



HAPPY HOUSE SURGERY

Patient Information Booklet

Happy House Surgery, Durham Road
Sunderland
SR3 4BY

Telephone: 0191 5282222

Website: www.happyhousesurgery.nhs.uk

Welcome to HAPPY HOUSE SURGERY!

Happy House Surgery is situated in the A690 in Thorney Close. Originally a semi-detached house, the practice has grown over the last 20 years into a modern medical centre with 8 consulting rooms and a treatment / minor surgery suite. Despite our growing size we still offer a personal service to our patients.

Our Practice is highly patient focused and we have a multidisciplinary approach to patients' health care. *We aim to deliver the best for our patients by combining the skills of the practice team with other health and social care workers in the community.*

Reception is open from 8.00am – 5.45pm Monday to Friday. Telephone lines are open to 6pm.



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.

THE DOCTORS:

PARTNERS

Dr Nayar Quasim - MB BS, DFFP, DRCOG, MRCGP

Male – (GMC Number 3657773)

Dr Thomas Kwan – MB BS, DFFP, DPD, MRCGP

Male – (GMC Number 4298427) (Speaks Mandarin and Cantonese)

SALARIED GP

Dr. R Boora MBBS, MRCPCH, MRCGP Male - (GMC

Number 5194749)

Dr. D Sridhar MBBS, DRCOG, MRCGP,

Female - (GMC Number 5208863)

Whilst all of our patients are welcome to see any of our GP's in the practice, we have allocated a GP to every patient in the practice (including children) as part of the government's plans to give every patient in the country a named GP, responsible for coordinating all of the services we provide through our contract.

The Practice is approved for Minor Surgery, Child Surveillance and all the doctors are on the Obstetric List.

Which days are the Doctors / Nurse Practitioner here?

	Morning	Afternoon
Monday	Dr Quasim	Dr Quasim
	Dr Kwan	Dr Kwan
	Dr Sridhar	Dr Sridhar
	Janet (Nurse Practitioner)	Janet (Nurse Practitioner)
Tuesday	Dr Quasim	Dr Quasim
	Dr Boora	Dr Boora
	Denise Nurse Practitioner	Denise Nurse Practitioner
	Janet (Nurse Practitioner)	Janet (Nurse Practitioner)
Wednesday	Dr Quasim	Dr Quasim
	Dr Kwan	Dr Kwan
	Dr Boora	Dr Boora
	Janet (Nurse Practitioner)	Janet (Nurse Practitioner)
Thursday	Dr Kwan	Dr Kwan
	Dr Boora	Dr Boora
	Dr Sridhar	Dr Sridhar
	Janet (Nurse Practitioner)	Janet (Nurse Practitioner)
	Denise (Nurse Practitioner)	
Friday	Dr Quasim	Dr Quasim
	Dr Kwan	Dr Kwan
	Denise (Nurse Practitioner)	Denise (Nurse Practitioner)

Who is My Allocated GP?

If your surname begins with the letters A – L, your allocated GP is **Dr Quasim**

If your surname begins with the letters M – Z, your allocated GP is **Dr Kwan**.

Whilst you can see any GP in the practice, if you really feel that you wish to change your allocated GP, you can contact reception who can make this change.

Please note that during holiday periods the doctors' working days may alter slightly.

PRACTICE STAFF:

Practice Manager	-	Steven Harder MBA
Reception Manager / Data Entry		Helen Keerie -
Nurse Practitioner	-	Janet Jackson BSc, MSc. Denise Watson <i>SRN, RGN</i>
Practice Nurses	-	Julia Ferrier BSc (hons) Louise Watson BSc (hons)
HealthCare Assistants	-	Lynn Hutchinson Ashleigh Black
Reception Team		Gillian, Bobbie, Jess, Sandra, Ellie Laura, Susan, Sayema, Megan and Emma.

Practice Manager

Steven Harder is the manager for the Practice and he may be able to help you with any administrative or non-medical aspects of your health and treatment.

He is also available to discuss any suggestions or complaints. A suggestion box is available in the waiting room.

Reception Staff and Administration Staff

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality.

