

GENERAL DATA PROTECTION REGULATION

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. The main changes are:

Practices must comply with subject access requests

Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous

There are new, special protections for patient data

The Information Commissioner's Office must be notified within 72 hours of a data breach

Higher fines for data breaches – up to 20 million euros

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 consent?

Consent is permission from a patient – an individual's consent is defined as *“any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.”*

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

Scan this code with your mobile for more on
GDPR



VICTORIA MEDICAL CENTRE

PRACTICE INFORMATION LEAFLET



**7 Victoria Crescent West
Barnsley
South Yorkshire
S75 2AE**

Telephone: 01226 282758 Fax: 01226 729800

Monday	08:00 — 18:30
Tuesday	08:00 — 18:30
Wednesday	08:00 — 18:30
Thursday	08:00 — 18:30
Friday	08:00 — 18:30

The surgery will be closed all weekends and public holidays.

Follow us on Facebook at “Victoria Medical Centre” for news and updates.

PRACTICE TEAM

Practice Doctors

Dr M T Smith	Senior Partner	Male
Dr N Wren	Salaried GP	Female
Dr K Smith	Salaried GP	Female
Dr V Goncharova	Salaried GP	Female
Dr O chucks	GP Registrar	Male
Dr R Buckley	Locum GP	Female
Dr A Wallace	Locum GP	Female
Dr S Magadza	Locum GP	Male
Dr R Chilukuri	Locum GP	Female
Dr V Perrott	Locum GP	Female

Practice Nursing Team

Claire Firth	Advance Practitioner
Gemma Roberts	Advance Clinical Practitioner
Jessica Dunn	Practice Nurse
Melissa Lumby	Practice Nurse
Nicola Stewart	Practice Nurse
Bev Grimshaw	Health Care Assistant
Nicola Simpson	Health Care Assistant
Janet Smith	Phlebotomist

Practice Staff

Kate Appleyard	Practice Manager
Alice Vickers	Practice Administrator

COMPLAINTS/SUGGESTIONS

If you have any specific complaints about our service these should be made initially to the Practice Manager and reception staff will advise you about how to do this. We will do our best to resolve complaints as quickly as possible through our complaints procedure. A leaflet about our procedure is available at the reception desk. There is a suggestion box in reception.

TRAINING

The practice trains GP registrars who are fully qualified doctors completing their training in General Practice. Sometimes they will be “sitting in” with your doctor but more often they will be taking surgeries of their own. The training GP will always be available for advice if necessary. Please see our information board for the current GP registrar. Occasionally there will be a video camera in use. You will be warned in advance when this is happening and will have the opportunity to decline if you prefer. Intimate examinations will not be recorded and the camera can be switched off at any time. The recording will be erased after use.

ACCESS/CAR PARK

The surgery has a car park next to the building. Wheelchairs are available in the waiting room. Please inform the receptionist if you have any special requirements. There is a confidential room near reception if extra privacy is needed. A toilet for the disabled is available.

CONFIDENTIALITY OF PATIENTS RECORD

Because we are a training practice we sometimes need to use patient records during official visits to check on practice quality and standards. The visit team are all subject to a strict duty of confidentiality

CARE DATA

Are you aware that the personal medical information that you share with your GP or other healthcare professional can be extracted and stored on a computer outside of the control of this practice. The practice will have no say on who has access to that information? Your practice has no choice but to allow HSCIC to extract this information and once your data has been extracted, your GP cannot control or protect how that information is used, shared or who has access to it. But you do have a choice: YOU HAVE THE RIGHT TO OPT OUT.

RISK PROFILING AND CARE DATA - PRIVACY NOTICE

This practice is taking part in a new NHS service that helps your family doctor (GP) to identify whether you need more help to manage your health. The service is called 'risk profiling'.

Using information from your health records, a secure NHS computer system will look at any recent treatments you have had in hospital or at this surgery and any existing health conditions that you have and alert your doctor to the likelihood of a possible future admission. The clinical team at the surgery will use the information to help you get early care and treatment where it is needed.

The information will be seen only by qualified health workers involved in your care. NHS security systems will protect your health information and patient confidentiality at all times.

