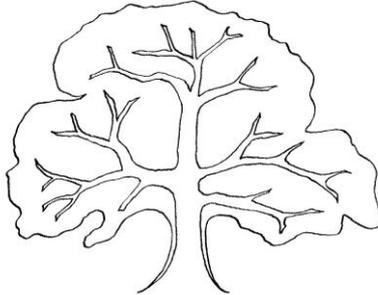


MILE OAK MEDICAL CENTRE

www.mileoakmedicalcentre.nhs.uk

Chalky Road, Portslade, Brighton BN41 2WF

Telephone: 01273 426200



INFORMATION FOR PATIENTS

We are a GP Doctor's Surgery providing NHS services and clinics to the residents of Mile Oak, Portslade, Hangleton, Fishersgate and parts of Shoreham-by-Sea in Sussex. We are fortunate to have a range of other specialist clinicians and clinics working together in our purpose-built building; we have health visitors, physiotherapists, midwives, audiologists, podiatrists, dermatologists, and various other clinics. This benefits our patients and improves communication between the various clinicians.

This leaflet should assist you in understanding how our practice functions. Please make use of the services we offer, including routine vaccinations, screening procedures and health promotion advice.

Dr Chloe Webber

MBChB DRCOG DFFP MRCGP (dist)

Dr Abigail Fry

BSc MBBS DGM DRCOG DFFP MRCGP(merit) PGCert (med.ed)

Dr Adam Onyett

BM BSc MRCGP DCH DRCOG

Dr Nupur Verma

MBChB MRCGP DRCOG

Associates

Dr Anna Godwin

BM MRCGP

Dr Salma Haque

BSc (Hons) BM DCH MRCGP

Dr Claire Bowmer

BM BS MRCGP

OPENING HOURS

Monday – Friday 8.30am – 6.00pm
(Doors open at 8.00am, clinics start 8.30am)

We also offer extended opening hours on Thursday evenings with appointments from 6.30 to 7.30 pm. We are not able to offer other services (such as requests for repeat prescriptions, test results, etc.) during these evening hours.

Our phone lines are busiest before 10.30am. If you are calling for any reason other than to book an appointment or Home Visit you will probably be dealt with quicker if you phone after this time.

WHAT TO DO IF THE SURGERY IS CLOSED

If you need medical advice when the surgery is closed, all patients should dial 111. All calls are free from landlines & mobile phones. NHS 111 is a national service. The service aims to make it easier for people to access healthcare services when they need medical help fast, but it's not a life-threatening situation.

MISSION STATEMENT

We at the Mile Oak Medical Centre are very proud of the service we provide. We aim to practice modern, high quality and innovative care in the friendly family-based tradition of Mile Oak. We believe that all patients have a right to equal access to medical care.

We trust that this leaflet will help you make the best use of all the services that we offer and more information can be found on www.mileoakmedicalcentre.nhs.uk

www.mileoakmedicalcentre.nhs.uk

We encourage patients to access our website. If you speak to our receptionists they can issue you with a password to access the facility to book and cancel appointments, and also request your repeat prescriptions.

There is lots of useful information and updates such as our flu clinic dates and also when your own GP is working.

There are also a list of our various policies such as confidentiality, consent, chaperones, and patients' rights.

HOW TO REGISTER AS A PATIENT

You will need to bring in some photo ID (e.g. passport or driving licence) and evidence of your local address. We will then ask you to complete a new patient health questionnaire.

APPOINTMENTS, VISITS AND PHONE CONSULTATIONS

All doctor appointments are initially dealt with by way of a return phone call. The doctor will phone you to discuss your problem and will either deal with this immediately on the telephone or may ask you to come in for a face to face consultation. For this process to work best for you and the doctor, the reception team are requested to take some very brief details from you when you initially call. Please ensure that you are near the telephone and able to receive calls. If you are expecting a call on your mobile, please ensure it is switched on and you have a signal. The doctor will aim to deal with your problem on the same day, but may book you into another day or clinician, if more appropriate. If there are particular times that you cannot take the call please let the Receptionist know. If a phone call is very difficult for you to deal with let the receptionist know and we can see if we can make special arrangements.

Could we please ask that you call between 8.30-10.00 for the morning & 2.00-3.30 for the afternoon appointments if you think you might need to be seen after the call back.