Nurse Practitioners

Janet Jackson and Denise Watson, our Nurse Practitioners, consult with patients in the same way as our doctors.

They are trained to deal with a wide range of both acute and chronic problems, order tests and prescribe medication. They can diagnose, treat and manage common ailments and routinely deal with ear, chest and urine infections. Nurse Practitioners will see patients with musculoskeletal problems, e.g. back, knee, ankle, hip and shoulder pain. They can offer contraceptive advice, emergency contraception and prescribe medication. They will see temporary residents for urgent problems. Nurse Practitioners can also refer patients for specialist intervention.

Practice Nurses

Our appointment book for the nurses is open usually over a month in advance. Appointments with our practice nurses are usually for:

- Travel Vaccinations or other Vaccinations
- Baby Immunisations
- Swabs
- Contraception Advice or Review
- Chronic Disease Review or Annual Review (Heart, Asthma, COPD, Diabetes etc)
- Smears
- ECG
- Advice or help with Weight Management
- Sexual Health
- Pregnancy Test

Healthcare Assistants

Lynn and Ashleigh are our Healthcare Assistants. Our Healthcare Assistant appointments are only bookable through reception and are usually for:

- If you need your Blood Pressure taken
- If the GP says you need blood tests
- An Annual Review and need to have bloods taken
- 'MOT' or 'NHS Health Check'
- Smoking Cessation
- Spirometry or ECG
- Weight Management
- All requests for blood tests must be made through one of the doctors, nurse consultant(s) or nurse practitioner(s).

ATTACHED STAFF

Midwife

Our attached midwives are Karen Hutchinson and Julie Miller

Midwives care for and support pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby.

Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

District Nurses

District nurses assess, plan and manage the care of sick and disable patients of all ages in the patient's own home, general practices and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialized services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

The district nurses are in regular contact with the Practice and can be contacted through reception.

Health Visitors

Kay Bithel is the Health visitors attached to the Practice.

Health visitors are qualified nurses and have additional training in child health and development, will monitor your child's growth and development, answer any child health queries and help mothers to cope with children under five, advising on things like hygiene, safety, feeding and sleeping. They also co-ordinate child immunisation programmes and organise special clinics or drop-in centres.

Health visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems and advise on healthy eating, keeping warm and getting the right exercise.

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ACCESS TO THE SURGERY

Surgery Hours:

Monday:	9.10am – 12.10pm	2.40pm – 5.20pm
Tuesday:	9.00am – 12.10pm	2.00pm – 5.20pm
Wednesday:	8.30am – 11.30pm	2.00pm – 5.20pm
Thursday:	9.00am – 12.10pm	2.00pm – 5.20pm
Friday:	9.00am – 12.10pm	2.400pm – 5.20pm

Practice Opening Times:

Monday	8.00am – 5.45pm (telephone lines open until 6pm)
Tuesday	8.00am – 5.45pm (telephone lines open until 6pm)
Wednesday	8.00am – 5.45pm (telephone lines open until 6pm)
Thursday	8.00am – 5.45pm (telephone lines open until 6pm)
Friday	8.00am– 5.45pm (telephone lines open until 6pm)

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Emergencies

For life-threatening emergencies such as:

- Severe bleeding;
- Collapse or unconsciousness;
- Severe chest pains...
- Unable to breathe

...telephone 999 for an ambulance IMMEDIATELY, then inform your doctor.

When the Surgery is Closed:

We also close between 12.30pm – 2.00pm for training purposes on the first Wednesday of each month and all afternoon (from 12.30) on most third Wednesday's of the month. The dates are posted in the waiting room and on the front door.

For urgent conditions that cannot wait until the next surgery, please telephone 111, when you will be advised how to contact the duty doctor.

Please remember that this service is there to provide urgent medical attention for ill patients. If the service is abused by calling the doctor for requests for repeat prescriptions, appointments or minor illness which could wait until the next surgery session, then other patients could be put at risk.

When the Practice is closed your call will be diverted to the Out-of-Hours service. You may also telephone the Out-of-Hours service directly on 111.

If you are unable to contact the doctor and the emergency persists, ring 999 without delay.

