

Carden Surgery
County Oak Medical Centre
Carden Hill
Brighton
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Dr R Shah
Dr J Mervyn-Thomas
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Branch Surgery
New Larchwood Surgery
Waldron Avenue
Brighton
BN1 9EZ
Tel: 01273 682682
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INFORMATION ABOUT YOUR PRACTICE

Thank you for choosing Carden & New Larchwood Surgery as your practice of choice. We have produced this leaflet explaining the services provided. Please keep it in a safe place for reference.

OPENING TIMES

	Carden Surgery		New Larchwood Surgery	
Mon	8.30am – 1.00pm	1.30pm – 6.30pm	8.30am – 12.00pm	1.30pm – 3.30pm
Tues	8.30am – 1.00pm	1.30pm – 6.30pm	8.30am – 12.00pm	CLOSED
Wed	8.30am – 1.00pm	1.30pm – 6.30pm	8.30am – 12.00pm	CLOSED
Thurs	8.30am – 1.00pm	CLOSED	8.30am – 12.00pm	CLOSED
Fri	8.30am – 1.00pm	1.30pm – 6.30pm	8.30am – 12.00pm	1.30pm – 3.30pm
Sat/Sun	CLOSED		CLOSED	

THE PRACTICE TEAM

We are a three doctor partnership providing a full range of services and facilities for NHS patients. The Practices has a two more salaried GPs and a Nurse Practitioner. The Practices also have Nurses and Health Care Assistant, who can be seen by appointment for a wide range of treatments and advice including dressings, cervical smears, blood pressure monitoring, immunisations and travel advice.

HOME VISITS

If your medical problem prevents you from attending surgery and you think that you may need a home visit, **please call 500155 before 10.00am** in order the Doctors can plan their rounds.

EMERGENCIES – AT ALL TIMES

Call 01273 500155 if the surgery is closed, you will be referred to the Surgery out of hours answering service and your message will be passed on to the Duty Doctor or locum. Please ensure that you correctly replace your receiver and keep your telephone line free until the Doctor returns your call. Between 6.30 pm and 8.30 am and at weekends please call 111.

NON-EMERGENCIES

You may telephone NHS111 on 111 for information about your condition.

HOW TO MAKE AN APPOINTMENT

The Practice operates an appointment system for both Nurse and Doctor appointments. Appointments can be made by phoning 01273 500155 between 8.30am and 1.00pm Monday to Friday and 3.30pm – 6.30pm Monday, Tuesday, Wednesday and Friday. If you need to be seen urgently please telephone at the beginning of surgery that day. We have a number of appointments which may be booked “on the day” and others which may be booked up to four weeks in advance. Telephone appointments are also available at the end of each morning. Appointments for blood tests should be made with our Healthcare Assistant or Phlebotomist.

TEST RESULTS & TELEPHONE ADVICE

You may phone for test results or advice from 11.00am. If you have a blood/urine test done at the surgery please ring the surgery for the result 7 – 10 days later. **Do not** contact the surgery for investigations arranged by hospital doctors. Please ring the hospital direct.

REPEAT PRESCRIPTIONS

You may obtain your repeat prescription by either handing in your prescription counterfoil to the receptionist, by posting it to the surgery or you may fax your request through on 501193. **Please allow two working days for requests.** **We do not accept telephone requests for prescriptions.**

You may give consent for a chemist of your choice to collect your prescription on your behalf. You can arrange this yourself with your personal pharmacist.

If you are on long term medication you should make an appointment to see your doctor once a year for medication monitoring.

You can also register for online services at reception and can request prescriptions and book appointments online.

PATIENT ONLINE ACCESS

Access to medical records online includes:-

- Making appointments online
- Ordering Repeat Prescriptions online
- Summary Record (Medication, Allergic reaction and sensitivities only)
- ** Detailed Coded Record (Available to over 18s only)

** If you are requesting access for Detailed Coded Record Access and are a new patient to the practice this will not be granted for 3 months – due to the fact that we will not have access to your medical records in the Practice. If you are an existing patient this can take up to 21 working days and in some circumstances longer.

For security reasons you will need to provide the following identification: Passport or Driving License

Policy for children 12 years and over

If a child is 12 years of age or over they need to register for online access themselves. Parents will **not** be able to register on their behalf. The child will need their own email address, photo ID/birth certificate and come in person to collect their login details.

Please note: **If you are a parent and have access to your child's online account this will automatically expire when your child turns 12 years.**

MEDICATION QUERIES

Contact your local pharmacist for medication queries and he/she will advise you. If there are any problems you can contact your usual doctor.

