPER

Dr. Mark Piper trained at St. George's Hospital Medical School, graduating with distinction in 2009. He undertook hospital training posts throughout Surrey before qualifying as a GP in 2015. He has particular interests in gastroenterology, respiratory medicine and paediatrics. Dr. Piper is happily married with three young children and most of his spare time is spent with them. When he gets the chance he enjoys golf, mountain-biking and watching rugby.

DR LOUISE SMY

Dr Smy graduated from Edinburgh University in 2000, she undertook 3 years on a general medical rotation before starting General Practice training, which she completed in 2007. Dr Smy subsequently spent around 8 years in medico-legal medicine before returning to General Practice in 2017. She successfully completed the General Practice refresher training scheme in early 2018 and is very much enjoying being back in general practice. In her spare time Dr Smy enjoys music (both playing and listening), cycling and spending time with family and friends.

DR TIM MCEWEN

Dr Tim McEwen trained at Nottingham University and graduated in 2012 after initially training as a Civil Engineer. He completed his GP training via the Royal Surrey County Hospital training scheme and has since undertaken further Sports, Exercise and Musculoskeletal Medicine training. He works as a GP at Loxwood and as a Doctor with Harlequins Rugby Club. Dr McEwen is married with a young family and his spare time is spent with them and exercising including cricket, cycling and running.

DR EMMA HUMPHREYS

Dr Emma Humphreys trained at St George's Hospital Medical School as a mature student in her 30s, following a previous career as a teacher. She qualified as a GP in 2015 and worked as a Partner in a Guildford practice. Dr Humphreys loves the variety and challenge of General Practice and has additional diplomas in women's health. Three of her four children have now left home, leaving more time for music, especially choral singing. After taking up running in her 40s she has recently completed her first half marathon.

A TRAINING PRACTICE

Loxwood Medical Practice is recognised as a GP training practice. You may see a GP registrar who is a qualified doctor in training, to become a GP. All registrars work under the supervision of Dr Mark Piper who is a GP trainer. If you have any concerns about your consultation or do not wish to see the registrar please inform us at the time of booking your appointment.

MEET OUR TEAMS

NURSE TEAM

Mrs Sarah Sprinks, CSGPN, Community Specialist Practitioner. Sarah is available by appointment and works alongside our doctors with 'Minor illness' appointments in addition to all other nurse services. 'Minor illness' appointments are available most days. These appointments are for patients (over 5 years of age) who have minor ailments such as coughs and colds and general illness, ear pain or hearing loss, nausea or diarrhoea, emergency contraception advice, vaginal discharge, sprains and strains or minor injury. They are not for 'on going' or long term problems for which you have previously seen the doctor. Sarah is an independent prescriber. She will always seek advice from the doctor if needed. These appointments are available to book on the day and up to 5 days in advance by submitting an eConsult.

Mrs Carla Allan RGN RM (Practice Nurse) and **Mrs Ivora Howland** RGN (Nurse Prescriber).

They are available to see you by appointment and can help you with:-

- High blood pressure
- Cervical smear tests
- Diabetes
- Asthma reviews
- Dietary advice
- Contraceptive advice
- Blood pressure checks
- Routine HRT checks
- New Patient Medicals
- Wound dressings
- Suture removal and much more. (Currently travel advice & vaccinations have been suspended)

ASSISTANT PRACTITIONER, HEALTHCARE ASSISTANT , PHLEBOTOMIST

Debbie Peacock Assistant Practitioner and **Jessica Pitts** Healthcare Assistant can help you with:-

- Blood tests
- Blood pressure checks
- New patient medicals
- Wound dressings
- Suture removal
- Ear irrigation
- Wound dressings
- Smoking Advice
- Vitamin B12 injections
- NHS Health checks
- Flu/shingles vaccinations. Our phlebotomy service is also provided by **Marie Beckwith**.

PCN STAFF

Rural North Chichester Primary Care Network share some specialist staff between local surgeries.

