

How the NHS uses your confidential patient information

- Your individual care- Health and care staff may use your confidential patient information to help with your treatment and care. For example, when you visit your GP, they may look at your records for important information about your health.
- Research and planning- Confidential patient information is also used to plan and improve health and care services, and research and develop cures for serious illnesses

You can stop your confidential patient information being used for research and planning. Your confidential patient information will still be used for your individual care. Any choice you make will not change this. To opt out, or for more information, visit <https://www.nhs.uk/your-nhs-data-matters/>

Data Sharing with the Royal Surrey County Hospital

Sharing of information with the RSCH aims to improve the care you receive upon unplanned admission to hospital, by assisting the clinicians who will be delivering your care with quick and secure access to your GP medical records. Only clinical staff working in A&E, Emergency Assessment Unit and Care of the Elderly Wards will be able to access your record. They will ask for your permission before doing so. If you are unconscious, they may decide to access your records if they believe it is in your best interests. If you wish to opt out of this scheme, please ask for a form at reception.

Summary Care Records

A "Summary Care Record" is an electronic copy of key information from your GP record which can be viewed in a number of NHS healthcare settings to provide NHS healthcare professionals with relevant information that can improve the care you receive. It contains important information about any medicines you are taking, any allergies you suffer from, and any bad reactions to medicines you've experienced previously. It could be used in a walk-in centre, minor injuries unit, out of hours services and A&E.

If you would like to OPT-OUT of this service, please ask for a form at reception. For more information about this service please visit <https://digital.nhs.uk/services/summary-care-records-scr>



Cranleigh Medical Practice
18 High Street
Cranleigh
Surrey
GU6 8AE

01483 273951
Option 1 for Appointments
(between 8:00am and 6:30pm)
Option 2 for the Secretaries
(between 9am and 3pm)

www.cranleighmedicalpractice.com

Surgery Opening Times

8:00am to 6:30pm Monday to Friday

Appointment Booking Times

8:00am to 6:00pm Monday to Friday.

Evening and Weekend appointments available at
Binscombe and Fairlands Practices for our patients.
Book through our Appointments Team.

**For out of hours care call NHS 111
on 111
(free from all phone lines)**

OUR TEAM

Doctors

(Partners)

Dr Di Christie

Dr Matt Clark

Dr Debbie Donovan

Dr Jonathan Inglesfield

Dr Geoff Mayer

Dr Amy Blakemore

Dr James Jackson

(Salaried GPs)

Dr Rachael Hardy

Dr Abs Tangri

Dr Sarah Jupp

Dr Annabel Chew

Dr Louise Bye

Practice Management

Mrs Frances Boer- Practice Manager

Miss Paige Ingram -Assistant Manager (Ops)

Mrs Natasha Taylor– Assistant Manager (Finance)

Patient Data and Confidentiality

All patient information is considered to be confidential and we comply fully with the Data Protection Act. Discussions between you and your Doctor or Healthcare Professional are confidential. All employees have access to this information in relation to their role and have signed a confidentiality agreement.

Information about your health may be shared, in confidence, with other NHS organisations in the interests of patient care. It will only be shared with people directly involved in your care, unless we have your permission in writing.

The practice is registered under and complies with the Data Protection Act 1988.

Please note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

A copy of our privacy notice is available on our website www.cranleighmedicalpractice.com

Smoking Cessation

Clinics are run by our Practice Nurses to assist patients who wish to stop smoking.

Flu Clinics

We run an annual campaign in the early autumn to offer flu and pneumonia vaccinations. Full details are available near the time.

Ear Syringing

This service is offered by our Nursing Team. You will be made a 10 minute appointment with a Nurse to check your ears prior to booking you in for ear syringing. Please ensure ears are oiled prior to your appointment. Appointments for this service are limited.

Urine Samples

Samples will only be accepted if requested by your GP or for your annual review.

Travel

We run a travel clinic which is a non-NHS service. A list of the fees payable is available at Reception. Appointments are limited and you should plan well ahead to allow for adequate spacing of any necessary

Nurses

Paula Pearce
Judith Hawkey
Kathy Gibb
Judith Hurren
Joanna Higgs
Louise Gallagher
Christina Liatsou

Health Care Assistants

Joss Rowlands
Jane Westray
Jan Marshall

Paramedic Practitioner

Jim Davies

Practice Pharmacist

Marta Wojcik

We also have an excellent team of Receptionists, Secretaries and support staff.

Surgery Premises

Our surgery building is welcoming, easy for patients to find their way around and appropriate to the needs of all users, including those with disabilities. There is an induction loop system available at the Front Reception desk and in consulting rooms if required.

If you have any special information or communication needs please let us know so we can make any necessary arrangements for you.

