



Patient Information Booklet

Vision

The doctors, nurses and all staff at The Bay Medical Practice are committed to the provision of the best possible clinical, patient, partner and staff experience within available resources.

Opening Hours

The surgery is open from 8:00am to 6:30pm Monday to Friday. We run an appointment system and the Doctors each see their own patients wherever possible. If your Doctor is unavailable then you will be able to make an appointment to see another Doctor. The Bay Medical Practice is a Training Practice and you may be offered an appointment with our GP Registrar.

When we are closed telephone 111

When you need help fast but it isn't a 999 emergency between 6:30pm – 8:00am on weekdays, at weekends and on bank holidays Telephone **111**.

The 111 service is free to call from landlines and mobiles and is staffed by a team of fully trained call advisers, supported by nurses, paramedics and GPs who are on hand to assess callers' needs and ensure they receive the right service as quickly as possible. It guides patients to locally available services or provides appropriate advice and information.

When someone calls 111, they will be assessed straight away. If it is an emergency, an ambulance will be dispatched immediately without the need for any further assessment. For any other health problems, the NHS 111 call advisers will be able to direct people to the service that is best able to meet their individual needs. For a minor illness or injury, the 111 service will be able to provide immediate medical advice. Out-of-hours services are generally very busy so please think carefully before using this service and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Disabled Access

Both branches are accessible by wheelchair and all the rooms are also wheelchair accessible. Access to all floors is available by a lift as well as the normal stair cases. Both sites also have hearing loop facilities which can be used throughout the buildings.

Interpreting / Translation Support

If you need help with interpreting or translation, please let us know when you make the appointment. You can arrange for a friend or relative to accompany you. Alternatively we offer a translation service, but we will need at least 24 hours notice to book an interpreter.

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GP Partners (list carrying)

Name	Qualifications
Dr Holly Bartley	BM BS MRCGP
Dr Kirsty Bateman	BM DFFP DCH MRCGP
Dr Oliver Cule	MB BS MRCGP DCH
Dr Charles Iwegbu	MBBS MRCGP DFSRH PGCME PGCHCL EPEC
Dr Simon Giles	MB BS FRCGP DRCOG DFSRH
Dr Samuel Judd	MB BS MRCGP MRCS DRCOG BMed Sci
Dr Cath Miskin	MB BS MRCGP DRCOG DFFP Dip Med Ed
Dr Simon Nevitt	BM MRCGP
Dr Arif Rahman	MB BS, PGDHE, DFSRH, DRCOG
Dr Cabrini Salter	MB BS JCTGP MRCGP DRCOG
Dr Suma Sreeshyla	MB BS MRCGP DRCOG DFFP
Dr Cheng Tan	MB BS MRCGP DFSRH
Dr Katherine Thomas	MB BS MRCGP DFSRH
Dr Hugh Trowell	MB BS DRCOG MRCGP FPA cert
Dr Gerhard Walters	MBChB MB ChM DFSRH

Salaried GP (list carrying)

Name	Qualifications
Dr Madeleine Neville-Jones	BM BS MRCGP

Salaried GP (non- list carrying)

Name	Qualifications
Dr David Henderson	MB BS FPC
Dr Hannah Monks	BM BS MRCGP

We are a training practice

As a training practice, hospital doctors wanting to enter General Practice can spend up to twelve months with us in order to gain the experience they need to become family doctors.

A doctor in training is called a **GP REGISTRAR**, reflecting the fact that they are a qualified doctor and here to learn General Practice. Dr Giles, Dr Cule, Dr Sreeshyla & Dr Thomas are our GP trainers.

The Deanery will inspect the practice regularly to ensure we provide the appropriate standard of care, levels of organisation, and an environment that would be conducive for a training practice. The staff and Partners have all worked hard to achieve this. We are strongly committed to providing high standards of training, without losing the friendly touch that has been the hallmark of our practice and we are committed to training doctors to become GPs. Consultations may be video recorded as part of training and your medical records may be used for educational purposes. You will be made aware of this and asked to



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sign a consent form prior to your consultation. You are under no obligation and it will not affect your treatment.