If you don't want your information being used this way or any other concerns please contact:

Kate Appleyard – Practice Manager

SUMMARY CARE RECORD (SCR)

Summary Care Records are being introduced to improve the safety and quality of patient care. Because the SCR is an electronic record, it will give healthcare staff faster, easier access to essential information about you, and help to give you safe treatment during an emergency or when your GP Surgery is closed. You can choose to have a SCR. If you would like one, you don't need to do anything. It will happen automatically. You can choose NOT to have a SCR. Please speak to Receptionist to opt out.

REGISTERING WITH THE PRACTICE

If you reside within the practice area you can register as a patient. You need to complete a registration form from reception. You will need to complete a simple questionnaire attached to the form. This provides us with important information about your health. New patients are encouraged to attend a new patient health check with the Health Care Assistant in order to assess any current or future needs and to introduce you to our service. This health check is not compulsory and is for ages 16+ only.

If you are on regular medication you will be asked to attend an appointment with one of our GP's. You will need to bring a copy of all your regular medication with you. Please make sure you have a months' supply from your previous surgery to ensure you don't run out during the registration process.

All new patients are required to provide us with photographic ID

When registering children, there must be an adult – either a parent or legal guardian – registered at the practice as well.

Practice Area

Barugh Green, Dodworth, Gilroyd, Higham, Town Centre.

The receptionist will be able to advise you if your address is within our practice area.

MOVING INTO A CARE HOME

The practice must immediately be updated of any change of address, regardless of length of stay

Care homes within the Practice Area

- Highstone Mews Nursing Home
- Orchard Views Care Home
- Galtee More Nursing Home
- Water Royd House Nursing Home
- The Firs Residential home
- Saxondale Nursing Home

Please ask at reception or give us a call if you are unsure if a care/nursing home is within our practice area. Do not rely on information from the home as it may not be accurate. If you or a relative are moving into a Care/Nursing home that is not in our practice area you need to update your details with us as soon as possible. Your care/nursing home will be able to give you a list of GP's in their area and you will need to contact them for details of how to register.

NAMED ACCOUNTABLE GP

As part of our contract all patients are now required to have been allocated a named GP within 21 days of their registration. The named GP will take lead responsibility for the coordination of all services required and ensure they are delivered to each of their patients.

If you have a preference as to which GP you would prefer to have as your allocated GP or if you do not wish to have an allocated GP please speak to one of the receptionists.

OTHER USEFUL INFORMATION

NAME OF CONTRACTOR:

Dr Smith—Not a limited partnership
Victoria Medical Centre
7 Victoria Crescent West
Barnsley
South Yorkshire
S75 2AE

THIS PRACTICE IS CONTRACTED TO:

NHS England
South Yorkshire and Bassetlaw Area Team
Oak House
Moorhead Way
Bramley
Rotherham
S66 1YY
Tel: 01709 302000
Email: England.contactus@nhs.net

PRACTICE PATIENT REFERENCE GROUP

Are you interested in finding out more about your surgery/

We have developed a virtual mailing list to which we will send out surveys, questionnaires and information regarding improvements to services where we would like your opinions and input.

If you would like your e-mail or home address to be added to this mailing list please speak to one of the receptionists.

ZERO TOLERANCE

The practice will not tolerate violent and/or abusive behaviour. Anyone verbally abusing either a member of staff or the public, or using inappropriate language will be asked to leave the premises and will be removed from our practice.

PATIENT DNA'S

If you cannot attend your appointment for any reason please cancel it! We have a dedicated cancellation line 01226 282758 Option 1 where you can leave a message to cancel your appointment. All messages will be picked up by the receptionist. You do not need to leave a reason why you are cancelling your appointment. If you wish to rebook please speak to a receptionist either on the phone or in surgery.

We monitor very closely patients who fail to attend appointments and all DNA's will be flagged up. Please note if you fail to attend 3 appointments you will receive a letter from the practice. Too many DNA's will result in you being removed from the practice list. Please have consideration for other patients who may have needed that appointment.