Please see our website for our GP sessions, so that you can call on the day that your own GP is working, unless your problem is medically urgent.

Nurse appointments can be booked up to 4 weeks in advance.

Please remember that each general consultation appointment is for one patient only. It would be helpful if you would be punctual for all face to face consultations and could cancel any appointments you no longer require. Please note children under 14 should be accompanied by an adult.

Please phone **01273 426200** or log in via our website to book or cancel appointments.

Cancelling & Rescheduling Appointments

If you cannot attend your given appointment please call **01273 426200** to cancel or reschedule. On average 40 people per month fail to turn up for their appointments without informing us. These slots could be put to good use and offered to another patient, reducing waiting times for all. Please think of others when you can no longer attend or need a scheduled appointment.

Self-Check-in for Appointments

We have a screen available on the Reception desk to enable patients to check-in for their appointments. This is very quick and easy to use. If you would like assistance, please ask a member of the Reception Team.

Home Visits

If possible patients should make their way to the Medical Centre to see their Health Professional. This is because for every home visit a GP or nurse makes they could see several patients in the Medical Centre and we also have access to more equipment at the surgery, so if you are mobile please come into the surgery to be seen. In cases of severe illness, infirmity, or emergencies, the GP or nurse will visit the patient at home.

If you are too ill to attend please call us before 10.00am if possible, so we are able to plan for our visits. You will be asked for a reason for the Home Visit so we can judge the urgency of the call. The doctor may phone before visiting to assess the urgency of the visit.

DISABLED ACCESS

Our Medical Centre was built to be fully compliant with current legislation regarding disabled access including extra wide doors and corridors, easily accessible toilet and lift to first floor. Included in the design are many features which will be of assistance to those with visual impairments. We have a hearing loop at Reception and a portable hearing loop to be used in other parts of the building. You will be able to make use of this system if you have a hearing aid with a telephone setting. Please ask any of the staff for more information or assistance.

CAR PARKING

The car park is shared with the on-site Pharmacy and includes spaces for those with blue badges, for patients and for staff. Please be aware that access must be maintained for emergency vehicles at all times and that staff car spaces must be kept for that purpose and not blocked, as staff may be required to go out on emergency calls at any time.

TRAINING OF HEALTH CARE PROFESSIONALS

Our practice has been accredited to provide training for experienced doctors who wish to specialise in general practice. These doctors are known as Registrars and we shall often have one or more Registrars (at different stages in their 3-year training) working at the practice. It is quite likely that you may be offered an appointment to see a Registrar who will be working under the supervision of one of our GPs. We may sometimes also ask if you mind the consultation being video recorded. This is to help the trainees perfect their consultation technique. Any recording is treated with the utmost confidentiality. Please feel free to decline if you would rather not have your consultation recorded.

SERVICES AVAILABLE

Repeat Prescriptions

These can be requested online or by using the back page of your last prescription, completing a request slip available at Reception. Requests for repeat prescriptions CANNOT be taken over the telephone (unless a specific arrangement has been agreed in advance), as this could result in errors.

TWO full working days' notice (48 hours) is required for prescriptions to be produced (please note this does NOT include the time for the Pharmacy to dispense your items). We suggest you aim for a period of 1 week between putting in your request and collecting your medication.

If you would like your prescriptions to be sent to you, please provide a stamped addressed envelope. Repeat prescriptions are reviewed at least once a year. You may be called in for blood tests or review appointments with the nurse or doctor as part of this process. We have an on-site Pharmacy, which enables a qualified Pharmacist to liaise with our staff about your medication and care.

We provide an Electronic Prescription Service and can send prescriptions electronically to a pharmacist of your choice, Please ask at Reception or your local pharmacist.

Test Results

The clinical staff personally check all results and in many cases the results can be given to you by one of our administrative staff. When the results do require discussion you will be advised to telephone to speak to the doctor or nurse. Depending on what tests you have had, the results may take different amounts of time to come back to us. Please ask when you have your test done.

Please always follow up on any tests by contacting us.

You can telephone the surgery for your results as follows using the main number (01273 426200) and selecting "Test Results".

Results are given out any time **AFTER 11.00 a.m.** and up to 18.00, Monday to Friday.

Please ensure that your test results have been received before coming in for a follow-up appointment.

OTHER SERVICES

Children's Immunisations

Please telephone for an appointment with our nursing team when you are sent a reminder about due immunisations. We strongly encourage all parents to have their children fully immunised.