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Making an Appointment

All our regular weekday surgeries are by appointment only.

Please see our Reception Staff or telephone the Practice during Opening Times on 0191 5282222 to arrange an appointment to see the doctor or nurse.

GP Appointments

Our appointment book for the week ahead **opens on a Friday at 8am**. In order to be fair to all of our patients we do not take appointments for the week ahead until the book opens unless the GP has specifically asked for this. Appointments do fill up quickly. These can be booked on-line.

Same day (Nurse Practitioner) Appointments

These can only be booked on the day by contacting the reception which opens at 8am. You must have an appointment to be seen.

The Nurse Practitioner can deal with most problems a GP can (although she is not allowed to sign a 'sick note' though can arrange for one for you). She can prescribe a full range of medicines.

The Nurse Practitioner will ring you to discuss whether you need to be seen by a GP, Nurse Practitioner or Nurse at the surgery, or whether your problem can be dealt with over the phone.

These appointments cannot be booked on line – please contact reception on 0191 5282222.

Practice Nurse Appointments

These can be booked up to a month in advance and can be booked on-line.

Healthcare Assistant Appointments

These can be booked up to a month in advance: these appointments cannot be booked on line – please contact reception on 0191 5282222.

Urgent Appointments

If you have an urgent medical problem that you feel needs attention on the same day, please explain this to our Reception Staff who will invoke our telephone triage service to deal with such urgent requests.

When you call, our Reception Staff will take your name and telephone number and either the duty doctor or nurse practitioner will telephone you back as soon as possible (usually within the hour).

If the clinician thinks you need to be seen, you will usually be offered an appointment that day. Please note that this service is not available during the additional appointment times specified above.

Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else. You can cancel an appointment on the phone without speaking to reception or, if you received a text reminder, you can cancel it by text. If you booked the appointment on-line, you can cancel it on line too.

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Access to Services by people with Disabilities

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients.

- There are designated parking spaces in the car park.
- A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff.
- An induction loop is available to help the hard of hearing have clearer conversations. This can also be provided for individual consulting rooms when necessary.
- There is a ramp at the surgery entrance and also inside to aid wheelchair access.
- Surgery rooms located on the first floor are accessible by using the lift.
- There are also toilet facilities for the disabled.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Dogs

All dogs, with the exception of assistance dogs, should be left outside the building.

Smoking & Food

The building is a non-smoking building and we request that this be honoured.

We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

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Checking in for your appointment

It would be helpful if you could arrive a few minutes before your appointment time: please let us know if you are going to be delayed. We are sorry, but we would routinely usually see a patient who is over 15 minutes late.

It is important that you check in at reception so the Doctor can call you when it is your turn. Appointments are always called in time order.

You will be asked to fill in a short 'Friends and Family' questionnaire once you have seen the GP which is appreciated. You may also be asked to fill in a longer patient questionnaire – again this is appreciated.

An appointment is only for the named patient and not for other members of the family who do not have their own appointment.

If you cannot make your appointment.

If you cannot make your appointment or need to cancel an appointment, please let us know as soon as possible. We can always give the appointment to another patient. You can cancel an appointment by contacting the surgery or, if you have booked the appointment on-line, you can cancel them on-line too.

When you arrive at the surgery, you must check-in with the reception team at the desk, to ensure the GP is aware that you are here for your appointment.

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Home Visits

As home visits are for those patients too ill to attend surgery, please only request a home visit if you (or the person you are calling on behalf of) is too ill or frail to attend the Practice. Please remember the doctor can see four patients in the time it takes to make one house call.

The doctor may arrange for the patient to be brought to the surgery so that its full facilities are available for tests and treatment.

It is not possible to request a specific doctor for a home visit.

Please give clear directions so the doctor can locate your house. If you have an outside light, please ensure that it is switched on during the hours of darkness.

Also, if you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

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Out-of-Hours Appointments

If you need to see a GP in the evening, at weekends or on bank holidays, Sunderland's GP Extended Access Service can help. Run by local GPs, the Extended Access Service is a convenient way to see a doctor at a time to suit your busy lifestyle. You can request these through reception or through 111 after hours..

