

## Claremont Bank Surgery Patient Information

Address: Claremont Bank Surgery, Shrewsbury, Shropshire, SY1 1RL

Tel: 01743 248244

Website: [www.claremontbanksurgerv.co.uk](http://www.claremontbanksurgerv.co.uk)

### Surgery Doctors

<u>Dr E M Stapleton</u> (Senior Partner)	MB BS (1985 London) BSc DCH FPA cert, Male Part Time GMC 3096390
<u>Dr M J Page</u> (Partner)	MB BS (1980 London) Female Part Time GMC 2650366
<u>Dr M J Fallon</u> (Partner)	MBChB (1987 Birmingham) Male Full Time GMC 3263080
<u>Dr M Eardley</u> (Partner)	MBChB (Hons) (1994 Birmingham) DRCOG, DFFP, MRCGP Female Full Time GMC 4102690
<u>Dr M Ziko</u> (Partner)	MB BCh ( Ain Shams University, Cairo 2002), MRCS (Ed), MRCGP 2013 Male, Full Time, GMC 6069002
<u>Dr L Bailey</u> (Partner)	MBChB (2011 Keele University) Female Full Time GMC 7135080
<u>Dr A Jones</u> (Salaried)	BMedSci ( Nottingham, 1990) BM BS ( Nottingham, 1992) DFFP 1994 DRCOG 1995 MRCGP 1996 Female, Part Time GMC 3677193

### Practice Nurses

The nurse's role includes asthma check-ups, diabetic screening, cervical smears, childhood immunisations and travel health vaccinations, ear syringing, dressings, removal of stitches, ECG's, Spirometry, contraceptive advice, pill checks, well men and well women check-ups NHS Health checks and patient chaperones.

Mandy Till (Lead Nurse)	RGN. Bsc (hons), Specialist Practitioner, Independent Prescriber
Jackie Stevenson	SRN, HV, Dip
Suzanne Girling	RGN, Warwick Diploma Diabetes Care.
Georgina Wellings	Health Care Assistant.

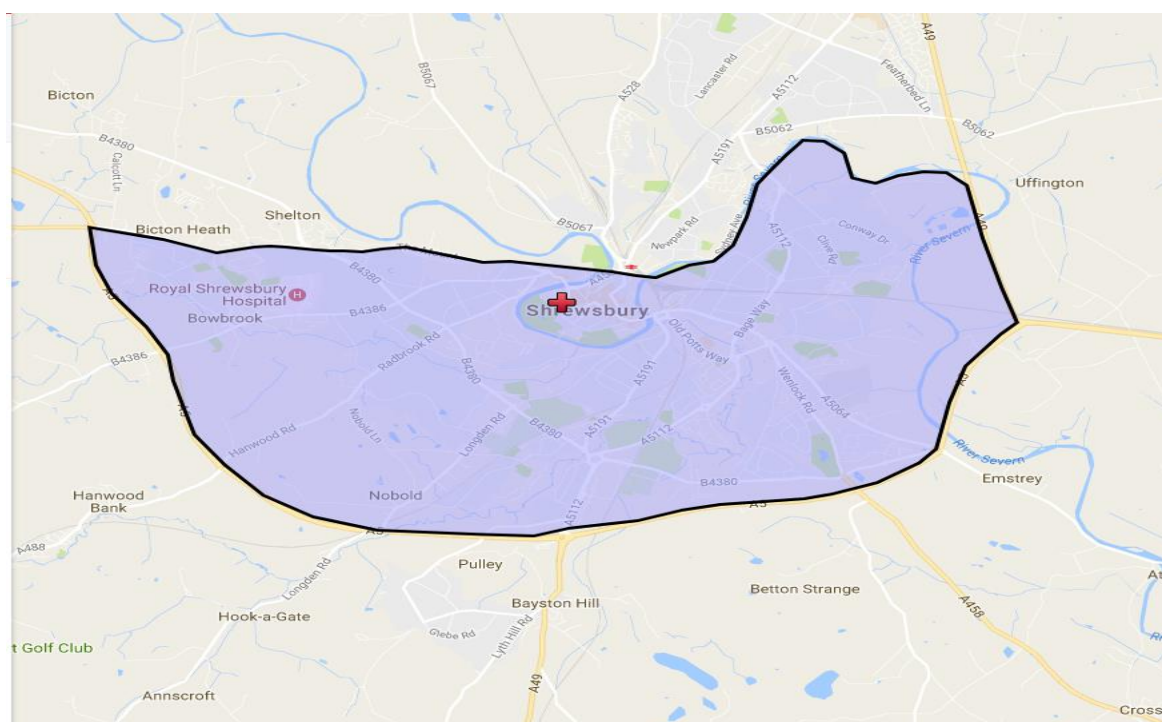
**Mission Statement and Surgery Values**