CHILD, ADULT & HOLIDAY IMMUNISATIONS

Adult and holiday immunisations are performed by the Practice Nurses by appointment. If you are intending to go abroad it is advisable to make an appointment to see the Nurse two to three months in advance to discuss the requirements. The Nurse stocks a full range of holiday vaccinations and will give you all the necessary information. Some vaccinations require a fee.

Childhood immunisations and immunisations for older children are provided by appointment with the Practice Nurse.

MATERNITY CARE

Antenatal patients are usually seen on Monday afternoon at the Antenatal Clinic at Carden Avenue. We have a Community Midwife who will look after you throughout your pregnancy and after discharge from hospital, giving continuity of care. We do not provide intrapartum care.

PREVENTION CARE

Cervical smears, blood pressure monitoring, urine testing and blood tests are done by the Practice Nursing Team during surgery hours.

NON-NHS EXAMINATIONS

A full range of insurance, pre-employment, fitness to travel, fitness to undertake sports and all forms of driver medicals are performed. A special appointment is needed so please speak to the receptionist to arrange this. A fee is normally payable, as the NHS does not cover these services.

PATIENT'S COMMENTS

If you have any suggestions or comments that may help us in providing a more efficient service, please discuss these with the Practice Manager, or drop your comments on the feedback form available from reception. We aim to be friendly and to help as much as possible with any problems. Your comments are valued. A separate leaflet is available detailing how to make a complaint.

PATIENT'S RESPONSIBILITY

The Practice aims to offer a quality service to enable patients to access a complete range of healthcare available under the NHS. Patients have a responsibility to keep appointments or telephone and cancel when appropriate and to treat personnel and property with respect. Patients who are violent or abusive towards the doctors or their staff, other persons on the Practice premises or who wilfully damage Practice property may be removed from the Practice list.

STUDENTS.

Dr Shah and Dr Mervyn-Thomas are involved with teaching at the Brighton Medical School and you may have contact with 'students in training' during your visit to the surgery, if you prefer not to be involved please let the receptionist know.

DISCRIMINATION

The investigation or treatment that the doctors and nurses provide will be based on their clinical judgement of the patient's needs and the likely effectiveness of the treatment. The views of the doctor or nurse about the patient's lifestyle, culture, belief, race, colour gender, sexuality, disability, age or social or economic status do not influence the treatment they provide or arrange.

YOUR INFORMATION

What you need to know about why information is collected about you and the ways in which this information may be used by your local NHS organisations. Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer.

Your records are used to guide and administer the care you receive to ensure:

- your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need
- full information is available should you see another doctor, or be referred to a specialist or another part of the NHS
- there is a good basis for assessing the type and quality of care you have received
- your concerns can be properly investigated if you need to complain

Your information may also be used to help us:

- look after the health of the general public
- pay your GP, dentist and hospital for the care they provide
- investigate complaints, legal claims or untoward incidents
- make sure our services can meet patient needs in the future

Everyone working for the NHS has a legal duty to keep information about you confidential. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential. We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- notification of new births
- where we encounter infectious diseases which may endanger the safety of others
- such as meningitis or measles (but not HIV/AIDS)
- where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence.

You may be receiving care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

The principal partner NHS organisations, with which information may be shared:

- NHS Trusts
- Brighton & Hove CCG
- General Practitioners (GPs)
- Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Private Sector Providers
- Sector Providers

COMPLAINTS.

A practice leaflet is available detailing How to Make a Complaint. The Practice's Freedom of Information Act Statement is available from the reception desk.

PARKING & ACCESS

There is parking outside the surgery and access through double doors for pushchairs and wheelchairs. We are on bus routes 5 and 5B.

Patients will be expected to register with a new doctor if moving outside the Practice area.

INTERPRETING SERVICE

If you need an interpreter to accompany you to your consultation to make it easier for you and the doctor please ask the receptionist to make arrangements.

ELECTRONIC PRESCRIBING SERVICE (EPS)

Please read this carefully before deciding if this service is suitable for you. Electronic Prescription Service (EPS) is a new NHS service that allows your GP to send your prescription to a nominated pharmacy. This service is only suitable for patients

How does EPS work?

You can choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- A pharmacy
- A dispensing appliance contractor (if you use one)

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this. Once you have nominated your place you need to remember that this is where your medication will go each time you need a prescription.

You can change your nomination – to do this you need to speak to any pharmacist or dispensing contractor that offers EPS or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential? Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.