How to register as a NEW PATIENT at The Bay Medical Practice

The registration form can be obtained from our Main Reception (either branch) or downloaded from our website: www.thebaymedicalpractice.nhs.uk This form needs to be completed and handed to one of our Patient Advisors. If you have 2 proofs of identity, by way of a utility bill for example, together with photographic ID please can you bring these with you when you visit the surgery. Your medical card would be helpful, if you have it, though it is not essential. You will be requested to complete a questionnaire so that we can record your up to date medical history, family history and medication (if you take any). We also have a weight/height/blood pressure machine in reception which you will be asked to use.

Rights of Patients to choose a preferred GP

GP allocations are based on patient list sizes. If you have a preference for a male or female GP please let us know and we will try to accommodate your request.

E-Consultation

E-Consultations are an online tool which can be used as an alternative to a GP appointment or telephone consultation. Please go to our website: www.thebaymedicalpractice.nhs.uk and click on E-Consult (blue box). You will be asked questions about your symptoms, once completed your answers will be sent electronically to the practice and you will be contacted by the end of the next working day. If you require administrative assistance there is also an option within E-Consult for you to fill in a form and submit it to the practice, again we will get back to you by the end of the next working day.

Telephone Consultation

We offer telephone consultations with a variety of clinicians, where they will phone you to discuss your problem. Some patients find this more convenient. Our standard practice is to take a note of your contact number and the clinician will call you during Surgery hours. We aim to provide a call within a given two hour time slot however this cannot be guaranteed.

How to request a home visit

Home visits are possible, at the discretion of the Doctor for patients who are incapable of attending the surgery. Please try to come to the surgery whenever possible as facilities here are far better for examinations and treatments. If you feel you need a home visit please telephone, if possible, before 10.30 am on the day the visit is required. Please note one of our Patient Advisors will require details of the patient and the problem in order that the Doctor can assess the urgency of the call.



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How to make an appointment

Appointments can be in a variety of ways as outlined below:

- via the internet using our SystmOnline system
- by telephone (Sandown Branch: 01983 409292 / Shanklin Branch: 01983 862245)
- in person by attending either of our branches

In order to use the SystmOnline service you will need to see one of our Patient Advisors who will be able to provide you with the access details required once you have provided proof of identification.

Temporary Residents

Visitors who are temporarily staying within the Practice area are welcome to attend the Medical Practice on weekdays. Please note you will be seen on a 'sit and wait' basis.

Pharmacy First: Doctors' appointments are not always necessary

Pharmacy First is a scheme which allows people with certain minor ailments and conditions to go straight to their pharmacist to receive a consultation without needing to visit their GP to get a prescription first. Your pharmacist is a qualified health care professional who can help with your health problems and will offer you a private space to talk with you about your symptoms. Please click on the link:

www.pharmacyfirst.co.uk for more details.

Electronic Prescription Service (EPS)

EPS allows your GP and other prescribers to send prescriptions electronically to a pharmacy of your choice. This makes the prescribing and dispensing process more efficient, safe and convenient for patients and staff. You can sign up for this service at either of our Receptions or at your preferred pharmacy.

Repeat Prescriptions

All prescriptions are processed electronically. Please let one of our Patient Advisors know your preferred Pharmacy so that your prescription can be sent directly to them. If you have signed up to SystmOnline services you will be able to log on to your account and submit a request for your medication via this electronic method. If you are not signed up to the service when you require your repeat medication please tick the item(s) you require on the computer tear off slip and return it to the surgery for a prescription to be issued. Please ensure you make requests for prescriptions a few days before your medication runs out. Repeat prescriptions requested on a working day (and due) will be processed in two working days. Non-repeat items take two working days and are subject to approval by a GP. **Please note: in order to eliminate mistakes prescriptions may not be requested over the telephone.**

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Test Results

Many test results are ready within a few days but others can take much longer. If you are registered for SystemOnline services you will be able to see your test results via your online account. If you wish to enquire about a test result through another method, then please either complete an E-Consult form via our website: www.thebaymedicalpractice.nhs.uk or telephone the surgery after 2pm. If you are accessing your records online we would ask you to be aware of the following:

- **Forgotten history:** There may be something you have forgotten about in your record that you might find upsetting.
- **Abnormal results or bad news:** If you have access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.
- **Misunderstood information:** Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood.