**"To provide high quality, accessible general medical services to our patients. To provide these services in a safe, professional and comfortable environment. To ensure patients are the centre of everything we do.**

**To ensure our staff remain motivated and valued by providing training specific to their individual needs and appropriate to the service provided".**

Claremont Bank Surgery is a group practice of six non limited partners caring for people in Shrewsbury and the surrounding area.

The receptionists will tell you if you live within the practice boundary (please see map below) which is usually for patients in the SY1, SY2 and SY3 areas.



As a practice we are rated as 'Good' in all areas of inspection carried out by the Care Quality Commissioners (provider ID 1-199767588). You can see more detail on our latest report by going to: <https://www.cqc.org.uk/>. We also regularly collect and review feedback given by patients on how satisfied they are with their experience here. Overall 98% of patients are 'Extremely Likely' or 'Likely' to recommend us to their Friends and Family, (October 2018).

Parking is available for convenience while attending the surgery, please use the car park only for the duration of your visit. We do have parking security installed which means you must enter your car registration upon arrival for your appointment, failure to do so may result in a fine.

The surgery has a bay specifically designed for disabled parking and request that this is used purely for that purpose. Should any patient require assistance to enter the surgery building there is a bell on the front door, please ring this and a member of our administrative team will be out to assist you. The surgery was designed on one level for disabled access and we have a patient toilet designed for disabled access – this also has nappy changing facilities.

We are not a dispensing practice but there are a number of pharmacies within easy walking distance.

**The surgery has a no smoking policy throughout the building and we kindly ask that you do not smoke near any entrances or windows.**

**Thank you for your cooperation.**

### **New Patient Registration**

New patients are requested to complete a new patient application form; this enables us to gather some background information about you as medical records can take up to six weeks to arrive. You can also download a new patient application form off our website. We ask that when you bring your registration form in to the surgery you bring with you **two forms of ID**. Preferably, one photo and one proof of address. If this is not possible for any reason please ask to speak to a member of staff for a private discussion.

At this point you will be requested to make an appointment for a new patient check. It is important that you attend for this as we can gather information about your lifestyle and any risk factors regarding your health.

If you have a preference for which G.P you wish to be registered with you must put this on the registration form, you can ask to see a particular doctor when making an appointment – this will be accommodated where possible, but it may mean waiting longer for an appointment.

### **Appointment Times**

The surgery reception is open: Monday to Friday 8am-6pm.

Appointments are available depending on which day from 8am to 5.50pm with a Doctor and from 8.00 am to 5.40pm with the Practice Nurse.

Extended Hours appointments are available here at the surgery on Monday evenings between 18:30 – 20:00. These appointments are to enable patients to attend their doctors or nurse without disruption to their working day or if they have child care commitments.

Claremont Bank is also part of the Darwin Healthcare Group which is a network of practices working together throughout Shrewsbury to offer Extended Hours appointments on weekdays between 18.30 and 20.00 and on Saturday and Sunday mornings between 08.00 and 12.00. This means that Claremont Bank patients can access GP or Nurse appointments held at participating practices at these times.