If you have a problem that cannot wait you can contact 111 to access the out of hours service.

The out-of-hours service will contact the most appropriate healthcare professional who will call you back to discuss your problem and, after taking a full history, will either:

- Give advice over the phone;
- Ask to assess the patient at the GP base;
- Visit the patient at home;
- Admit the patient directly to hospital via 999 ambulance

The Out-of-Hours service is provided by NECS and any queries, comments or complaints should be directed to them.

Help and advice is also available 24 hours a day, seven days a week from the NHS who can be contacted by telephone 111

Hospital Referrals

Wherever possible, routine hospital referral letters will be done within three days or on the same day, if very urgent.

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

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PRESCRIPTIONS

There are a number of ways which a repeat prescription can be requested:

- Telephoning the Practice on 0191 5282222 – please have your sideslip to hand. **Please ring after 10am.**
- Dropping your side slip off at the surgery
- On-line

This service is only for items that are on your side slip: requests for further supplies of any other medication that you have had off a clinician will need to be agreed by a GP and may require a consultation – please contact reception in this case.

Please make sure you request any medication before you run out: prescriptions take two working days to process – scripts handed in on Friday may not be ready until Tuesday

Please do not make an appointment with a Doctor for repeat prescriptions and allow sufficient time to order your prescription before your current medication runs out, especially on Public or Bank Holidays.

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computerized. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is produced on the computer a new request form is also generated for you to make your next request.

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. If you have more than one repeat prescription, please try and order all your items together. The request can then be posted to us or left in the post box in the entrance to the Practice.

Your new prescription will be normally be ready for collection within two working days as per the following schedule:

Monday	Received before 9.30am	Ready Tuesday after 4pm
Tuesday	Received before 9.30am	Ready Wednesday after 4pm
Wednesday	Received before 9.30am	Ready Thursday after 4pm
Thursday	Received before 9.30am	Ready Friday after 4pm
Friday	Received before 9.30am	Ready Monday after 4pm

The practice can now electronically send most prescriptions direct to a pharmacy of your choice – if you are being prescribed medication for the first time we will ask you to nominate a pharmacy then, each time you request a repeat script, your script will be electronically sent to your nominated pharmacy, ready for you to pick up or even delivered (if available). You can even order your repeat prescription on-line, any time day or night, if you register for our on-line service. Please note that Electronic Prescriptions still requires two days to be processed.

Please ask the reception staff for further advice on ordering repeat prescriptions.

Repeat Prescription telephone requests or queries should be made after 10am on 0191 5282222.

Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and fair service to all our patients.

If you ask for an urgent repeat prescription, you will need to give the reason for your request. You may also be required to contact the police, in some cases, if the medication has been lost.

Most medications can safely be missed for a few days and you may be advised that your prescription will be issued routinely.

Alternatively, you can take your repeat prescription counterfoil to your usual pharmacy and they can issue you with a small quantity to tide you over until your repeat prescription is issued; there will be a charge for this.

We will not issue urgent prescriptions for items that can be bought over the counter.

If your medication can not be missed, the item will be issued as required. All urgent repeat prescriptions must be collected in person from the Practice.

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FACILITIES AVAILABLE AT THE PRACTICE

We have:

- A room available for access by disabled people;
- A room available for nappy changing;
- A room available for breastfeeding;
- A room to discuss matters in private on request;
- A comfortable waiting area (our Practice is cleaned and checked every day).

We will keep you informed through:

- Our up-to-date health and Practice information booklets;
- Notice boards and television screen in the waiting room;
- Local press, newsletter, website.

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SERVICES AVAILABLE AT THE PRACTICE

Antenatal Clinics

Antenatal Clinics are held on Thursdays. There is a doctor in attendance and also one or two midwives.

Asthma

In recognition of the increasing prevalence of asthma in our community, our Practice Nurses carry out Asthma reviews to ensure that treatment is effective by checking inhaler technique and measuring lung function regularly, referring you to your usual doctor.

REMINDER: Would all patients attending for Asthma appointments please remember to always bring along their inhalers.