Cervical Smears

Guidelines recommend women between the ages of 25 and 65 have a smear test 3-5 yearly. These are done by the Practice Nurses.

Contraceptive Services

Intrauterine contraception devices (IUCD, Coils, Mirena) and the contraceptive implant can be fitted by appointment with one of the doctors or by our contraception trained nurse

Minor Operations and Dermatology

Non-cosmetic skin surgery and musculoskeletal joint injections are undertaken at the Practice. Speak to one of our staff if you would like more details.

Travel Abroad

For travel immunisations and advice please contact our reception for details. Be sure to book these appointments **at least 6 weeks before your travel date** as our Travel Clinics get very booked up and vaccines may have to be ordered in or given as part of a course. There may be charges for some of the vaccines you need (see our website).

Services for Young People

We offer young people the opportunity to discuss, in confidence, anything that might be bothering them, e.g. skin problems, medical problems, contraception, sexual health, etc. This service is available to patients registered with our practice and also, if requested, to those registered elsewhere. Sometimes it can be difficult for young people to involve their parents in their concerns and it is our policy that everyone (regardless of age) has a right to confidential advice.

We encourage young people to make an appointment (with either a doctor or a nurse) for these consultations whenever possible. However, we will do our best to arrange for a clinician to see a young person who "drops in" needing to be seen urgently. In this case, it may be necessary to wait until a suitable clinician is available.

Mental Health Services

A range of services are provided at the practice and elsewhere by the Community Mental Health Team. If you think you might benefit from these services, please discuss with your doctor. They may suggest sources of help to which you can refer yourself or they may refer you to the Community Mental Health Team. After an initial assessment you may be referred on to a counsellor or other professional.

Medical Services Not Covered by the NHS

You should be aware that there will be a charge for services which are not covered by the NHS, such as private certificates, some travel vaccinations, health insurance claims, various medicals and health statements, examinations for HGV, PSV, etc. A fee scale for these, based on recommendations from the British Medical Association is available from on our website, or from our medical secretaries.

Sickness Certification

You are responsible for completing a Self Certificate for the first 6 days of any illness (Sundays are not counted), using form SC2, available from your employer, on-line at www.hmrc.gov.uk/forms/sc2.pdf or from the surgery reception desk. Your employer is legally bound to accept a Self Certificate and you do not need to see a doctor for this. After 6 days of sickness, Certificates are available from your doctor and you will

need to make an appointment for this. Any other certificate requests will involve a charge.

THE HEALTH CARE TEAM

The Doctors and the following people comprise the Health Care Team:-

The Practice Business Manager Rick Jones & the Practice Organisational Manager Debbie Perkins are responsible for managing the practice and can help you with any non-medical aspects of your health care.

Advanced Nurse Practitioner, Sarah Leroux is a very experienced clinician and can assess and advise on minor illnesses and a wide variety of medical problems. She can provide prescriptions and organise certificates and X-rays if appropriate.

The Practice Nurses

The practice nurse team includes **Emma Hemingway (RGN), Sandy McKeown (RGN), Vikki Charles (RGN) and Candy Golds (Health Care Assistant)**. They can be seen by appointment and give advice on healthy lifestyle (smoking, diet and exercise), wound care, immunisation and travel vaccinations as well as some minor ailments such as cuts and bruises, minor infections, aches and pains, skin complaints. They offer on-going support and management of long-term health problems including asthma, diabetes, heart disease and hypertension.

District Nurses

District Nurses can visit adult patients who are confined to their homes. The District Nursing team are able to help with many short and long term conditions and will carry out an assessment of need and agree a plan of care. Their skills include wound care, palliative care (for people who are terminally ill), continence problems, some injections and long term health care such as for those with Diabetes or Chronic Heart Disease. They can be contacted on (01273) 242006. However, please note **patients cannot self-refer** – a request for District Nurses to visit must be made via a nurse or doctor.

Community Midwives

They provide antenatal and postnatal maternity care. Please telephone for an appointment to see the Midwife as soon as you realise you are, or may be, pregnant.