To book an appointment with either the Doctor or the Nurse, please phone 01743 248244 or call into the surgery. Urgent problems will be dealt with the same day.

If you are unable to keep your appointment please let us know in good time so that it may be offered to someone else. We do monitor our DNA (did not attend) rates and regular DNA patients are advised in writing that repeating this behaviour may lead to removal from the practice list.

### **Making appointments**

It is usually possible to see a doctor or nurse for a routine appointment within 48 hrs, but if it is a specific doctor you wish to see you may have to wait longer.

Please ask the reception staff for times of individual surgeries which may vary during the week and from year to year.

- **Urgent cases** can be fitted in the same day and for this purpose we reserve appointments specifically for this reason. If you wish to be seen urgently if you contact the surgery at 8am for urgent morning appointments and 11.00am for urgent afternoon appointments we will endeavour to offer you an appointment.
- **Emergency Calls** – a Doctor is on duty from 8am to 6pm Mon to Fri and if they are not within the building the receptionist will contact them via mobile phone and depending on the nature of your problem will contact you as soon as possible.
- **Triage** - some doctors here do a triage system whereby they assess the appointments booked for the same day. The receptionist may take your contact details and the doctor will call you back, they may offer telephone advice or prefer to see you within the surgery environment.

Patients requiring stitches, or with suspected broken bones are advised to go directly to the A&E department at Royal Shrewsbury Hospital or Princess Royal at Telford (whichever is closest at the time of injury). For immediate paramedic assistance dial 999.

*It would be appreciated if you could be on time for your appointment – as this has a knock-on effect for patients booked in later.*

- **Appointment reviews**

We do from time to time contact patients to attend the surgery for a review of their medication, blood pressure, and ongoing disease management. We ask therefore, that you keep us updated on your contact details.

- **Chaperone**

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 a friend. On occasions you may prefer a formal chaperone to be present i.e. a member of the Nursing Team. Please ask at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way.

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

- **Home visits**

A doctor will visit a patient whose illness prevents them from attending the surgery. We do prefer to see patients in the surgery where a more extensive examination is possible and relevant tests can be organised quickly.

If you need a visit please contact the surgery as early as possible preferably before 10.30am.

- **Out of hours**

For urgent advice and treatment outside of the surgery times please telephone NHS 111. The Primary Care Trust is responsible for commissioning this service.

If it is of a more urgent nature then please do not hesitate to phone 999 they will triage your call and advise accordingly.

You can also attend the Shrewsbury Walk in Centre located at the Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ. TEL: 01743 261138. It is open between 8 am to 8 pm for walk-in patients every day.

### **Patient and Practice: Rights and Responsibilities**

**As a patient of this practice, we ask that you: -**

- Treat staff politely and behave in a reasonable and responsive manner.
- To treat our staff with dignity and respect.
- To follow treatment plans recommended by your Dr or Nurse this includes medication and how it should be taken.
- To ensure the details of any consent forms are correct prior to signing.
- Only ask for an urgent appointment if needed.
- Arrive on time for your appointment.
- Cancel your appointment if you are unable to attend.
- Talk to a doctor or the Practice Manager if you are unhappy about any of our services.

**As a patient of this practice, you have the right to:**

- Be treated with respect and courtesy, preserving your privacy, confidentiality and dignity.
- To receive clear understandable information about your care. If you do not understand, please ask questions – it is your right to know.
- To be involved in decisions about your health care.
- To be given an appointment on the day of your request if the need is urgent.

- To be given a full explanation about your medical condition and treatment.
- The right to express preference of Dr or Nurse (please do so at the time of making your appointment).

### **Violent or Abusive Behaviour**

**We have a zero tolerance policy for any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If this behaviour continues, we may act upon our right to take action to have them removed immediately from our list of patients.**

### **Services**

- **Online Patient Access**

Patients over the age of 16 can now register at the surgery for an online account where they can view their medical records, make appointments and manage repeat prescriptions. You will need to ask for a registration form from Reception and provide photo ID. **Please note, without photo ID you will not be able to register for an online account, this is to ensure the protection of your personal information.**

- **New Patient Health Checks**

New patients over the age of 5 are invited for a Health Check soon after registering with a doctor.