Acute Asthma problems and emergencies should be seen within normal surgery consultations - appointments can be made with our Reception Staff.

Heart Disease

Our Nursing team also carry out reviews on patients who currently have heart disease. We can offer advice about maintaining health and reducing the possibility of any further heart problems. You may also be referred to specialist nursing services.

Child Health Clinic and Vaccinations

This is a clinic for babies in good health.

The baby clinic is held on a Wednesday Morning between 9.30 and 11.30 and you should receive a letter when any vaccinations are due. We can offer appointments at other times if Wednesdays are inconvenient – please ask at reception.

The Practice urges all parents to have their children fully immunised. If you require to see the doctor and / or the Practice nurse, please make an appointment with either.

COPD

Chronic Obstructive Pulmonary Disease (COPD) is a chronic lung condition encompassing diseases such as bronchitis and emphysema.

Patients suffering from this condition are usually over 40 years of age, get breathless on exertion, may have a chronic cough and usually (but not always) have a history of smoking.

The Practice runs a specialised service to help patients with COPD, and appointments for the clinics can be made with our Reception Staff.

Diabetic Clinic

The Nursing team provide reviews and support to all of our diabetic patients

We may refer patients with more complex needs to specialist support services. Please ask our Reception Staff for details.

Family Planning Clinic

The Practice offers a full range of contraceptive services. Please ask our Reception Staff for details.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact our Reception Staff in early October for details of the vaccination dates.

If you are housebound, a home visit by one of the district nursing team will be arranged to administer this vaccination.

Immunisation Clinics

We immunise against infectious diseases which can cause death and disability and strongly recommend that all children should receive their full course of immunisation.

Immunisations (e.g. Hepatitis B; Flu or Rubella) are advised according to age or risk.

Please ask our Reception Staff for details.

Minor Surgery

Sessions are held on Thursdays for the removal of skin lesions, moles, warts and carried out by Dr Kwan.

It is essential that patients have an appointment with the GP first so that the lesion can be properly assessed. If we are able to remove it at the surgery, we will arrange for patients to have an appointment at the minor surgery clinic.

Pneumonia Vaccinations

If you are aged 65 or over, you are strongly advised to have a pneumonia vaccination. Appointments with the nurse can be booked with our Reception Staff.

Smoking Cessation

Our Healthcare Assistants have special training in this area and can offer advice and support to people who are motivated to stop smoking.

Referral to this clinic is via the doctor.

Travel Vaccinations

The travel clinic is run by nurses with special training in overseas health. Patients who are planning to travel overseas, whether on business or pleasure should contact our Reception Staff at least 8 weeks beforehand to complete a form to determine their specific vaccination requirements. This will help the Practice Nurse ascertain what vaccinations you will require for your trip and enable us to give you the best possible advice on all health issues, as well as administer the vaccinations.

There is a charge for some travel immunisations and prescriptions not covered by the NHS – a list of these charges is available from our Reception Staff or on our web-site.

Well-Woman Clinic

Smear tests for women involve an examination of the Cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated before cancer develops.

We recommend that women between the ages of 20 and 49 years are encouraged to have a smear every three years and those aged between 50 and 64 every five years, unless advised otherwise by a doctor.

Smear tests are usually performed by Julia and Sue. We have a recall system in place to advise women in advance of their next smear test.

If you are newly registered with the Practice, please inform us of the approximate date of the last cervical smear in order that we can put you into our recall system.

Patients wishing to check their results (and it is always wise to do this) should wait between 4 & 5 weeks before doing so - the approximate time taken by the laboratory to process the tests.

Breast cancer kills more women than any other cancer. It is more common in older women but, if the small changes are discovered early, there is a better chance of a successful recovery. Our nursing team can provide information about breast cancer and also give instructions on how to examine your breasts at regular intervals.

ACCESS TO PATIENT RECORDS

Under GDPR, patients have the right to apply for access to their health records.

The Practice is obliged to comply with a request for access subject to certain exceptions (see below) and unless the request is deemed to be unreasonable, there is no charge. However, the Practice also has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information.

Access can be requested verbally or can be written however, in circumstances where the information being requested is not that of the person or child making the request, we would require a written request using the form.