Health Visitors

Health Visitors in this area work geographically and are based at several different sites. The Health Visitors in the Under Fives Team based at Mile Oak Medical Centre cover the BN41 postcodes (and BN42 for patients registered with a Portslade G.P.). Health Visitors provide care and advice for parents/guardians of children from birth to five years and may also be contacted for advice during pregnancy. In addition to home visits, the Health Visitors run drop-in clinics with Early Years Visitors at South and North Portslade Children's Centres where parents can get advice, guidance, information and support. For details of clinic times or advice please ring (01273) 426216.

Other Practice Staff

The Administrative staff deal with many aspects of patient care including monitoring the quality of care that patients receive. To ensure patients with long-term conditions remain stable, one of this team may write to you inviting you to make an appointment

for a routine check. Please respond to these letters, as regular monitoring is essential to ensure you get the best care possible.

Our friendly Reception staff will always do their best to help you. They are trained to assess the most appropriate person for you to see, and help you make a judgement of how soon that needs to be. To do this they will ask you a few simple questions.

Our Medical Secretaries deal with hospital referrals and general administration, you can contact them through the main switchboard 01273 426200.

Please treat all our staff courteously & with respect as we will not tolerate threatening or abusive behaviour in any form.

PRACTICE AREA

We accept patients from Mile Oak, Portslade, Fishersgate and Southwick. Our eastern boundary is to the north of Hangleton Road and Boundary Road; the western boundary being Kingston Lane and Upper Kingston Lane.

MOPS (Mile Oak Patient Support) Group

We have an active Patient Group who meet regularly to discuss matters relating to health care at Mile Oak Medical Centre. If you are interested in joining this Group, please ask the Practice Manager for their contact details. The current group welcome new members and would be happy for you to attend a meeting on an informal basis to see if you would like to join them, or perhaps become a virtual member corresponding via email if you are unable to commit to regular meetings.

If you have something specific you would like the Group to raise with the Practice on your behalf, do let them know. Their role includes representing the views of patients to enhance the quality of health care offered by the Practice.

The role of MOPS in representing the interests of patients is likely to become of increasing importance in the coming year or two as opportunities for patients to influence the shape of NHS services in the future develop.

DATA PROTECTION

Data Protection: Fair Processing Notice

Introduction

In accordance with the Data Protection Act 1998, we are committed to protecting your rights and privacy when you use our services. We have notified the Information Commissioner in detail of the purposes for which we use your information. Further details are available from the Information Commissioner's Office at www.ico.org.uk

What information do we collect about you and why?

To provide you with the service you require, we need to collect, store and use your personal information. We will hold information about you such as your name, address and contact details, household contact details, and also sensitive personal information relating to your health or special needs.

When you provide us with information, you will be told what we will use it for and who we will share it with. We will usually ask for your direct consent to use and share your personal information (especially if it is sensitive) at the time that you provide the information, for example when filling in a form or making a referral on your behalf.

Very rarely, it may be necessary to share your information without consent for example if we are required to do so by law in order to detect or prevent a serious crime.

What do we do with your information?

Generally only our own staff will see your personal information. However, we may also share your personal information with other medical or administrative organisations' where appropriate, such as (but not limited to): our local referral processing service, local hospitals, clinics and relevant health services.

When we share information, we do our best to ensure it is kept secure and used properly.

We may also use the details you have provided to send reminders to you (e.g for health checks) or to get feedback about a service you have received.

You may opt out of receiving such information from us at any time by contacting us directly.

COMPLAINTS & SUGGESTIONS

We welcome constructive comments and suggestions from patients and you may leave these at Reception, talk to a member of staff, or to someone on our Patient Group (MOPS) – see above.

If you are dissatisfied about some aspect of your treatment, we will usually ask you to put your complaint in writing to the Practice Manager who will deal with it promptly. If you remain unhappy about the issue then you can take your complaint to NHS Brighton & Hove Clinical Commissioning Group or to the Health Service Ombudsman for England.

Details of the latter can be obtained by asking at Reception for a copy of our Complaints Procedure

'GREEN' CREDENTIALS

We are making efforts to limit damage to the environment as far as possible:

- (a) We actively encourage staff, visitors and patients to use means other than private cars to access the surgery.
- (b) We use electricity which is wholly supplied from 'green' sources such as wind turbines, hydroelectric, etc.
- (c) We re-cycle a large proportion of our waste, such as paper, cardboard, plastics, tins, glass, food stuffs, etc.
- (d) We switch off lights, radiators, and other electrical appliances whenever possible. Our computers and monitors are closed down completely rather than remaining on standby.