Patients can make an appointment for an 'MOT' with the practice nurse. This involves blood pressure, height and weight, noting family history, assessing diet and exercise etc.

Patients who have not been seen at the surgery for 3 years, and are between the ages of 16 and 75, may request a consultation for a general health check within surgery hours. Where it is considered inappropriate for the patient to attend the practice owing to their medical condition, this consultation will take place in the patient's home. Where a consultation is provided under this arrangement, appropriate enquiries between Doctor and patient will be made and examinations carried out as appear appropriate in the circumstances.

- **NHS Health checks**

Any patients aged between 40 and 75 years of age are invited into the surgery for a Health check with a specialist practitioner.

- **Patient Participation Group**

At Claremont Bank Surgery we are proud to have a patient group who provide us with an insight into the views, thoughts and ideas of our patients. The Claremont Bank Surgery Patient Participation Group meets quarterly with regular members. New members welcome, please ask to speak to the practice manager for more details.

- **Prescription Ordering Direct**

The Prescription Ordering Direct service was brought in primarily to reduce the amount of medicines wastage that is created in the industry. Please ask at Reception for a leaflet for more information. We do not accept prescription requests over the phone but you can still order prescriptions via post, in person at the surgery or using an online account.

- **Travel Advice**

We offer a comprehensive service for the foreign traveller. In order to achieve full benefit from this service please contact the surgery for a double appointment at the surgery at least 10 weeks before the

expected date of departure with the practice nurse. Certain travel immunisations are not covered by the NHS and a charge may be levied. Full details are available at reception. You may be given a 'Travel Risk Assessment' form to complete and bring with you when you see the nurse. This form is also available on our website.

- **Immunisations**

Parents are encouraged to bring babies and small children to the Immunisation Clinic. A Doctor is always available at these clinics. A Health Visitor will discuss the schedule when she visits your home after the birth of your baby.

The Practice Nurses are able to advise you whether you would be eligible for vaccines recommended for prevention of communicable disease in adulthood, i.e. tetanus, pneumovax and influenza.

- **Community Care Co-Ordinator - Becky Kelly**

This service gives you the opportunity to speak to someone who can help you in finding out about a variety of services that are available to you within your local community. Please ask at reception, speak to your GP or your Practice Nurse about how to be put in touch with Becky.

- **Health Coach and Social Prescriber – Anne-Marie Stokes**

Our health can be affected by many things, like stress, loneliness or financial struggles. Our Health coach works to help people reduce their non-clinical concerns to improve their health and quality of life.

- **Repeat prescriptions**

A computerised system is used for issuing repeat prescriptions. Attached to your prescription is a copy to assist you when ordering further repeats.

If you require a repeat prescription either:

- Order Online via your Patient Access account.
- Write in with your request allowing one week for postal delays. We will not post your prescription back to you so please ensure you include instruction of which Pharmacy you would like the prescription to be sent to.
- Call in at the surgery any working day before 11:00 and it will be ready the same day after 14:00. Any prescription orders after 11:00 are ready the next working day after 14:00.

We do not take telephone requests here at the surgery due to the congestion of phone lines stopping urgent calls getting through.

Prescriptions can be collected from 14.00pm onwards (but SAE preferred).

Patients who pay a prescription charge and require a regular supply of drugs may find it cheaper to purchase a prepayment certificate. Please ask the receptionists for further details.

- **Accessible Information Standard**

When registering as a patient, you will be asked to let us know whether you have any particular communication requirements. For example, whether you will need a translator or will need letters sent

out to you in large font. If your needs change at any time, please inform reception and we will ensure these needs are met for you.

- **Blood tests**

Unfortunately we cannot carry out Blood Tests here at the surgery. It is our policy to give patients completed request forms for the necessary blood tests and we request that they attend Elizabeth House at Royal Shrewsbury Hospital to have their bloods taken.