No patient information may be disclosed to members of the public by telephone.

Remember if you register for on-line services, a summary of your notes is available on-line for free.

ADDITIONAL PATIENT SERVICES & HEALTHCARE INFORMATION

The Practice is committed to provide relevant information to people who use its services and the following methods will be used to provide this information:

- During their consultation;
- Information Leaflets – available from the stand in reception;
- Posters displayed in patient communal areas;
- Practice booklet / leaflet;
- Patient waiting areas television
- Practice website
- If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

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BOUNDARY / CATCHMENT AREA / LOCATION OF THE PRACTICE

The boundary of the Practice is:

- *A183 (Chester Road) to the North,*
- *B1405 (Queen Alexandra Road) to the East,*
- *Farringdon and Plains Farm (Silksworth Lane – Warden Lane – City Way B1286) to the South*
- *A19 to the West*

Please ask our Reception Staff if in doubt whether you fall into the correct catchment area.

If you move, please check that you are within the Practice catchment area. If not, you will need to register with another Practice.

Details of other Practices and the services they provide are available from **NHS England Customer Contact Centre Freephone 0300 311 2233 or on the NHS choices website – www.nhs.uk**

CARER'S REGISTER

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff and there is a Carer's Board in the Waiting Room.

The Practice's Link Worker is our Practice Nurse, Louise Frelford, who can be contacted on 0191 5282222 to answer any queries.

CAR PARKING

A car park is provided for patients who are visiting the surgery, with designated parking spaces for the use of disabled patients and for parent and child.

Please park only in the spaces provided and ensure you are not blocking the exit of a doctor who may be called out on an emergency.

Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

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CHANGE IN PERSONAL DETAILS

Please inform the our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records accurate.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

Our Reception Staff will help you with queries about practice boundaries.

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CHAPERONES

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

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COMMENTS AND COMPLAINTS

Comments

We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion / comments box located in reception for this purpose.

Practice Complaints Procedure

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

Complaints pack, available from our Reception Staff, explains the process and includes a form to complete.

If you feel you need to complain

We hope that most problems can be sorted out easily and quickly, preferably 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 the most a few weeks, as 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 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem.

Complaints should be addressed to the Practice Manager, Steven Harder, in the first instance, or one of the doctors.

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns.

He will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Mechanism for dealing with a complaint

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 had happened and what went wrong;
- Agree a plan on how your complaint will be dealt with and the timescales involved;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology where that is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Primary Care Trust

In the first instance please discuss your complaint with the staff member concerned – we hope to resolve most issues within one working day. Where the issue cannot be resolved at this stage, please contact Steven Harder, Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage or you wish to make a formal complaints please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem OR
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

Healthwatch Sunderland.

Healthwatch provide information and advice about Health Services and support patients where they wish to make a complaint about them. You can contact them on: 0191 5147145 or e-mail them at healthwatchsunderland@pcp.uk.net

NHS Customer Contact Centre (Formally PALS)

The NHS Customer Contact Centre provides a confidential service designed to help patients get the most from the NHS. They can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

You can contact the NHS Customer Contact Centre for help on 0300 311 2233

Independent Complaints and Advocacy Service (ICAS)

Independent Health Complaints Advocacy is a free, independent advocacy service that can help you make a complaint about any aspect of your NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS. You can contact them on 0300 4409000.

Complaints in Regards to Data Collection

If you are unhappy with our response or believe that our collection or use of information is unfair, misleading or inappropriate you can contact our Data Processing Officer, James Carroll, on 0191 404 1000 Ext 3436. Email address: dpo.sunccg@nhs.net.

If you are still not satisfied with the response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Details can be found at www.informationcommissioner.co.uk

Ombudsman

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on

0345 015 4033 or <http://www.ombudsman.org.uk> or

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>;

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CONFIDENTIALITY

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protection Act and we follow the guidance issued by the GMC in '*Confidentiality: Protecting and Providing Information*' which explains circumstances in which information may be disclosed.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please speak to Steven Harder

We have a dedicated leaflet on Confidentiality – please ask our Reception Staff for a free copy.