Travel Advice

We offer advice on medication, vaccination and general health care to enable you to plan your holiday safely. A holiday vaccination form is available from Reception and where possible, it is advisable to complete this two months prior to your departure date. This will give the Nurse enough time to check your current immunisation status and the requirements for your destination so appointments can be made if needed. Some vaccinations need to be given at least four weeks in advance to ensure cover.

Please note: the NHS does not cover the cost of all medication needed for overseas travel and there may be a charge.

NON-NHS Examinations and Certificates

The Doctors are able to complete Private Medical Insurance Claim Forms and private certificates and to carry out medical examinations for insurance, driving, employment and sport. These do not form part of their NHS work and therefore, a fee is payable. Please ask one of our Patient Advisors for details.

Chaperones

Please be aware that for some examinations your clinician will offer, or request, the presence of a chaperone. We have both male and female chaperones available.



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Patient Information

The Bay Medical Practice is responsible for the accuracy and safekeeping of your medical records. Everyone working for the NHS has a legal duty to keep information about you confidential.

We ask you for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons, for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff and can account for its actions.

Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. For further details of what information is shared please see the privacy notices in our buildings or on our website.

Where else do we send patient information

We are required by law to notify the Government of certain infectious diseases (e.g. meningitis, measles) for public health reasons. The Law Courts can also insist that we disclose medical records to them.

We are often asked for medical reports from solicitors. These will *always* be accompanied by the patient's signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children, parents, etc) unless we also have their consent. Limited information is shared with the Health Authorities to help them organise national programmes for Public Health such as childhood immunisations. We also notify the Health Authority of certain procedures that we carry out on patients. Social Services, the Benefits Agency and others may require medical reports on you from time to time. These will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to patient's loss of benefit or other support. However, if we have not received your signed consent we will not normally disclose information about you.

Your right to privacy

You have a right to keep your personal health information confidential between you and your clinician. This applies to anyone over the age of 16 years and in certain cases to those under that age. The law does impose a few exceptions to this rule, but apart from those listed in detail; you have a right to know who has access to your medical records.

Who else sees my records

There is a balance between your privacy and your safety, and we will therefore normally share some information about you with others involved in your health care, unless you ask us not to. This could include Doctors, Nurses, Therapists and Technicians involved in the treatment or investigation of your medical problems. Life Assurance Companies frequently ask for medical reports on prospective clients. These are *always* accompanied by your signed consent form. We disclose **all relevant medical conditions** unless you ask us not to do so. In that case we would have to inform the insurance company that you have instructed



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us **not to make a full disclosure** to them. You have the right, should you request it, to see reports to insurance companies or employers before they are sent.

How can I find out what's in my medical records

Under the Data Protection Act of 1984 you may have access to your medical records. If you wish to see your records please ask for Subject Access Request / Access to Medical Records' form. We will process this within 30 days.

We have a duty to keep your medical records accurate and up to date. Please feel free to advise us of any errors of fact, which may have crept into your medical records over the years and which may need to be corrected.

What we will not do

To protect your privacy and confidentiality we will not disclose any medical information over the telephone unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all unless we have your written consent to do so.

Finally, if you have any further queries, comments or complaints about privacy and your medical records, or how we use your information, then please contact the Practice Manager / Operations Manager.

Patient's Responsibilities

Patients are expected to keep all surgery and hospital appointments, giving the surgery or hospital plenty of notice, if the appointment is not convenient.

The Bay Medical Practice has a zero tolerance policy in respect of aggressive behavior, abusive or aggressive comments, cursing and/or swearing, physical contact and aggressive gestures. No abuse of GPs, Nursing or any other Staff member is acceptable whether verbal or physical.

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Complaints Procedure - Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person: ask to speak to:

- Karen Hermans, Practice Manager located at our Sandown Branch

In writing : some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to either branch for the attention of Karen Hermans

What we will do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.