



NEW MILL STREET SURGERY

1 WOLSELEY ST LONDON SE1 2BP

WWW.NEWMILLSTREET.COM

Patient Information Leaflet

Telephone:

Appointments, Results, Enquiries, Home Visits

020 7252 1817

Fax:

020 7394 6312

Out-of-Hours:

Please call 111

Email:

souccg.newmillstreet@nhs.net

SURGERY OPENING TIMES:

Monday	7:30am	8:00pm
Tuesday	7:30am	8:00pm
Wednesday	7:30am	6:30pm
Thursday	7:30am	6:30pm – except for 3 rd Thursday of each month, when we close between 12.30pm 4.30pm for training
Friday	7:30am	6:30pm

OUR MISSION STATEMENT: To welcome, To listen. To heal

Our Vision is to....

- Provide for all our patients a modern quality primary care service
- Operate an effective integrated team with an holistic outlook
- Educate future health care workers
- Develop local and national standards
- Advocate and to check
- Partner our community

The New Mill Street Surgery is part of the services provided by **Southwark Clinical Commissioning Group (CCG)**. For more information about the services available in your local area, please visit their website at www.southwarkccg.nhs.uk or contact them at souccg.southwark-ccg@nhs.net / 020 7525 7888.

Out of Hours:

If you need medical advice when the practice is closed use the NHS 111 Service by telephoning 111.

The Practice Team

The Doctors:		
Dr Alan M Campion	M	MA MB.BS. MRCGP London 1989
Dr Cristina Guallar	F	LMS (Barcelona 1994) CSST Internal Medicine, (Barcelona 2000) MRCGP (London 2009), Dip HIV, Dip GUM, DFFP Before completing GP vocational training in London, Dr Guallar obtained a CSTT in Internal Medicine and Infectious diseases in Spain. She also worked for over 15 years at the HIV Department in UCLH.
Dr. Hannah Guerbi	F	BSc, MBBS (London 2010), MRCGP (2015)
The Nursing and Healthcare Team:		
Maggie Fletcher (Practice Nurse)	F	Chronic disease management, travel clinic, cervical cytology, smoking cessation, pill checks, new patient and NHS health checks, blood pressure management including relaxation, dressings, holistic health checks and care plans
Sabine John-Charles (Health Care Assistant)	F	Dressings, smoking cessation, holistic health assessments to over 65s, New patient and NHS health checks, Flu and over 65 pneumonia vaccinations, Vitamin B12 injections
Clinical Pharmacist:		
We have a clinical pharmacist whom we share with other General Practices within our federation. They see patients in the practice to review and optimise their medication.		
Locums:		
In the event of a doctor being away because of illness, annual leave or on study leave, either one of the other doctors in the Practice or a qualified locum doctor will take over their duties. On those occasions we cannot always guarantee a same gender GP to the one being replaced.		
Medical Students:		
We teach and support medical students who are training to be doctors. Occasionally there may be a medical student sitting in with the doctor. The reception staff will make you aware of this and ask your permission / consent before you enter the consulting room.		
Management, Admin and Reception		
Jenny Hoggins MSc	Practice Manager	Deals with the business side of the practice
Tina Sollis	Patient Services Manager	Oversees the Practice staff and administration
Our non-clinical staff work to support the clinical teams.		
Receptionists book appointments, communicate with patients, answer phone calls, prepare prescriptions and making sure that the Practice runs as smoothly as possible. Please be patient during busier times.		
All patient information dealt with by the Practice Team is treated with utmost confidentiality.		
Please treat our staff with respect – the Practice will not tolerate any threatening, rude or abusive behaviour towards <u>any</u> members of our team		

The Practice

Registering with the Practice:

The practice has an open list and will accept any patients that are living within the practice boundary (ask at reception for details or see our website). The practice will refuse any patients who do not reside in our area. Please let the reception staff know if at present you do not have a fix abode.

We would also need your NHS Number as this will help us to receive your medical records in a reasonable time.

If you are on regular medication, please tell the receptionist who will book you an appointment to ensure your medications are added.

Temporary Residents:

You can register as a Temporary Resident If you are on holiday or staying in the area for less than three months. Please ask at reception for a temporary resident form.