### **Other specialist services offered**

- Maternity care
- Child Immunisation Clinics
- Family Planning including emergency contraception
- Diabetic Clinic
- Asthma Clinic
- Diabetic Foot Screening
- Cervical Screening
- Abdominal Aortic Aneurysm screening
- COPD (Chronic obstructive Pulmonary Disorder)

### **Training Practice**

As a practice we participate in the teaching of Medical Students from Keele University. Patients will always be asked if they are happy to have a student present during their consultation. Patients will also be offered appointments with Foundation Year or Speciality Doctors who join us at the surgery to carry out post-graduate training. These Doctors have graduated from Medical school and are fully registered GMC Medical Practitioners with full prescribing rights. They have also completed at least one year of post-graduate training. Whilst holding clinics at our surgery they will be fully supervised by one of the GP Partners.

### **Locum Doctors**

The practice does employ Locum Doctors to cover holidays and to allow the Doctors themselves to attend training days.

### **Claremont Bank patients trust fund**

A charitable trust fund has been created to buy extra equipment for the surgery which will be of benefit to all the patients. Any donations will be gratefully received.

### **Comments/compliments/complaints**

We welcome suggestions as to how we can improve your medical services. We aim to provide a quality service to our patients. If you have any comments, compliments or complaints please pass them on to your doctor or any one of the practice team.

Should you wish to make a written complaint please send this to:

The Practice Manager, Claremont Bank Surgery, Claremont Bank, Shrewsbury SY1 1RL



## **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Since 2009 NHS patients wishing to complain about primary care services can take their complaint to either the provider (such as GP or dental practice) or the commissioner, NHS England – but not both.

From 1<sup>st</sup> of August 2015 the NHS England and North Midlands Complaints Service will be responsible for the investigation of all NHS England complaints relating to primary care provided in Staffordshire and Shropshire as well as Derbyshire and Nottinghamshire.

All new complaints need to be sent to the NHS England Customer Contact Centre, who will log the complaint and forward it to the relevant office.

### You can contact the Customer Contact Centre:

POST: NHS England  
PO Box 16738  
Redditch  
B97 9PT

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 22 33

### **For help or advice, PALS**

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you sort out any concerns you may have about the care we provide.

Royal Shrewsbury Hospital, Mytton Oak Road, Copthorne, Shrewsbury, Shropshire, SY3 8XQ.  
Call into the PALS Office which is situated on level 2, Main Ward Block  
Opening Hours

Monday to Thursday - 9am to 5pm, Friday - 9am to 4.30pm

Telephone: 01743 261691 / 0800 783 0057 (Answerphone in operation outside of opening hours)

Fax: 01743 261368

Princess Royal Hospital, Apley Castle, Telford, TF1 6TF. Call into the PALS office which is located at the main Reception.

Opening Hours

Monday to Friday – 9am to 5pm

Telephone: 01952 282888 / 01952 641222 (Answerphone in operation outside of opening hours)#

Fax: 01952 222365

### **If you are Dissatisfied with the Outcome**

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **General Data Protection Regulations**

### **What is ‘patient data’?**

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

### **What is GDPR?**

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA’s principles.

- Practices must comply with subject access requests (Please ask at Reception for the SAR form).
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information; it may also be needed if we need to see you again. We only use or pass information about you to people who have a genuine need for it (i.e. hospital consultants).

Whenever we can, we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more information about how we use your information you can speak to Jane Read.

For further information please refer to the leaflets held in reception entitled ‘Your records are safe with us’.

## **Summary Care Data**

How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet “How information about you helps us to provide better care”

### **Practice Management**

Jane Read, Practice Manager  
AMSPAR Diploma Practice Management

Emily Marston, Deputy Practice Manager  
Ba (Hons) Business Studies and International Development (2017)

### **Practice Administrators**

All administrators are trained to help you use the facilities provided by the Practice and can direct you to other members of the Primary health care team if necessary. All members are aware of the importance of confidentiality in all aspects of their work and are required to sign confidentiality policies as well as keep up to date with regulations which protect patient rights. The team will not divulge any information to a third party e.g. Husband/Wife unless consent is expressly given by the patient to do so.