If you are unhappy with our response or believe that our collection or use of information is unfair, misleading or inappropriate you can contact our Data Processing Officer, James Carroll, on 0191 404 1000 Ext 3436. Email address: dpo.sunccg@nhs.net.

If you are still not satisfied with the response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Details can be found at www.informationcommissioner.co.uk

CONSENT FOR CHILDREN'S TREATMENT (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme.

A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available. Details are available from our Reception Staff.

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INTERPRETERS

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor through ITL.

48 prior notification will be needed for our Reception Staff to arrange this.

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MOBILE PHONES

We allow mobile phones to be used within the surgery building, but please ensure you turn them off before going into the doctor's consulting room.

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NEW PATIENTS

The practice is able to take new patients providing they live in the Practice area.

To register, complete the appropriate section of your medical card or, complete a registration form obtained from our Reception Staff – this is also available on our website. Don't worry if you have no card or cannot remember your NHS number, our Reception Staff will still be able to register you and organise a full health check.

In the case of a new baby, bring their NHS Number (obtainable from Child Health or the Maternity Ward) or the child's red book.

Please fill in our new patient health questionnaire (downloadable from our website or available from our Reception Staff), and provide suitable personal identification.

Two forms of identification are usually required; one to prove who you are - this would normally be some form of photo identification, (such as a passport or driving licence); the other, to prove where you live, (this could be a utility bill or a bank statement).

Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need.

You will be registered with the Practice rather than a specific doctor, but you have a right to ask to see a particular doctor, if you wish.

If you have a requirement for a prescription then you should arrange an appointment with a doctor of your choice to discuss your ongoing care.

Please note that consent to contact via mobile phone (phone call or SMS) will be assumed if no other option is marked on the registration form or when the mobile phone number is provided to the Practice.

All new patients are encouraged to have a medical examination when registering with the Practice.

If you are taking any kind of medication, please provide us with the side slip you received from your last GP practice.

We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS (e.g. private certificates, reports supporting private health insurance claims and other non-NHS medical reports).

Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination.

Fees may be charged for services for other special purposes such as:

- HGV and PSV licences;
- Elderly drivers;
- Fitness-to-travel;
- Fitness-to-drive;
- Fitness-to-undertake certain sports: and
- Private Sick Notes
- Signing of passport application forms.
- Holiday cancellation forms
- Private prescriptions

The fee-scale is recommended by the BMA and details are available on a poster in the waiting room, at Reception and on our website.

PATIENTS NOT SEEN WITHIN THE LAST 3 YEARS

If a doctor or other health care professional has not seen you within the last three years, please contact our Reception Staff to arrange an appointment.

PATIENTS OVER 75

If you are aged 75 or over, you are eligible for an annual health check either by a doctor, or other health care professional. This can be at the surgery or, for the housebound, a home visit can be arranged.

Please contact our Reception Staff to arrange this.

PATIENT PARTICIPATION GROUP

Are you interested in having a say in how your Practice is run? Do you have some free time to attend meetings every three months?

Would you like to be part of an e-mail consultation group with whom we can consult on service development and implementing planned changes?

New members are always welcome to join our active Patient Participation Group – please ask our Reception Staff for more details.

PRESCRIPTION COLLECTION SERVICE

In special circumstances, Pharmacies may also be prepared to deliver (e.g. to the elderly, disabled or housebound).

If you wish to take advantage of this service, you can find out which pharmacies participate by phoning your usual pharmacy or asking our Reception Staff.

PRACTICE CHARTER

These are local standards set within this Practice for the benefit of our patients.

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To receive the care and treatment that is appropriate to you, meets your needs and reflects your preferences.
- ❖ Not to be unlawfully discriminated against in the provision of NHS services.
- ❖ To be cared for in a clean, safe and secure suitable environment
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Happy House Surgery.