Patient Access:

The Practice offers and encourages patients to use our on-line facilities to book appointments, order repeat medication, view coded information and test results in their medical records. Speak to a Receptionist to get your personal log in details (photo ID required). Please note that due to NHS Safeguarding Regulations online access is not available to patients under 16 years old and their parents/carers.

eConsult:

eConsult is offered as an option if anybody is finding the wait for the next routine appointment as too long. The online consultation is **NOT** for medical emergencies (life threatening).

This service is accessed via our practice website (www.newmillstreet.com).

Transfer of Medical Records:

It can take some time for your records to be transferred to us from your previous surgery. Therefore, it is important that if you have ongoing medical issues you include these on the registration form. If you are on regular medication, we will ask you to book an appointment with one of the doctors or our pharmacist before your medication is prescribed.

Named GP:

From 30.06.15. all patients must be allocated a 'named GP' when they register. The allocation of a named GP does not mean that you can only see this doctor, you have a choice to see any GP.

Appointments and Clinics

Booking Appointments:	
Online:	Before you can use online appointment booking you must first register to obtain a username and password (see “Patient Online Services”)
Telephone:	You can book an appointment by telephoning our practice during opening hours or, if you would like telephone advice/consultation, leave a message with the receptionist and a doctor will call you back
Face-to-face:	You can visit our practice in person and book an appointment via reception.
Urgent Appointments:	
If you feel that you urgently need to be seen on the same day, your details and reason for consultation will be taken by the Reception Team and put on the Triage List. One of the GPs or practice nurse will then ring you to discuss your concerns. This service is not for routine questions. If you ask for a doctor to phone you back, please keep your phone on you. If they receive no answer, the clinician will normally try again to make contact later in the day, but sometimes this is not possible.	
Cancelling Appointments:	
Many patients do not cancel an appointment if they cannot attend. These appointments could have been used by other patients if they had been cancelled.	
Home Visits:	
Home visits are reserved only for our patients that are house bound through ill health. If your health genuinely prevents you from leaving your house you can request a GP visit by calling before 10.00am.	
Patient Check-In System:	
To improve the appointment book-in process the Practice has a touch screen system that allows patients to confirm their arrival at the Practice. Follow the on screen instructions and within a few simple steps the check-in procedure will have been completed.	
New Patient Health Checks:	
Once you have filled in all the forms and your registration is completed we will ask you to make an appointment for your New Patient Health Check. Patient Health Checks are important to understand your past health history, your family’s health history, and what your current health issues might be. To ensure ensure you receive great health care – and to ensure our team delivers exactly that – New Mill Street Surgery needs to understand you and your health needs. The New Patient Health Checks are different to NHS Health Checks which we also offer to all eligible patients (aged 40-75 without a pre-existing condition).	

Repeat Prescriptions

Repeat Prescriptions:

Repeat prescriptions are medications prescribed for you by your clinician and taken on a regular basis.

We ask that you request your repeat prescription detailing your name, contact details and item(s) requested.

Telephone requests for prescriptions are not accepted!

How to request a Repeat Prescription:

Online:	Pre-Registration and password required
Fax:	020 7394 6312
Email:	Souccg.newmillstreet@nhs.net
External Post:	If you wish your prescription posted back, please enclose a stamped addressed envelope
In person:	This can be done by using the white tear-off section on the prescription (which has the names of the medication prescribed previously) or complete a repeat prescription request form available at reception. Either of these should be placed in our red pillar box on the reception desk.

Electronic Prescribing:

If you are on regular medication and always go to the same Pharmacy you may benefit from Electronic Prescribing. Repeat prescriptions can be requested by you or by your chemist and after being approved by the clinician are sent electronically to your pharmacy . Medication can then be then collected at your chemist. If you have mobility problems you can arrange for the chemist to send the medication home to you.

To nominate a Pharmacy please download and complete the Electronic Prescription Services Patient Nomination Request and bring it to the surgery or to your nominated pharmacy or let reception know.

Patients on repeat medication will be asked to see a doctor at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

PLEASE NOTE: Repeat Prescriptions Requests require 2 working days notice

Patient Services

Blood Tests:

Blood tests need to have been requested by a doctor or nurse. Blood tests can either be taken at the practice or at Guy's Hospital.