Mrs Pat Richards, Reception Supervisor.  
AMSPAR Medical Secretarial Diploma  
NVQ Level 2 Business and Administration.

Mrs Janette Holloway. Practice Administrator.  
NVQ Level 2 Business and Administration.

Ms Diane Robinson, Practice Administrator  
AMSPAR Medical Reception Diploma.  
NVQ Level 2 Business and Administration.

Mrs Margaret Jones, Practice Administrator.  
NVQ Level 2 Business and Administration

Miss Lucy Williams, Practice Administrator  
NVQ Level 3 Business and Administration.  
BTEC Level 3 Health and Social Care

Miss Paisley Soanes, Practice Administrator  
NVQ Level 3 Business and Administration.

Mrs Alison Fletcher Data Entry Clerk  
AMSPAR Medical Secretarial Diploma

Mrs Clare Walker, Practice Administrator

Mrs Emily Morris, Practice Administrator  
NVQ Level 2 Business and Administration.

Miss Sophie Billingham, Practice Administrator

### Useful Phone Numbers

NHS 111	111		
Royal Shrewsbury Hospital	01743 261000		
Princess Royal Hospital	01952 641222		
RJAH Orthopaedic Hospital	01691 404000		
Mental Health Team – Direct Line	01743 255895	<a href="https://www.shropshire.gov.uk/disability-information/mental-health/">https://www.shropshire.gov.uk/disability-information/mental-health/</a>	
Kooth, online support for young people		<a href="https://kooth.com/index.html">https://kooth.com/index.html</a>	
BEAM 0-25, Emotional Wellbeing support		Drop in sessions every Thursday 2pm-6pm at Palmers Coffee Shop, Belmont Church, Claremont St, Shrewsbury SY1 1QG.	
Nuffield Hospital	0800 220176		
Shropshire and Mid Wales Hospice	01743 236565		
Shropshire 24hr Domestic Violence Helpline	08007831359		
Men’s Advice Line and Enquiries	0800 801 0327		
Galop, LGBTQI support	0800 999 5428	<a href="http://www.galop.org.uk">www.galop.org.uk</a>	
Samaritans – 24 Hours	01743 369696		
Drug Help	0800776600	<a href="http://www.talktofrank.com">http://www.talktofrank.com</a>	Text 82111
Relate	03001001234	<a href="http://www.relate.org.uk/find-your-nearest-service">http://www.relate.org.uk/find-your-nearest-service</a>	
Citizens Advice	08444 99 11 00	FAX:01743 284183	
First Point of Contact Team Older People	0345 678 9044	<a href="mailto:customer.service@shropshire.gov.uk">customer.service@shropshire.gov.uk</a>	
Shropshire Family Information Service (0 - 19)	01743 254400	<a href="mailto:shropshireFIS@shropshire.gov.uk">shropshireFIS@shropshire.gov.uk</a>	
Walk in Centre	01743 273780	<a href="http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx">http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx</a>	

Shropdoc	111	<a href="http://www.shropdoc.org.uk/">http://www.shropdoc.org.uk/</a>	
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### **Shropshire CCG**

NHS Shropshire Clinical Commissioning Group (CCG) is responsible for the planning and commissioning (buying) of health and care services from a range of providers for the people of Shropshire. It also has a duty to monitor these services to ensure they provide a high level of care and are value for money. It is a clinically led organisation with 41 GP Practices and it provides healthcare services for patients across the County registered with a local GP.

The doctors are contracted to NHS England. This organisation is responsible for providing most of its own community health services and for supporting the development of primary care.

Further information can be found on their website <https://www.shropshireccg.nhs.uk/>

Address:

NHS ENGLAND, William Farr House, Mytton Oak Road, Shrewsbury, SY3 8XL

01743 277500