Happy House Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy, respect and dignity by all Practice personnel.
- ❖ We will maintain full and accurate records of the care we provide to you.
- ❖ You have the right to be involved in the planning and decision making about your health and care.
- ❖ We will keep your medical records confidential and secure.
- ❖ Where there is an urgent medical reason to see a GP, we will endeavour to find you an appointment within a GP or Nurse Practitioner within 24 hours.
- ❖ A non-urgent appointment with a doctor will be offered within five working days.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ We will give you as much notice as possible if we need to rearrange your appointment.
- ❖ We will explain any likely effects of any drugs and review your long term medical needs and answer any questions you may have in regards to your care or treatment.

- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ You can request a chaperone to accompany you at your appointment.
- ❖ We wish to make the Happy House Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ It is important you provide us with the most up to date contact details for you.
- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ Try to arrive a few minutes early for your appointment. We are sorry but we do not routinely see a patient for an appointment who is 15 minutes late. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem and not for sick notes or repeat prescriptions.
- ❖ We would ask you to be patient if the Doctor is running late.
- ❖ Make a separate appointment for each patient that needs to be seen.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

RESEARCH / SURVEYS

The Practice participates in studies and surveys to improve Patient Care.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data. You may also be asked to complete a short questionnaire after your visit called the 'Friends and Family Test' – we would appreciate it if you could complete this and drop it in the suggestions box after your visit.

Your participation in any aspect of external evaluation or re-search is optional.

SAFETY AND SECURITY

The Practice has CCTV installed at the Practice premises.

In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda. All cameras are visible and are in public areas only, including the car park.

We uphold our policy that all consultations are private and confidential therefore please be assured that no equipment has been installed in any of the consulting rooms.

'Fit Notes' (Sick Notes)

Under current legislation a Patient can "self certificate" for the first 7 working days of any illness. The self certificate (Form SC2) is available from the DSS office or your employer. We do not normally issue doctors certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor.

Form SC1 (Incapacity Benefit Claim Form) is available from this Practice for people who have an illness or disability and are unable to work.

People who are in work but require special medical treatment (e.g. dialysis, radiotherapy, chemotherapy) may also be eligible for this benefit.

If you require one for insurance or other purposes, please ask your doctor (a fee will be payable in this instance – details are available on a poster in the waiting room, at reception and on our website). A receipt will be issued.

SOCIAL SERVICES - SOME USEFUL INFORMATION

Social Services is a department of City of Sunderland Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

What Sort Of Help Can Social Services Provide?

Social Services for Adults aim to:

- Maintain an individual's ability to live independently in the community;
- Provide relief for family carers;
- Enable provision of residential and nursing home care when independent living is not possible.

The Main Types of Services are:

- Information and advice;
- Domiciliary services;
- Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer;
- Community meals;
- Equipment or adaptations to property to enable independent living with advice from occupational therapists;
- Day services;
- Residential or nursing home care;

- Carers support.

How Do You Get Help?

Contact your local area office who will be happy to advise about the help available.

Useful Telephone Numbers

Social Services are available to offer help and assistance to carers and can be contacted on 01915205555.

If you are caring for an adult ask for Adult Services. If you are caring for a child with a disability, ask for Children and Families Services.

TEMPORARY / SHORT –TERM RESIDENT

We provide a Temporary Patient service for anyone staying within our Practice area (e.g. whilst on holiday, staying with relatives etc.)

Just call into the Surgery, obtain a Temporary Resident Form from our Reception Staff, return it to us completed and we will be happy to assist you.

TEST RESULTS

When you are referred for a test, you will be told the timeframe of when the practice would expect to receive the results.

A convenient time will be arranged between you and the practice for us to contact you with the results of blood tests. These are usually given by the Healthcare Assistants who take the majority of blood tests within the practice.

We will, of course, make every effort to contact you should your returned result need urgent action. However, it is your responsibility in all cases to find out the result of your test.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing

Please do not expect our Reception Staff to relay any information regarding the test results as they will not be aware of which results are back and which are not. They can arrange for Healthcare Assistant to give you your results.

If the doctor needs to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries, which is upsetting for both the doctors and our patients.

ZERO TOLERANCE

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly – without violence or abuse.

We strongly support the NHS policy on zero tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list and be reallocated with the assistance of Sunderland CCG.

In extreme cases we may summon the Police to remove offenders from the Practice premises.