Jackson Ellis is an MSK First Contact Practitioner and is available here one day per week to see patients with musculoskeletal conditions such as back, neck, knee or shoulder pain.

Elvinas Hunger MPharm (2015) is our Pharmacist and a point of contact for any pharmacy related query he also provides medication reviews and care for patients with long-term conditions and common ailments. His role supports the Practice in optimising medicine supply according to NHS standards.

COMMUNITY TEAMS

The **district nursing team** provides skilled nursing care to those who require it in the community.

They are available to provide help and support for carers, the long term or terminally ill. The district nurses can be contacted by calling One Call on 0845 092 0414.

The **health visitor service** provides home visits to all families with children less than 5 years of age. They are involved in antenatal care and child health development. They can be contacted at Rose Wing, Horsham Hospital, Hurst Road, Horsham RH12 2DR or telephone: 01403 227000 ext 7507. Alternatively you can visit the Billingshurst Children and Family Centre, Station Road, RH14 9RY or find them online at <https://www.westsussex.gov.uk/education-children-and-families/find-a-children-and-family-centre/horsham-area/billingshurst-children-and-family-centre/> for general support.

Social prescriber We are fortunate to provide an integrated care service with Lucy Hallett from Chichester District Council. She is able to support patients who might need help or advice with problems such as housing, benefits, loneliness, transport and IT skills.

If you feel she might be able to help you then please ask or call reception.



MANAGEMENT AND ADMINISTRATION TEAMS

PRACTICE MANAGER

Suzanne Ashworth, Practice Manager and Mandy McDermott, Assistant Practice Manager are here to support the practice with the business needs, such as human resources, contracts, finance, patient safety, premises, IT and equipment. The Management Team supports the practice in the day to day functioning to deliver services to patients.

They can be contacted directly by emailing cwscg.loxwoodmanagement@nhs.net

RECEPTION MANAGER

Jan Smithers leads our reception and administration teams in the day to day running of the offices.

ADMINISTRATION TEAM

Medical Secretaries Cheryl and Sara assist the clinical teams with referrals and all general secretarial duties, ensuring a smooth liaison between primary care, secondary care and community care. If you would like to speak to them directly this is option 3 on the main reception telephone number.

The clinical team are further supported by a team of administration staff who liaise with patients.



All our staff will treat anything you tell them with absolute confidence and compassion. Please help them to help you. If you wish to speak to a member of the administration team in private please let us know. If you have difficulty communicating due to learning difficulties, language or sensory impairment please let us know so that we can ensure that your needs are met.

THE DISPENSARY

We are able to offer dispensing services to all our patients who live more than one mile from a pharmacy. The dispensary is open between the hours of 08:00 and 6:30, Monday to Friday.

It closes for 1 hour every day between 2.00pm and 3.00pm.



REPEAT PRESCRIPTIONS

Repeat medication can be ordered by visiting our website www.loxwoodmedicalpractice.co.uk, online access, by email request to loxwood.txt@nhs.net, by post or in person using the red post box in the entrance porch. Prescription requests cannot be taken over the telephone unless by prior agreement with your doctor. **Please allow us a minimum of three working days to process your request.**

To register for online access, download the SystmOnline application form from our website. For more details see page 5.

Emergencies - What to do if you have run out of your medication and need an emergency supply.

During our opening hours, Monday to Friday 08:00 -18:30 call 01403 752246 and press option 2 to speak to a staff member of our dispensary team. When we are closed, in the evening or during the weekend call NHS 111.