INFECTION CONTROL

Standard infection control precautions underpin routine safe practice at Victoria Medical Centre. They protect both staff and patients from infection. They are carried out with all patients, regardless of perceived or known infection risk factors and include:

- ⇒ Hand washing and drying
- ⇒ The use of protective clothing
- ⇒ Protection from open wounds
- ⇒ Safe disposal of clinical waste and sharps
- ⇒ Prevention of sharps injury
- ⇒ Environmental cleaning
- ⇒ Decontamination of equipment

SERVICES AVAILABLE

- *Diabetic Clinic
- *Chronic Heart Disease Clinic
- *Asthma Clinic
- *COPD Clinic
- *Stop Smoking Advice
- *Well Woman and Cervical smears
- *Antenatal
- *Postnatal
- *Baby 6-8 week checks and immunisations
- *Minor Operations
- *NHS Health Checks
- *Travel advice and immunisations
- *INR (Warfarin) Clinic
- *Family planning advice including implanon and coil
- *Psychological therapies
- *Drug and alcohol advice
- *End of Life care

Please note these services are by appointment only. Some services require consultation with the GP or a specialist prior to us providing the service. The receptionist will be able to advise you of this.

Some of the above services do operate on a waiting list basis, such as minor operations and family planning services. The receptionist will be able to provide information regarding this.

APPOINTMENTS

Appointments with the GP run Monday – Friday between 08:00am and 18:30pm. These times can vary depending on the day and which doctors are here.

We do operate an extended surgery on Mondays and Tuesdays with appointments available from 7:30am until 19:40pm. Reception will be closed from 18:30pm so these appointments are pre-bookable only. There will be no prescriptions available to collect after 18:30pm.

We close for one Wednesday afternoon in the month for staff training. These dates will clearly be displayed in the reception area, on the practice website and on the practice Facebook page.

ALL SURGERIES ARE BY APPOINTMENT ONLY.

You can request an appointment by phoning the surgery, calling in to reception or booking online. You may request a specific doctor depending on availability. If the doctor of your choice is not available the receptionist will try and offer an alternative.

Urgent same day appointments are seen by our highly skilled Advanced Practitioner. If you feel you cannot wait until the next routine appointment you will be offered a “same day appointment”. These appointments are for one problem only. Due to the unpredictable nature and high demand for these appointments you may have a wait to be seen. The Advanced Practitioner may ask you to book a follow up routine appointment with a GP

When requesting an urgent same day appointment the receptionist is required by the doctor to ask the nature of your condition. This is to ensure you are being seen by the most appropriate person.

FIT NOTES

Fit notes have replaced “sick notes” . If the GP considers you to be unfit for work you will be issued with a “fit note”. This will enable you to take sick leave from your employer. For the first 7 days of sickness you must complete a “self certification”. This is a form you complete yourself and hand into your employer, this covers you for 7 days sick leave.

If you want to go back to work once your note has expired, you do not need a return to work note. Your employer may request one, however it is not something that exists anymore and will not be issued by the GP. If your employer wants to request a private note/letter from the GP this will incur a charge.

If your fit note has expired but you need more time off work you won't necessarily need to see a GP. You can contact the surgery and the receptionist will request one for you. The GP will then issue a further note, or request that you make a follow on appointment. Fit notes can be back dated from your last one if you have to wait a while for your appointment. Please allow at least 48 hours for requests to be processed.

REQUESTS FOR FORMS/LETTERS FROM THE GP

If you need a form completing or letter from the GP this may incur a charge. Charges depend on what type of document needs completing and are subject to change. Please ask the receptionist what fees will be charged at the time of request. Letters and forms that are non-NHS work are not priority for the GP's and may take a while to complete. Please allow at least 7 working days for the GP to complete your request, however during busy periods it may be longer. If you need your form/letter completing sooner please speak to the receptionist who will pass your request on to the GP. You will be asked why you need it sooner so the GP can judge the urgency. We would usually suggest phoning the surgery before you collect anything to ensure it is fully complete. Please ensure your contact details are up to date in case we need to contact you.