Test Results:

It usually takes one week for the results of blood, urine and x-ray results to return to the Practice. Specimens should be handed in before 12.00 midday for collection and transport to the laboratory (week days only).

Clinicians will notify patients of any abnormal results either by phone calls/sms texts/email. **PLEASE ENSURE YOU KEEP THE PRACTICE UPDATED OF ANY CONTACT CHANGES.** Reception staff will only be allowed to notify you of normal results. Please telephone after 2.00pm for results. **Please note that GPs do not receive results ordered by the Hospital.** For reasons of confidentiality test results will usually only be given to the patient concerned. When you telephone for a result you will be asked for your full name and date of birth. This will prevent the staff giving the wrong test result. You can also view your test results online once you have registered for on-line services.

Contraception:

All doctors are able to offer contraceptive advice. Pill checks are also carried out by our practice nurse.

Problems with your current contraception needs to be discussed with a GP or Sexual Health Clinic Team NOT with the nurse.

Out-of-Hours:

If you need medical advice when the practice is closed please use the NHS 111 Service. Telephone 111.

Non-NHS:

We are able to provide a number of non-NHS Services to patients registered with us including private medical insurances, private sick notes, private prescriptions, HGV licence medicals etc. Please note that fees are payable for non-NHS services. Please ask at reception for details.

Feedback

Complaints, Suggestions and Complaints:

The practice will welcome your views on the quality and type of service provided by this practice. If you have any comments or suggestions please speak or write to the Patient Services Manager or Practice Manager.

If you wish to make a complaint please speak or write to the Practice Manager first.

A copy of our 'in-house' complaints procedure is available at the reception desk.

NHS Friends and Family Test (FFT):

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed.

It is a quick and anonymous way to give your views after receiving care or treatment across the NHS. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more. If you have any queries about the FFT, contact NHS England via email: england.contactus@nhs.net

There are various ways for you to take the Family and Friends Test.

- You can pick up a questionnaire from reception desk
- You can download a questionnaire from our website.

All data collected will be anonymous, the data will be submitted to NHS England every month and this will give the practice a rating which will be published on NHS Choices.

We hope that you will be happy with the service that we provide and therefore welcome your feedback through FFT, however if you do have cause to complain please contact the Patient Services Manager or Practice Manager.

Patient Participation Group (PPG):

Would you like to get involved in shaping the services we offer at the Practice?

If you are a patient at the New Mill Street Surgery who is registered with us, you can have your say by becoming part of our Patient Participation Group (PPG).

The Patient Participation Group is a voluntary group which meets four times a year with the practice GP lead and managing Partner. The group provides input into the practice annual patient survey as well as acting as an advocate on any consultation relating to proposed changes to practice services.

Associated Services and Professionals

We work closely with a number of other services and professionals to deliver you the care that you need. These are some of the most commonly accessed.

District Nurses:

A team of nurses work with our practice and are responsible for the nursing care of patients who are housebound. You can be referred by your GP or a member of your hospital care team.

Health Visitors:

The Health Visitors work with all families with young children. This includes development checks, baby clinics and health promotion advice. There is a list of clinics on our noticeboard.

Midwife:

Antenatal care: please note you can self refer to the Antenatal Clinic at Guy's Hospital. In any case, if it is your first pregnancy, we will recommend you make an appointment to see a GP as early as possible; you will usually see a midwife for an initial appointment in Hospital before 13 weeks.

Drug and Addiction Workers:

We have a Specialist Community Addictions Worker who has a surgery fortnightly on a Friday. They work with people alongside our doctors, to offer alcohol and drug detoxes and substitute prescriptions for opiate dependence. Please speak to a doctor if you wish to receive this treatment.

Secondary Care (NHS and Private):

Sometimes you may require further treatment than can be provided by the practice and our associated services. If this is the case the doctor/nurse will refer you to the appropriate place. If you wish to be referred for private care, we are also able to provide the necessary letters; however there may sometimes be a charge for this.

Patient Privacy

Computers and Confidentiality:

All doctors, nursing and other staff who have access to your computer or paper records have a very strict code of confidentiality as defined by the Data Protection Act 2018.