HOW TO SEE A CLINICIAN

You need to be a registered patient at the surgery before you may seek help and advice from a doctor, advanced nurse practitioner or nurse. To do this, you must complete a 'New Patient' registration form, available from our website. If you are unable to use our website, call reception 01403 752246 and a form will be made available for you to collect. **All consultations are by appointment only.**



To make a doctors appointment or if you have any non urgent query, first please submit your request via an eConsult. This gives you access to self-help, allows you to complete administrative tasks such as requesting a sick note remotely, and helps the GP or nurse safely and quickly assess what medical care you may need. You will be required to complete questions about your query, and you can make a request on behalf of someone else such as a child. Make sure we always have the correct contact details for you, is your mobile phone number and email address accurate on your medical record? 27,047, that is 63.8 % of all clinical appointments are face to face*.

If you have an urgent query or medical need, or you are unable to use the internet, or if you have been asked to book a blood test appointment, you have received a text or invite by letter you can call our reception team on 01403 752246 during surgery opening hours.

GP routine appointments are available Monday to Friday in the morning and afternoon. These can normally be booked up to 5 weeks in advance. If you need to see a doctor quickly, a duty doctor is available each day for medically, urgent appointments that cannot wait. Please let us know if you cannot attend a scheduled appointment 5,488 patients DNA!*

We recommend that you register with us for SystmOnline.

This digital service allows you to book, cancel and view your appointments online, however we have suspended most GPOnline appointment booking at the moment to enable us to safely triage patient needs to minimise direct contact between patients and staff. **You can only register for SystmOnline in person with photo identification.**



Our registered patients can access GP Additional Hour appointments (GPAH) and nurse appointments until 7.30pm on some weekdays, and on some weekends. Nurse weekend appointments are available at Petworth Surgery and can only be for cervical smear tests, wound dressings or respiratory conditions. GPAH appointments take place at multiple locations across West Sussex. If these appointment times suit you better and you would like to book one of these appointments please inform the reception team.

VIEW YOUR MEDICAL DETAILS

Please call between 2.00pm and 4.00pm for any results. Much of your medical history can be viewed digitally with various apps or your SystmOnline account. Although we would like to help you as much as possible with digital access, there are many things that as a GP Surgery we cannot assist you with, such as a QR code or a Covid Pass. You can call **119** from the UK only for information about this, visit www.gov.uk/coronavirus or download the NHS App.



OUT OF HOURS EMERGENCIES

Outside surgery working hours, GPs and other professionals are available to advise about medical problems that cannot wait until the surgery is next open. If you feel your problem cannot wait for the surgery to open, call NHS 111. In an emergency only dial 999.

Our nearest Walk-in centres are listed below, please call them or visit their websites prior to travelling to see if they have a service that meets your medical needs:

- Woking Walk-in Centre, Woking Community Hospital, Heathside Road, Woking, Surrey GU22 7HS
Tel: 01483 846209. Open Mon to Sun 8.00am to 8.00pm. (**Adults and Children aged over 1 only**)
- Crawley Urgent Care Centre, Crawley Hospital, West Green Drive, West Sussex RH11 7DH
Tel: 01293 600300. Open 24 hours per day, 7 days per week. (**Adults and Children aged over 1 only**)
- Horsham Minor Injuries based at Horsham Hospital, Hurst Road, Horsham West Sussex RH12 2DR.
Tel: 01403 227000. Open Mon to Fri 9.00am to 5.00pm. (**Adults and Children aged over 1 only, no X-rays for children under that age of 2**)
- Haslemere Hospital, Church Lane, Haslemere, Surrey, GU27 2BJ Tel: 01483 782300
Open Mon to Fri 9.00am to 5.00pm. (**Not suitable for children under 2 years of age**)

Minor injuries can treat: bites and stings, cuts and grazes, minor burns and scalds, minor eye/ear/nose injuries (inc removal of foreign bodies), minor head injuries, splinters, sprains/strains and limb injuries, suspected breaks or fractures of bone, neck pain or chest infections.

You will need to attend an A&E department for the following; Allergic reactions, asthma/breathing difficulties, earache and ear infections, mental health needs, pregnancy related problems, injuries that require a neck/chest or back x-ray, serious injuries, severe chest pain (dial 999) stomach pain/vomiting and diarrhoea.