CCTV is installed internally in public areas and externally for security. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the Practice's Data Protection registration.

How to Register

You can register by completing a form which is available at Reception or via the practice website. You will be given a named Doctor who will be responsible for your care, but you are entitled to see any of the Doctors in the surgery. Registrations are accepted from all patients within our practice boundary. If you move outside the area and have special circumstances which mean you wish to remain registered with the practice please contact us to discuss these.

Diabetes

Clinics are run by our specialist Practice Nurses who work closely with the Doctors.

Vascular and Hypertension

Clinics are run by our Practice Nurses and Health Care Assistants.

Warfarin Monitoring

We monitor INR levels and advise on dosages.

Phlebotomy

Daily clinics for blood tests are held with the Health Care Assistants.

Leg ulcers

Clinics are held with the Practice Nurses.

24 hour Ambulatory Blood Pressure monitoring

If required by your doctor this monitoring is arranged with one of our Nursing Team.

Our Clinics

Contraception

Advice on all types of contraception and HRT can be discussed with the Practice Nurses. Coil fittings and implants are referred to Dr Christie, Dr Blakemore and Nurse Judith Hawkey.

Cervical Screening

First invitation at age 25, followed by routine re-testing according to the national programme. Screening is carried out by the Practice Nurse.

Vaccinations

Childhood immunisations, routine and travel vaccinations for all ages are available by appointment with a Practice Nurse.

Mother and Baby

Midwives offer total care for pregnancy, birth and the post-natal period. The Health Visiting Team run a drop-in clinic for advice.

Asthma

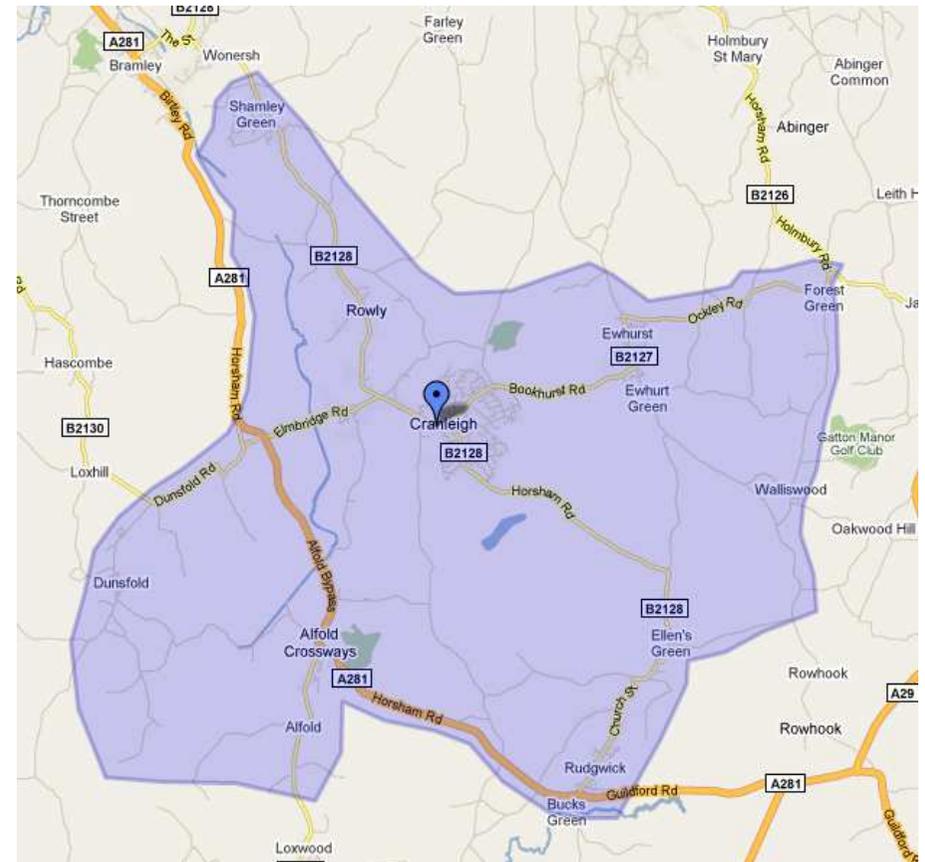
Clinics are run by our Practice Nurses.

Spirometry and COPD

Clinics to monitor and assist those with respiratory conditions are run by our nursing team.

Practice Area

We accept registrations from patients in the area shown below. Please see our website to check individual postcodes.



How to book an appointment

Routine doctors appointments can be made on-line, in person or on the phone. Most nurse and Health Care Assistant appointments need to be made in person or on the phone to ensure the correct nurse and appointment length for your needs. However if you have been asked to make an appointment for a blood test, this can be made on-line.