PRESCRIPTIONS

If regular treatment is required, the GP will authorise issues of repeat prescriptions of specified medications usually for four weeks supply at a time. You will need to order your medication every month giving us 48 hours notice for all requests. If you struggle to order monthly please speak to a receptionist. You don't need to book an appointment with the GP every month to get your repeat prescription, however you will need to see a GP or Nurse either 6 monthly or annually for a review of your medication.

If you have totally run out of your medication please speak to one of the receptionists. We will endeavour to issue your prescription on the day, ~ however we can't always guarantee this will be possible. You may have to sit and wait for your prescription to be signed. The receptionist will not interrupt the GP to get a prescription signed. It is down to the GP to deem whether your prescription is urgent for that day.

Medication can be ordered via the internet by submitting your prescription tick sheet, or by writing your name, date of birth and what medication you require on a piece of paper and handing it in to reception.

Telephone requests will not be dealt with, unless you are housebound.

There is a post box on the surgery gates in which prescription requests can be posted through if we are closed before you can get into surgery.

We can now send your prescription direct to a pharmacy of your choice. Speak to one of the receptionists to set this up.

If you are ordering an item that is not a repeat prescription or it hasn't been issued in a long time, the receptionist will need to know the reason you are ordering. If no reason is entered the prescription could be rejected or there may be a delay in getting your prescription signed. If you would prefer to speak in a private room with the receptionist please ask.

BOOKING URGENT APPOINTMENTS

To book an urgent same day appointment you can ring the surgery or call in to reception from 8:00am for a morning appointment or 1:30pm for an afternoon appointment. Appointments are offered in time order only, and you will be expected to attend at the time offered.

If you cannot keep an appointment please ensure you let us know so your appointment can be offered to somebody else.

Missed appointments are monitored very closely and regular missed appointments may result in you being removed from the practice list.

We have a dedicated cancellation line where you can leave us a message – 01226 282758 – option 1

TELEPHONE ADVICE

This is offered to patients if appropriate. Please contact the surgery before 12:30pm and request to speak to a GP. Please note this service is very limited and telephone slots may not be available every day. If you miss a call from the GP they may not be able to call you back.

HOME VISITS

If a patient is too unwell to travel to surgery a Doctor will visit if they feel it is appropriate. Visits are normally for housebound patients and would not usually be necessary for children. If possible please contact the surgery before 10:00am to request a visit. You will be asked the nature of the condition so the Doctor can judge the urgency.

I-HEART BARNLSLEY

If you call for an urgent same day appointment, you may be offered I heart Barnsley. We would only offer this service if we were full for that day. I heart Barnsley see our patients when we are full. Please contact them on 01226 242419 or visit their website for further details and appointment information at <https://www.iheartbarnsley.org.uk/about-i-heart/>

OUT OF HOURS

In the event that you need urgent medical attention whilst we are closed please phone NHS 111. You can also call our number (01226 282758) to be transferred to 111 if we are closed. They will direct you to the most appropriate care professional during or call an ambulance if necessary. Phone calls are recorded by the service. They are answered in order and there may be a short delay at busy times. You may be offered advice, a consultation or a home visit. Please reserve out of hours requests for genuine emergencies.

IN EMERGENCIES PLEASE RING 999

DOCTOR LINK

Doctorlink is an online symptom assessor that has direct access to our appointment book. It is useful to use the symptom checker before requesting an urgent same day appointment as this service will advise you if you need to be seen urgently or if your problem can wait or even be treated at home or by your local pharmacist. The service can book an appointment on your behalf and will send us a report of your symptoms.

ONLINE SERVICES

We offer all patients the opportunity to sign up to online services. If you would like to do so please tick the relevant box within your registration form and provide your email address or speak to the receptionist who can sign you up. You will need internet access and an email address to use the patient services App.

When you are signed up you can book appointments with the GP (routine only, if you require an urgent same day appointment you will need to contact the surgery direct), order repeat prescriptions, change your personal details and view documents / consultations and results 24/7

CHAPERONES

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination or procedure. The chaperone will be a member of our practice team. If possible please try and request this at the time of booking your appointment as a member of staff may not always be available. Your GP may also request a chaperone to be present for certain consultations in accordance with our chaperone policy.