Our nearest Accident and Emergency Departments are all open 24 hours per day 7 days per week and are located at:

- Royal Surrey County Hospital in Guildford GU2 7XX
- St Richards Hospital in Chichester PO19 6SE
- Frimley Park Hospital in Camberley GU16 7UJ
- Royal Sussex Hospital in Brighton BN2 5BE
- East Surrey Hospital in Redhill RH1 5RH
- Princess Royal Hospital in Haywards Heath RH16 4EX

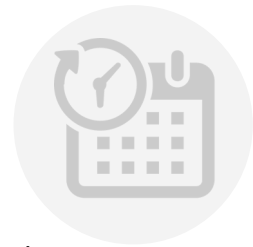
Use the right service



HOME VISITS

Terminally ill and housebound patients may be visited at home by prior arrangement. Please request a home visit by telephoning 01403 752246. The receptionist will ask your name, address, telephone number and the nature of your illness so the degree of urgency can be assessed. If possible, please request visits before 11.00am. Home visits are provided to those patients who remain housebound or are too poorly to visit us in person only.

REVIEW DATES



Medication reviews and chronic disease reviews are both held at the surgery and by telephone with our clinical team or by the Pharmacist Elvinas Hunger, he is able to advise you about any medication queries. It is vital that you have these reviews to ensure that your long term condition is monitored and the correct medications are being prescribed. Our doctors and nurses are responsible for prescribing and they may have to stop your prescription if you have been invited repeatedly and have not attended for a regular review.

FIT TO WORK

The doctors do not issue a certificate for the first week of illness in accordance with government guidelines. Self-certificates should be completed, which are available on request from your employer or you can complete a form online at www.gov.uk. If you are ill for more than 7 days you will need to submit an eConsult to request a telephone consultation with a doctor for a sick certificate.

CHAPERONES

For 'intimate' examinations your doctor or nurse may request a chaperone. This is to protect both you and the clinician. This service should be offered to you, or you may ask. You can also request to see either a male or female GP depending on availability. Currently due to Covid restrictions we ask that you attend a face to face appointment alone, unless you have made a specific agreement with the clinician prior to your appointment, you are a carer or you are accompanying a child.

OTHER SERVICES

We offer several other services, some are held here at the surgery others you may have to travel to;

- Chichester Wellbeing Advisors
- Physiotherapy
- Child development
- Podiatry
- Diabetic and Dietetic care including retinal eye screening
- Minor Surgery
- Joint Injections
- Counselling
- Private medical examinations for insurance companies.

These may be via telephone or video consultation and may be restricted or limited due to guidelines surrounding Covid-19. Influenza, shingles and pneumonia can cause serious illnesses especially in vulnerable, young or elderly people. We have an active programme for many vaccinations and the doctors strongly recommend vaccination for those most at risk. Please contact us or ask the doctor or nurse for further advice, visit our own website or www.nhs.uk.

DISABLED ACCESS



There is wheelchair access throughout the building and all patient facilities. All consultation rooms are on the ground floor for easy access. A disabled parking bay is near the main entrance door.

PATIENT PARTICIPATION GROUP

Loxwood Medical Practice Patient Participation Group is an important part of our service to patients and enables us to seek the views from patients on how the Practice is performing and how things could be improved.

Getting involved with your practice If you would like to take part in patient surveys, receive patient newsletters by email or make any suggestions for improved services please email us, loxwood.txt@nhs.net.

OTHER USEFUL INFORMATION

Change of Personal Details If you change your name or address, please remember to inform us. We will need to see proof of your name change such as a deed poll or marriage certificate or a utility bill. These can be scanned and emailed to us or put in the post. Please include details of any new telephone numbers including mobiles and your current email address.

Young Adults over the age of 13 you can change the mobile telephone number and email details held on your medical record, to your own. After your 16th birthday you will need to visit reception and update your password for access to our online services as this expires on your 16th birthday. If you would like us to speak with your parents about your care we need your signed, written consent.