Duty Team

Our duty team provides a service for people who need to see a clinician as soon as possible; where medically necessary we will offer an appointment on the same day. The team includes a Paramedic Practitioner, a Minor Illness Nurse, a doctor on rotation, overseen by one of our regular General Practitioners. An appointment is made with the team who will then ensure you are seen by the most appropriate person. Please note that these appointments are not for routine matters; these should be booked in the usual way.

Our receptionists ask you for a brief reason for the appointment request so that you are signposted to the most appropriate person within the team.

Please contact Reception if you need advice about this service.

Out of Hours Emergencies

For out of hours care call the NHS111 service by dialling 111 from any phone line for free.

Patients' Rights and Responsibilities

We are committed to giving you the best possible service, achieved by working together. You have the right to see your records, subject to limitations of the law. It is your responsibility to keep your appointments, inform your GP of past illnesses, medication, hospital admissions and any other relevant details.

If you are unable to attend for a booked appointment, or no longer need the appointment please advise the practice as soon as possible. This will enable us to offer the appointment to someone else.

Along with the rest of the NHS we have a zero tolerance policy. If a patient acts with, or threatens, violence towards any member of staff the police may be called and the patient removed from the premises. They will also be removed from the practice patient list. Verbally abusive and offensive behaviour is similarly not tolerated. Patients will be written to advising them of the standard of behaviour required to maintain a positive relationship with the practice. If the abusive or offensive behaviour is repeated this may also lead to the patient being removed from the practice list.

Complaints Policy

We take complaints very seriously. If you wish to complain about any surgery service, please contact the Practice Manager by telephone or in writing. We will respond to your complaint in accordance with the standard 10 working days or inform you if the process will take longer.

Repeat Prescriptions

You may request your repeat medication either in person, by letter, or on-line. Please allow 48 hours (2 working days) before collection. Your prescription can also be sent direct to the local chemist of your choice, please ask at Reception for details. To ensure the best possible knowledge of your personal health, these will be signed by your usual GP where possible.

Sometimes repeat prescriptions will take longer than 48 hours if the doctor needs to review your medication needs. This will ensure accurate and safe prescribing. You may also need to have an appointment with a member of the clinical team for your review.

Referrals

Urgent referrals to other health and social care agencies will be made within two working days of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within 5 working days of the patient consultation or the doctor's decision to refer.

Home Visits

Home Visits are made for patients who are unable to come to the practice for an appointment. Every effort should be made to come to the practice where there is a full range of equipment and facilities for patient care. However, if you consider a home visit to be essential please contact the practice as early in the day as possible; this will enable the doctors to plan their day effectively. The decision to home visit will be at the doctors' discretion and they may telephone you first to discuss your concerns.

We are unable to guarantee a specific doctor will visit you as this depends on availability.

New Patient Checks

When you register with the practice you will be offered a New Patient Health Check with one of our Health Care Assistants.

The HCA will undertake some basic tests such as Height, Weight, Blood Pressure etc. It will also provide you with an opportunity to discuss any concerns you have. If you are on regular medication then you will also need to see your new doctor to ensure continuity of care.

Waiting Times

Surgeries will normally start on time. We expect patients to be seen at the time of their appointment but in the event of a delay we will offer an explanation.

Sometimes delays are unavoidable and we would appreciate your understanding. We would ask that if you have more than one problem to discuss with your doctor you ask for a double appointment.

We also ask you to stick to one patient, one appointment; if you have two children to be seen you will need two appointments.

If a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor, where possible.

On-line Services

To book or cancel appointments or request repeat prescriptions on-line, please ask at Reception. You can also view various aspects of your medical record including test results, immunisations and recorded allergies. Please bring ID confirming your signature with you.

Test Results

When a doctor or nurse arranges for a test to be taken your results will be available for you on-line (see above).

Results are normally available within a week.

Training Practice

We are proud to support the training of future doctors, paramedics and nurses and are delighted to have a selection of doctors working with us at different stages in their careers. Once qualified as a doctor it takes a minimum of five further years to qualify as a General Practitioner. During this time trainees spend time working in various hospital departments and in General Practice. Trainees have to reach a level of competence based on on-going assessments throughout this training. This means that as a patient you can expect a high quality, well trained general practitioner to look after you.

You may find that if you are seeing a doctor in training he or she may pop out to discuss your case with their trainer which might take a few minutes. Don't worry! This is normal practice and helps to ensure you are given the best care. Sometimes the doctor is seeking clarification of management, sometimes they are seeking a second opinion or wanting to talk to the doctor that knows you best if your case is complex.

Please let us know when booking if you do not want to be seen by a doctor in training.