Data Protection:

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system.

Access to Medical Records:

Under the Data Protection Act 2018 people have the right to see any files about them, including their health records (except applications to see records of someone who has died).

If there is anything you do not understand, or find upsetting please speak to a receptionist who will pass your concern onto a doctor as appropriate.

Access to your medical records is available online through Patient Access. Alternatively, if you would like a copy of your medical records please write to the Practice Manager

Privacy:

We are aware that the present reception configuration does not allow for complete privacy. We have plans to improve this situation in the near future. Meanwhile if you would like to discuss any private matters please **inform** reception you would like to talk in a private area.

Rights and Responsibilities of the Practice:

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural.

Summary Care Record:

The NHS **Summary Care Record** (SCR) is an electronic **summary** of key clinical information (including medicines, allergies and adverse reactions) about a patient, sourced from the GP record. It is used by authorised healthcare professionals, with the patient's consent, to improve and co-ordinate their **care**. Patients' have the right to opt out of the SCR – please ask for a form at reception.

Local Care Records:

To enable information sharing to happen more quickly and to improve the care you receive, a new process has been put in place in Southwark called the Local Care Record.

Through existing computer systems, this joins up care records held at the practice with the main local hospitals – Guy's & St. Thomas', King's and South London and Maudsley (SLAM).

Information is only shared with those people directly involved in your care when it is needed to make your care and treatment safer, easier and faster. For instance, using LCRs, Hospital consultants can see tests ordered by GPs and vice versa.

The information can be viewed only, not printed off.

Communication

Text Messaging:

We may use your mobile telephone number to send SMS text messages about the surgery. No patient data will be sent via text. If you do not wish to receive text messages from the surgery please let reception know.

Missed Appointments:

A significant number of appointments per month are missed appointments where the patient does not attend (DNAs) for a booked appointment, and does not contact the surgery in advance to cancel/change the appointment. The effects of these missed appointments are:

- An increase in the waiting time for appointments
- Frustration for both staff and patients
- A waste of resources

Therefore the practice has the following policy on missed appointments:

- If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you
- If you repeatedly fail to attend for appointments, you may be removed from the practice list and have to find an alternative GP

Accident & Emergency (A&E):

WHEN TO GO TO A&E: For all serious condition such as broken bones, burns, blood loss, chest pain, go straight to your nearest Accident & Emergency

A&E Means Accident & Emergency NOT Anything & Everything

Please Help Us To Help You!

- Please arrive on time for your scheduled appointment. We do our best to keep to time (although unfortunately emergencies and complications may arise during a surgery) and your being on time helps us to do this
- If you ask for a doctor/nurse to phone you back, please keep your phone on. If they receive no answer, a doctor will normally try again to make contact later in the day, but sometimes this is not possible.
- From time-to-time the practice may need to write to you. It is therefore, important that the practice has the correct details. If you change your name, address, telephone number or email address, please let one of the reception staff know.
- If you receive communication from the practice asking for you to make an appointment to see a member of our team for a review of a long-term health condition or a medication review, please respond promptly. We send these recalls and reminders for the benefit of your health; however if you wish to decline this service, please let us know – this allows us to record your dissent so that we don't continue to send you communications, and also to check that you are aware of the possible implications of your decision.
- We are unable to offer treatment for dental problems. Please contact your local registered Dentist.
- **Are you a Carer?** if you look after someone who could not manage without you please let one of the receptionists know.
- You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment
- You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.
- If you need an Interpreter please speak to one of the receptionists. The purpose of the Interpreting and Translation Service is to provide equity of access to health services for patients whose first language is not English. This service is completely impartial and aims to offer an accurate and confidential communication between health professionals and patients. If you require an Interpreter at your appointment, please inform reception and they will ensure an interpreter is booked.
- We operate the NHS Zero Tolerance policy and will not tolerate violent or abusive behaviour to staff or anyone on our premises. Such behaviour will result in immediate removal from our medical list. In cases of violent behaviour it is our policy to call the Police.
- The practice will provide the same treatment and services to patients irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, medical condition, religion or belief. If you have difficulties with reading, writing, hearing or language – let the practice know so we may assist you with either aids or additional support.