Comments We always welcome your views on our services. A suggestion box is provided at the main entrance area for your use or you may email loxwood.txt@nhs.net. We also run patient surveys occasionally, so look out for them on our website, our Facebook page and in the waiting room. We would greatly appreciate you visiting www.iwantgreatcare.org, www.nhs.uk or our Facebook page www.facebook.com/loxwoodmedicalpractice where you can leave a review for a specific member of staff or the team as a whole.



what do our patients say?



Did you get
great care
today?

iWantGreatCare.org

Violent or Abusive Patients will be reported to the Police and prosecution will be pursued. Such patients will be removed from the practice list with immediate effect. The Practice supports the government's 'Zero Tolerance' campaign for all Health Service Staff. This states "NHS staff should be able to come to work without fear of violence, abuse or harassment from patients or their relatives."

In the interest of all patients and our staff we expect that our NHS service will be used responsibly and if you have cause for a complaint or are unhappy with any part of our service, you can report these concerns in an appropriate manner. Unacceptable behavior, whether it is verbal, written or physical also includes persistent or unrealistic demands that cause our staff stress. Your requests will be met wherever possible and explanations given when they cannot. Please see page 10 for more information regarding our complaints procedure.

CONSENT

Where possible, a clinician must be satisfied that you understand and consent to a proposed treatment, immunisation or investigation.

Implied Consent

This will be assumed for many routine physical contacts with you.

An explanation will be given to you about what he or she is about to do, and why.

The explanation will be sufficient for you to understand the procedure.

Expressed Consent

Your consent can be written or verbal and will be obtained for any procedure which carries a risk that you may consider as being substantial. A note will be made in the medical record detailing the discussion about the consent and the risks.

Obtaining Consent

Consent will include the provision of all information relevant to the treatment. Any questions posed by you will be answered honestly, and information necessary to make an informed decision.

The person obtaining consent will be fully qualified and will be knowledgeable about the procedure and the associated risks.

The Practice acknowledges your right to refuse consent, delay the consent, seek further information, limit the consent, or ask for a chaperone.

Consent for children

Everyone aged 16 or more is presumed to be competent to give consent for themselves, unless the opposite is demonstrated. If a child under the age of 16 has "sufficient understanding and intelligence to enable him or her to understand fully what is proposed" (known as Gillick Competence), then he or she will be competent to give consent for him or herself. Young people aged 16 and 17, and legally 'competent' younger children, may therefore sign a Consent Form for themselves, but may like a parent to countersign as well.

For children under 16 (except for those who have Gillick Competence as noted above), someone with parental responsibility should give consent on the child's behalf by signing accordingly on the consent form.



Summary Care Records

This consists of an upload of medications, allergies, and adverse reactions from GP records onto a central 'spine' or national database. The SCR may be expanded to include further medical information in time. The government has decided that patients' records will be uploaded **UNLESS THEY OPT OUT**. Loxwood Medical Practice does not offer guidance either way but Opt-out forms are available on the internet at <https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients#opting-out>

RESEARCH READY

We have achieved the Research Ready status with the Royal College of General Practitioners and have run several high quality clinical research trials in the last few years. Ivora Howland is our Research Lead Nurse.



COMPLAINTS INFORMATION

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please feel free to contact any of the management or administration teams in the first instance. You can do this in person, by telephone, letter or email to complaints.loxwoodmedicalpractice@nhs.net. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do 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. Complaints should be addressed to the Practice Manager, Suzanne Ashworth, or any of the doctors. We can accept verbal complaints but any complaint will still need to be recorded in writing and you will be given a copy.



Complaining on behalf of someone else You may wish to make a complaint on behalf of someone else. You need to have their consent and the practice must be satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given. Please note that we keep strictly to the rules of confidentiality. We have a complaints consent form available, please contact our administration team for a copy of this.

