

NORTHIAM AND BROAD OAK SURGERY

Patient information Booklet



Northiam and Broad Oak Surgery

Main Street
Northiam
Rye, East Sussex
TN31 6ND

01797 252140

Broad Oak Surgery

6 Reedswood Road
Broad Oak
Brede, East Sussex
TN31 6DH

01424 882394

Website: www.northiamandbroadoaksurgery.co.uk

Email: sxicb-esx.northiamsurgery@nhs.net

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WELCOME TO OUR PRACTICE

This booklet is designed to help you to make the best use of the services offered by this practice. The partners are:

Dr Sally Parnell BM BCh MA MRCGP DRCOG DFRSH

Dr Alex Dale, MBBS MRCGP

Dr Richard Albardiaz MB BChir DRCOG FRCGP

Dr Anna James BSM, MBCHB, DRCOG, MRCGP

Dr Nicky Cudlipp MB BS – Salaried GP

Practice Manager:

Sarah Clements

Practice Nurses:

Gay Mason RGN

Sam Parsler RGN

Healthcare Assistants:

Kristina Avery

Julie Wakeford

Rowanna Lawrence

The main surgery address is:

The Surgery, Main Street, Northiam, Rye, TN31 6ND

Tel: 01797 252140

Opening times:

Monday to Thursday 8.30 – 18.30

Friday 8.30 – 17.00

Dispensary's phone line opens at 09:00 and dispensary is closed 13.00-14.00 each day

The **branch** surgery address is:

6 Reedswood Road, Broad Oak, Rye, TN31 6DH

Tel: 01424 882394

Opening times:

Monday, Tuesday, Thursday 8.30 – 13.00

Friday 8.30 – 11.00

Wednesday 8.30 – 12.00 and 13.30 – 18.30

Please check our website for areas we provide services for. Select register with our practice and enter your postcode into the check box.

Both surgery premises have adequate access and toilet facilities for the disabled, and good car parking facilities

HOW TO REGISTER WITH THE PRACTICE

You can register online through our website, the NHS find-a-GP service or you can collect a Registration Form from Reception.

When registering please either submit details online or bring some form of photo identification (passport or driving licence) with you when you return the registration forms. The application form covers access to online services.

You will be offered a new patient consultation with the Practice Nurse so that we can obtain basic medical information and details of any medication you are on before your medical record reaches us. If you have existing medication you will also have an appointment with your GP.

Once you are registered with the practice, don't forget to tell us if you change your name, address, telephone number or mobile number.

APPOINTMENTS

You can book an appointment in person, over the telephone or online (although not all appointments are available online). For certain procedures, vaccinations, regular tests etc. you may receive a text message that will provide you with an online link to book these directly.

Whilst we endeavour to keep our clinics running to time, there are occasions when someone needs more than the allocated time if they present with a serious problem. Please be a 'patient' patient – you will be given the same courtesy should the need arise.

CANCELLATIONS

If you are unable to attend your appointment or no longer require an appointment, please let us know as soon as possible so that we can offer this time to another patient. You can cancel an appointment in person, by phone, online through the NHS App, online via our website or in response to a text message reminder.

LATE ARRIVALS

If you are late for your appointment, the clinician will be asked if they have availability for you to still be seen. You may need to wait or re book for another day.

HOW TO SEE YOUR DOCTOR/ PRACTICE NURSE/ HEALTHCARE ASSISTANT

You may make an appointment for your consultation in person at the surgery, by telephone or online. We aim to answer the telephone within 8 rings but there may be times when it might ring a little longer. We would ask for your patience on those occasions.

The practice operates a 10-minute appointment system for the doctors, nurses and healthcare assistants. Please tell the Receptionist if you need a longer appointment. We have a certain number of appointments available for the doctors that can be booked in advance and the remainder are available for patients to book on the day that they need to be seen. If you are unwell and need to be seen on the same day, the doctor will see you.

As Nurse and Healthcare Assistant appointments can vary in length depending on your needs, these cannot be booked online and we ask that these are made by telephoning or calling in to the surgery so we can best meet your needs.

The Receptionist is available during surgery opening hours for you to speak to face-to-face or on the telephone. Please tell the Receptionist if you wish to have a conversation away from the desk about a confidential matter.

PATIENT CHECK IN

We also have a touch-screen check-in console for use on arrival or you can use the link in your text reminder or scan the QR code in reception to check-in via your phone once you arrive.

