

Your new registration pack

Welcome to Dr Mixer & Partners surgery in Beverley. We are a growing surgery consisting of 6 salaried GP's and we are actively involved in training Junior Doctors. Below is a list of our current salaried GP's:

Dr Philip R Mixer; MB.BS. MRCP. DCH. DRCOG The London Hospital 1977. Interests in Occupational Medicine.

Dr Simon C.Carruthers: B.Sc, MBBS, DA, DCH, DRCOG, DPD, MRCP- Guys Hospital Medical School 1988. Specialist interests in Dermatology and Medical Education.

Dr Gareth.D.V.Williams: B.Sc. MBChB. FRCGP. Leeds 1985, DRCOG, DCH, DFRS, Leeds 1985. General Practitioner Trainer. Interests in Diabetes and Psychiatry.

Dr Dominic Norgate; MBBS.DRCOG. MRCP London 1992. Interests include Musculoskeletal Medicine and Medical Education.

Dr Anum Alamgir: MBChB Birmingham 2010

Inside your registration pack you will find numerous bits of information for you to read and fill out, this is to prepare us for your care, and we would be grateful if you could complete and hand to a receptionist at your convenience.

Inside your pack:

1. Purple Registration Form

A standard NHS form used to register at any surgery. It is important that you fill this out to the best of your ability and sign at the bottom or your registration will not be processed. It is also important to fill out any previous addresses and your previous surgery to help us trace your medical records.

2. Health Questionnaire (Smoking status)

This is a short questionnaire regarding your smoking status that the GP's will use for information when prescribing.

3. Alcohol Consumption

This is a short questionnaire for both our and your benefit that contributes to your health status.

Please read this information pack back to back as it contains important information about your records that if not addressed on registration may result in unwanted permissions in your records that we cannot be held responsible for.

MAKING AN APPOINTMENT

Lines are open to call for an appointment on the day at 8.00am. There is a mixture of book ahead and book on the day appointments, and we also offer online appointment booking. If you wanted to book ahead please call after 10.00am to allow those who need to book on the day to get through.

ONLINE APPOINTMENT BOOKING

We have appointments that are reserved for online booking using Patient Access. These are additional to on the day appointments and pre-bookable appointments; they are an alternative if an appointment is required but not urgently. To register for online access you must present at the desk with a form of photographic ID such as passport or driving licence, you will be given a form to fill out and then issued with a unique username and password to access the system. Access is for the named individual only and we are not currently able to offer the service to patients aged under-18.

HOME VISITS

Home visits are reserved for those who are not well enough to attend the surgery. You may call between 9.00am-10.30am for a home visit and you will be asked for some information about the visit to help the doctor assess the urgency of the visit. We endeavour to visit the patient on the same day.

EMERGENCY CALLS & OUT OF HOURS

If you need urgent medical help (for example loss of consciousness, severe fits, persistent chest pain, breathing difficulties) do not hesitate to **call 999**. For less urgent matters, or out of surgery hours, please call 111 for general advice, for urgent but not emergency help. During surgery opening times we have a nominated on-call GP for urgent appointments, if you need an on-call appointment be prepared to leave your details with a receptionist for the doctor to then triage and assess.

BRANCH SURGERY

Our branch surgery at Samman Road is for the convenience of those patients who live in that locality, our reception staff will be happy to provide you with details. There is no appointment system at the branch surgery, and there will be a doctor on duty between 9.00am – 10.30am daily from Monday to Friday, subject to change. Queries can only be dealt with the receptionist on duty between 8.30am – 11.00am.

PRESCRIPTION ORDERING

You can order your prescription online, via Patient Access or over the phone. Please enquire at the reception desk about registration details for **Patient Access**.

You can also email your prescription request stating your name, address and a list of prescription items to Prescriptions.ofs@nhs.net. Please allow 2 working days to collect your prescription, allowing extra time for Bank or Public Holidays when staff are not present.

If this is your first prescription with us, you may need to be seen before we can issue a repeat prescription. Otherwise, if you have the original boxes of medication you take, fully labelled with your name and D.O.B this is sufficient evidence for us to print out your prescription.

TEST RESULTS

If you are telephoning for test results please call after 11.00am when the telephones are quieter.

ADDITIONAL SURGERIES

We sometimes run surgeries on a Wednesday late evening that are pre-booked, normally by a single GP. **Please note – Surgery telephone lines are not open during this time**, but you can collect your prescription from the receptionist on duty.