We shall acknowledge your complaint as soon as possible. We aim to look into your complaint promptly when you raise it with us and to provide you with a written response as soon as a full investigation has been completed. We will let you know if our investigation may be delayed, and keep you updated with the progress of your complaint.

We shall offer you an explanation, or a meeting with the people involved. When we look into your complaint we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned if you would like this
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem doesn't happen again

COMPLAINTS INFORMATION

Complaining to NHS England (Surrey and Sussex)

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to contact NHS England (Surrey and Sussex) if you feel you cannot raise your complaint with us or you are dissatisfied with our procedure.

- Telephone: 0300 311 2233 (Monday to Friday 8am to 5pm, excluding English Bank Holidays)
- Email: england.contactus@nhs.net Please write 'For the attention of the Complaints Manager' in the subject line
- Write to: NHS England, NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT

You may also contact:

Healthwatch

www.healthwatch.co.uk/help-making-complaint

Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services.

- Telephone: 0300 012 0122
- Email: helpdesk@healthwatchwestsussex.co.uk
- Write to: PO Box 1360 Crawley West Sussex RH10 0QS

GENERAL DATA PROTECTION REGULATION

Please ask at Reception if you require further information or would like to view our privacy notices relating to: ● Summary Care Record ● National screening programs ● NHS Digital ● Research ● Care Quality Commission ● Commissioning, planning, risk stratification & patient identification ● Direct Care – Emergencies ● Payments ● Safeguarding ● Public Health

The NHS asks you for information about yourself so that you can receive proper care and treatment. This information is kept together with the details of your care, because it may be needed if you are seen again.

The NHS may use some of this information for other reasons, for example:

- To help improve the health of the public generally
- To see that the NHS runs efficiently
- To plan for the future
- To train NHS staff
- To pay bills
- To carry out medical and other health research for the benefit of everyone.

Everyone working for the NHS has a legal duty to keep information about you confidential. Sometimes the law requires the NHS to pass on information, for example, to notify a birth. The NHS Central Register for England & Wales contains basic personal demographic details of all patients registered with a general practitioner. The Register does not contain clinical information.

You may be receiving care and treatment from other organisations as well as the NHS. In these circumstances it may be necessary to share some information about you so that you can receive the best possible treatment.

We only ever use or pass on information about you if there is a genuine need for and is in everyone's best interest. Whenever we can, we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

If your doctor is requested to report information to external agencies such as solicitors or insurance companies he/she will only do so with your explicit consent. Anyone who receives information from us is also under a legal duty to keep it confidential.

If at any time you would like to know more about how we use your information you can write to: NHS Coastal West Sussex CCG, Wicker House, High Street, Worthing BN11 1DJ or call 01903 708400, or email sxccg.contactus@nhs.net

You have a right of access to your health records.

PRIVACY POLICY - DIRECT CARE & GENERAL DATA PROTECTION REGULATION

This practice keeps data on you relating to who you are, where you live, what you do, your family, possibly your friends, your employers, your habits, your problems and diagnoses, the reasons you seek help, your appointments, where you are seen and when you are seen, who by, referrals to specialists and other healthcare providers, tests carried out here and in other places, investigations and scans, treatments and outcomes of treatments, your treatment history, the observations and opinions of other healthcare workers, within and without the NHS as well as comments and aide memoires reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

When registering for NHS care, all patients who receive NHS care are registered on a national database, the database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS

GPs have always delegated tasks and responsibilities to others that work with them in their surgeries, on average an NHS GP has between 1,500 to 2,500 patients for whom he or she is accountable. It is not possible for the GP to provide hands on personal care for each and every one of those patients in those circumstances, for this reason GPs share your care with others, predominantly within the surgery but occasionally with outside organisations. If your health needs require care from others elsewhere outside this practice we will exchange with them whatever information about you that is necessary for them to provide that care. When you make contact with healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all of those reports. Normally we will receive equivalent reports of contacts you have with non NHS services but this is not always the case.

Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law.

People who have access to your information will only normally have access to that which they need to fulfil their roles, for instance admin staff will normally only see your name, address, contact details, appointment history and registration details in order to book appointments, the practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts whilst the GP you see or speak to will normally have access to everything in your record.

You have the right to object to our sharing your data in these circumstances but we have an overriding responsibility to do what is in your best interests. Please see below.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) Data Controller contact details	Dr John Mitchinson loxwood.txt@nhs.net 01403 752246
2) Data Protection Officer contact details	Trudy Slade trudy.slade@nhs.net
3) Purpose of the processing	Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.
4) Lawful basis for processing	The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR: <i>Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'. Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'</i> We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"
5) Recipient or categories of recipients of the processed data	The data will be shared with Health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care.
6) Rights to object	You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance
7) Right to access and correct	You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	The data will be retained in line with the law and national guidance. https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016
9) Right to Complain.	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

* "Common Law Duty of Confidentiality", common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.

OUR CORE VALUES AND PRINCIPLES WHICH GUIDE US

Patient-centered:

Each patient's individual needs and experience are our first consideration and at the heart of everything we do.

Quality:

To provide the highest possible standards of care and treatment to patients with diversity, equity and equality of access.

Premises:

To provide our patients with a clean, modern and safe environment when they visit us.

Ethical:

To work within an ethical frame work at all times through a policy of openness and transparency.

Innovation:

To continually innovate to bring about change for the wellbeing of our patients. These will be met as far as possible as financial resource shall allow.

Teamwork:

To work together and support each other for the benefit of our patients.

Staff:

To invest in the development of staff to provide a highly skilled workforce. Our staff is expected to display compassion, courtesy, professionalism and integrity in all their dealings with patients, their families and with each other.

We undertake to:

- Treat you with respect and courtesy at all times.
- Provide you with advice and treatment in a timely manner.
- Help you make decisions about your health by treating you as an individual.
- Discuss what treatment is available and refer you on to other experts where necessary.
- Act as your advocate and guide, when you need health and social services.
- Maintain confidentiality in what we discuss and the records we keep on your behalf.
- Keep up to date with developments in health care by continuing to learn.

In return we ask you to:

- Respect our staff; they always try to do their best for you.
- Keep your appointment, or let us know as soon as possible if you are unable to attend.
- Only use the out-of-hours services for urgent conditions which can't wait until the next day or until after the weekend.
- Let us know if you have any suggestions or cause for complaint as soon as possible.

DID YOU KNOW?

Registered patients

We currently look after 6,332 patients in the rural countryside of West Sussex and Surrey.

Telephone calls

Following the easing of Covid restrictions in May 2021 our surgery received 15,760 telephone calls in just that one month alone.

Appointment statistics

During the 52 week period of 31st August 2020 to 29th August 2021 Loxwood Medical Practice had a total of 42,371 appointments with all clinicians.

Of these appointment 27,047 were face to face, an average 63.8%

Unfortunately during this same period a total of 5,488 patients did not attend their booked appointment as planned.

This is why we use eConsults

During the month of November 2021 we received a total of 1067 visitors to eConsult.

8 were directed to self-help information as they did not need advice directly from a GP or Nurse.

4 were directed to a Pharmacy as this was a more appropriate route for their needs.

55 patients were directed to more suitable healthcare services that could provide them with the most appropriate care and did not require a GP or Nurse appointment.



YOUR PARTNER FOR A HEALTHIER FUTURE

LOXWOOD MEDICAL PRACTICE

KEEP IN TOUCH WITH US



Telephone: 01403 752246



Website: www.loxwoodmedicalpractice.co.uk



Email: loxwood.txt@nhs.net



Facebook: www.facebook.com/loxwoodmedicalpractice

Inspected and rated

Good



CareQuality
Commission

LOXWOOD VILLAGE