HOME VISITS

If you are unable to attend the surgery please try to telephone your request for a visit before 10.30 a.m. **If it is an emergency please telephone immediately, or dial 999.**

EXTENDED SURGERY HOURS

The practice can also offer appointments from **18.30-20.00** in the evening on alternate Tuesday, Wednesday and Thursday at Northiam. These appointments are clinician led and must be pre-booked by your GP; after 18.30 p.m. all telephone calls will be routed to NHS 111 who will deal with any request for visits.

CHAPERONES

All patients are entitled to have a chaperone present during a consultation or examination. Please let the Doctor or Receptionist know if you would like to have someone with you and this will be arranged.

INTERPRETERS

We are able to provide the services of an interpreter for non-English speakers or those with hearing impairment to help with your consultation with the doctor or nurse. Please let the Receptionist know if this is required when you book your appointment.

BABY AND TODDLER

The practice is pleased to provide facilities for baby and toddler changing.

VIOLENT OR ABUSIVE BEHAVIOUR

The practice will not tolerate any violent or abusive behaviour towards any of the doctors, nurses or other practice staff. If there is any such occurrence, the patient will be removed from the practice list immediately and no further treatment will be given.

Appointment Invitations

If you have regular tests for example for medication, you may be invited to book your appointment directly via a text message.

CONSULTATION TIMES

NORTHIAM

Dr Sally Parnell			Dr Alex Dale		
Monday	8.30 – 11.30	14.30 – 16.30*	Monday	8.30 – 11.30	15.30 – 17.50
Tuesday	8.30 – 11.30	15.30 – 17.50	Tuesday	8.30 – 11.30	14.30 – 16.30 *
Wednesday			Wednesday	8.30 – 11.30	15.30 – 17.50
Thursday	8.30 – 11.30	15.30 – 17.50	Thursday		
Friday	8.30 – 11.30	14.00 – 16.00 *	Friday	8.30 – 11.30	14.00 – 16.00 *

Dr Anna James			Dr Nicky Cudlipp		
Monday	9:00 – 11.30		Monday		
Tuesday	8.30 – 11.30	15.30 – 17.50	Tuesday		
Wednesday	9:00 – 11.30		Wednesday		
Thursday			Thursday	9.30 – 12.30	15.00 – 17.50
Friday	8.30 – 11.30		Friday	9.30 – 12.30	

* Patients will be contacted for appointments for Clinics held at these times

Practice Nurse			Phlebotomists/Healthcare Assistants		
Monday	8.30 – 13.20		Monday	8.30 – 12.30	13.30 – 15.00
Tuesday	8.30 – 12.40	14.30 – 17.50	Tuesday	8.30 – 12.30	13.30 – 15.00
Wednesday	8.30 – 12.40	15.00 – 17.50	Wednesday	8.30 – 12.50	13.30 – 16.30
Thursday	8.30 – 12.20	14.00 – 17.50	Thursday	8.30 – 12.10	14.00 – 17.00
Friday	8.30 – 12.40	14.00 – 16.30	Friday	8.30 – 12.00	13.00 – 15.40

Please note that appointments for **blood tests** are only available between 8.30 and 14.40 to fit in with the Hospital Courier service.

CONSULTATION TIMES BROAD OAK

Dr Richard Albardiaz			Practice Nurse		
Monday	8.30 – 11.30				
Tuesday	8.30 – 11.30				
Wednesday	8.30 – 11.30	15.00 – 17.50			
Thursday	8.30 – 11.30				
Friday					

Patients registered with Dr Albardiaz at Broad Oak may make appointments with GPs at Northiam when that surgery is not open.

Phlebotomist/Healthcare Assistant		
Wednesday	8.30 – 11.40	

APPOINTMENTS WITH THE PRACTICE NURSES

ANTI-COAGULATION

Patients who need a blood test for INR monitoring should make an appointment with the Healthcare Assistants wherever possible. The Practice Nurses will also see patients for this service.

CHILDREN'S IMMUNISATIONS

The practice is keen for all children to be fully immunised and parents should make an appointment with the Practice Nurse.

CERVICAL SMEAR TESTS

The practice works in liaison with the Health Authority on a three or five-yearly recall system. Patients will receive reminder letters directly from the Health Authority.

TRAVEL IMMUNISATIONS

All travel immunisations can be done by the Practice Nurse by appointment. Please collect a Travel Pack, or download a form from our website, and drop this into the surgery prior to making your appointment to enable the nurse to ascertain what immunisations or medication you might need. There is a charge for some travel immunisations and all costs are shown in the Travel Pack. Please bring your passport with you; this is a requirement for Yellow Fever vaccinations and recommended for other travel immunisations

WELL-MAN and WELL-WOMAN

The Practice Nurses offer these appointments at Northiam surgery. Their positive approach to health may include encouraging life-style changes in relation to diet, obesity, smoking and alcohol problems in all age groups.