DERMATOLOGY

We have a GP with a special interest in Dermatology and often run clinics alongside normal surgeries. To be referred into the Dermatology clinic you can see any of the GPs.

TRAVEL ADVICE

Our nurses can offer travel advice and vaccinations. Please contact us at least 8 weeks before you travel, with specific dates and destinations and the nurse will get back to you with relevant travel advice. Some vaccinations are available in the NHS and others incur a charge, our nurses are happy to advise you of these.

PATIENT PARTICIPATION GROUP

If you would like to join the group please contact a member of reception.

COMPLAINTS AND COMMENTS

Please pass any complaints or comments in writing to Richard Langthorp, Practice Manager.

YOUR RECORDS

The remaining pages have important information about two ways the NHS uses data from your records. As a patient you have the choice to opt-out from your data being used in these ways, vice versa if you do nothing you are implying consent for your data to be used in these ways. It is vital that we record your preference on registration to avoid unwanted changes to your record.

To opt out, when returning your registration pack you can ask at the reception for either a **Care Data Extraction Opt Out Form**, a **Summary Care Record Opt Out Form** or both if this is your preference. Please read the information below carefully and make an informed decision.

1. Opting Out: Care Data Extraction

“Care Data Extraction” is the secondary use of information from your medical records with the intention of improving healthcare. Broadly, under the *Health and Social Care Act 2012*, the *Health and Social Care Information Centre* (HSCIC) can, under certain circumstances, extract confidential data from GP Practices without seeking consent. This information is used for secondary (health research) purposes intended to improve and better design services for patients.

The extraction of confidential data, such as referrals, NHS Prescriptions and other clinical data matched with identifiable data such as dates of birth, postcodes and gender are used to analyse different care contexts, the largest example being the National GP Patient Survey in which data is used to compare practices. The NHS high standards of confidentiality are maintained throughout the care data extraction process.

Patients have the **right to object** to any extraction of Personal Confidential Data from the GP Practice unless there is (a) a statutory duty to share information, (b) a court order or (c) an overriding public interest in disclosure. If you would like to object to your data being extracted for research purposes please ask at reception for the **“Dissent from secondary use of patient identifiable data”** form, and this will prompt a receptionist to add the read codes to your record that will block the extraction happening.

2. Opting Out: Summary Care Record

The NHS in England has introduced the **Summary Care Record**, which will be used in emergency care. The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have instant access to information to treat you safely. This means that if you have an accident or become ill, healthcare staff treating you will have immediate access to important information about your health.

Your GP practice is supporting Summary Care Records and as a patient you have a choice:

- **Yes I would like a Summary Care Record** – you do not need to do anything and a Summary Care Record will be created for you.

- **No I do not want a Summary Care Record** – Please ask for a Summary Care Record opt-out form. Please complete the form and hand it to a member of the GP practice staff who will record that you do not wish to have a Summary Care Record.

If you do nothing we will assume that you are happy with these changes and create a Summary Care Record for you. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt them out. You can choose not to have a Summary Care Record and you can change your mind at any time by informing your GP practice who will record your preference on your medical record.

For more information talk to Patient Advice and Liaison Service (PALS) on 020 3317 3003, visit the website www.nhscarerecords.nhs.uk or telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020.

FINAL NOTE

The NHS operates a zero tolerance policy towards violent or abusive patients and this includes threatening behaviour or verbal abuse. Our staff must be able to carry out their duties without fear of threat and intimidation and we will take such incidents seriously.

DR MIXER & PARTNERS

New Patient Information

**The Old Fire Station Surgery
Albert Terrace Beverley HU17 8JW**

Tel: 01482 862236
Fax: 01482 861863

**Branch Surgery, Samman Road
Beverley HU17 0BS**

Open 9.00am-10.30am
Tel: 01482 882281

www.oldfirestationsurgery.nhs.uk

OLD FIRE STATION SURGERY OPENING TIMES

MONDAY 8.00am – 6.00pm

TUESDAY 8.00am – 6.00pm

WEDNESDAY 8.00am – 6.00pm

**Please note we close for training on WEDNESDAYS
between 12.45pm – 2.00pm**

THURSDAY 8.00am – 6.00pm

FRIDAY 8.00am – 6.00pm

SATURDAY 8.00am – 10.00am (**unless stated otherwise**)

Contractually all practices are now required to provide all their patients with a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing **any GP** in the practice. You can change your Named GP if you are not happy with your default.

Dr.....

will be your named GP.