ASTHMA

In order to provide a comprehensive standard of asthma care, we would be grateful if patients with asthma could make appointments annually with the Practice Nurse and the doctor.

FURTHER SERVICES

BLOOD TESTS

Appointments can be made every day at Northiam until 2.40pm with the Healthcare Assistant and at Broad Oak on Tuesday, Wednesday and Thursday mornings until 11.40.

The Healthcare Assistants will also carry out ECG tests and blood pressure checks if recommended by your doctor. They will also see patients invited to attend for NHS Health checks.

MINOR SURGERY

This is carried out in our well-equipped Treatment Room at Northiam by special arrangement, normally on a Friday afternoon. The doctors will carry out removal of superficial skin lesions, biopsies, cryotherapy, joint injections and suturing for injuries as appropriate.

MEDICAL EXAMINATIONS/REPORTS

These examinations, together with consultations for reports such as Holiday Cancellation forms, Fitness to Travel, PSV and HGV medicals, Elderly Drivers, etc. are not covered by the NHS and a fee will be charged according to our recommended rates. Charges are available from reception or on our website.

FLU VACCINATIONS

Flu vaccination sessions are held in the autumn every year and advertised at both the Northiam and Broad Oak Surgery, the Parish Magazines and in the local Post Office. Flu vaccinations are available free for patients over 65 and those with chronic diseases such as asthma, COPD, heart disease, kidney disease, diabetes, patients who have had a stroke, pregnant women and anyone who is a Carer.

CARERS

Please let the practice know if you are looking after someone, or if you have a Carer. We have information on our Notice Board on the services available from Care for the Carers who are able to offer free information, advice and support.

ADDITIONAL SUPPORT ROLES

We work closely with our neighbouring practices in a group called a PCN – Primary Care Network. There are a number of additional roles in place who support all patients across the PCN, providing, amongst others, Cancer Care information, Physio appointments and assistance with social care. There is also a triaging hub for additional assistance. More information can be found on our website.

CLINICS

ANTENATAL CLINIC

The Community Midwife sees patients for antenatal care at the Rye Clinic. Please contact the Midwife or the Rye Clinic for further information.

The doctors and the Practice Nurse will carry out checks on both mother and baby at 8 weeks post-natal. First Immunisation of babies will be given by the Practice Nurse at Northiam.

DIABETES

The doctors have specialist skills in diabetic management and run Diabetic Clinics for their patients, working in co-operation with the local diabetic specialist at the Hospital and nursing colleagues at the Surgery. Patients will be contacted by the Clinical Manager with the date and time to attend these Clinics.

FAMILY PLANNING

All the GPs will see patients for Family Planning. Dr Parnell & Dr James offer comprehensive advice on the pill and other methods of contraception during normal surgery hours. Dr Parnell can also fit subdermal contraceptive implants.

Emergency post-coital contraception is available by pill up to 72 hours after unprotected sexual intercourse or by IUCD (coil) up to 5 days afterwards. Please consult in sufficient time if you need this service.

DISPENSING ARRANGEMENTS

We provide all drugs, medicines and most appliances for the majority of our patients. Our trained dispensers provide a comprehensive, personal and efficient service in our computerised dispensaries.

REPEAT PRESCRIPTIONS

Repeat prescriptions for long-term medication may be obtained if you and your doctor decide that this is appropriate for you. This will be subject to regular review.

Please request any medicines by sending your repeat medication slip by post, fax, via the online using the NHS App, or leave it at the relevant surgery; you need to allow **5 days** before collection. A prescription can be made available **within 24 hours** (excluding weekends and Bank Holidays) if required in exceptional circumstances if the medication is not available immediately.

Remember to submit your request in good time before any Bank or Public Holiday. This will enable the Dispensary to have your medication available to you when you come to collect.

We do not accept requests for repeat medication over the telephone as this could lead to errors. We can also now provide a home delivery service for patients on repeat medication who are house-bound and unable to get to the surgery. **Please ask about this service.**

OTHER LOCAL PHARMACIES

There are lots of pharmacies in Rye, Hawkhurst or Tenterden.

Pharmacists (Chemists) are a great source of general healthcare products for headaches, insect bites, hay fever and other minor ailments.

OUT OF HOURS CALLS/EMERGENCIES

Out of hours cover is provided on a Friday evening between 17.00 and 18.30 p.m. The service will contact the doctor on call between these hours.

If you need to contact a doctor at the weekend or after 6.30 p.m. during the week, please dial your main Surgery number (01797 252140 for Northiam patients, or 01424 882394 for Broad Oak patients) and you will hear a message asking you to re-dial NHS 111 which is a free call from both landlines and mobile phones. You can also call NHS 111 direct yourself. You may be asked to attend the nearest walk-in centre which is situated at Station Plaza in Hastings and is open from 8.00 a.m. to 8.00 p.m.; alternatively, a doctor or other health care professional may telephone with advice or visit you in your home.

To contact NHS 111, just dial 1-1-1. This is a free call from landlines and mobiles

EMERGENCY CONTRACEPTION

If you have had unprotected sex you can contact your GP surgery from Monday to Friday between 08.30 and 18.00 or the Hastings-based service on 01424 464750 between 08.15 and 19.15 from Monday to Friday

ACCIDENT & EMERGENCY DEPARTMENT

If emergency care is required, a trip to the A&E Department or a 999 call for an ambulance is the right course of action to take. An emergency is a critical or life-threatening situation and could include conditions such as:

- Suspected stroke
- Heavy bleeding
- Suspected heart attack
- Difficulty in breathing
- Severe burn
- Obvious fracture

Emergency departments are open 24 hours, 7 days a week. Your local emergency department: Conquest Hospital 0300 131 4500

EMERGENCY DENTAL SERVICE

For urgent out-of-hours emergency dental treatment when your dentist is closed, please telephone 01424 850792

ACCIDENTS

The doctors and nurses at your surgery are available to see patients with minor injuries and give advice on whether you need to go to the Hospital. Please try to avoid visiting the Accident & Emergency department for minor complaints. The doctors are available between the hours of 0830 to 1830; you can always speak to your doctor first if you are concerned about a problem. They have access to your medical record and are the most appropriate first port of call.

The nearest casualty Hospital is the Conquest Hospital, Hastings. Obvious fractures and serious injuries should go direct to A&E, and dial 999 if necessary.

EXTERNAL SERVICES

PRIMARY CARE NETWORK (PCN) ADDITIONAL SERVICES

We are part of the Rural Rother PCN. As a PCN we provide shared services for:

- Mental health
- Physiotherapy
- Cancer Care
- Clinical Pharmacy
- Cancer Coordination
- Social Prescribing

You can book appointments with this team via reception or by referral from you GP or the Practice Nurse

District Nurses

The District Nursing team provide home nursing care for house-bound patients and work closely with the doctors. If you need to contact the District Nurses, please telephone your surgery who will liaise with the team on your behalf.

Social Services

Please telephone 0345 608 0190 for help with Adult Social Care; for children aged 0-16, the telephone number is 01424 724120

SELF CARE

A well-stocked medical cabinet can help you deal with minor accidents and injuries at home:

- Plasters, triangular bandage and two sterile eye dressings
- Small, medium and large sterile gauze dressings
- Safety pins
- Disposable sterile gloves
- Tweezers, scissors and stick tape
- Alcohol free cleansing wipes
- Thermometer (digital)
- Cream or spray to relieve insect bites and stings and antiseptic cream
- Painkillers such as Paracetamol (or infant Paracetamol for children) Aspirin (not to be given to children under 16) or Ibuprofen
- Distilled water, for cleaning wounds and as an eye bath

Be careful with any medicine you have at home and make sure they are safely stored according to their labels and are within their use by dates.

FURTHER INFORMATION

FEEDBACK ON OUR SERVICES

You can provide feedback to the Practice Manager either by completing the Friends and Family form on the website or requesting a form from reception.

GP TRAINING

The practice is a training practice for General Practitioners who may see you on occasions, with your consent, instead of your own doctor. The practice also helps to train Medical Students on occasion and they will see you in conjunction with your own GP

PATIENT PARTICIPATION GROUP

The group has been in existence since 1987 and welcomes new ideas and members. The PPG acts as a patient conduit for ideas and developments in the practice and also provides finance for much needed equipment for the surgery. Donations to the PPG are always welcome.

Please contact any member of the Group if you would like to be involved with the PPG. Details are available on the Noticeboards in both surgeries – What details and where?

COMMENTS OR COMPLAINTS

Practice policy is developed by the whole team. If you wish to comment on any aspect of the service, or if you wish to make a complaint, you may address these comments to the Practice Manager, or simply let the Reception staff know. Our complaints policy is available on the practice website.

Our policy is one of openness and co-operation. Please remember that we have to provide for all our patients and occasionally some individual compromise may be necessary.

ACCESS TO PATIENT INFORMATION

Patients have the right to access their own medical records. This can be via online services which offer standard and enhanced services. Online and paper forms are available on our website or from reception.

You also have the right to object to the use and disclosure of information that identifies you. See the website for details of the Summary Care Record and the National Opt-out scheme or ask at reception

You must give your written consent for access to your medical records by any third party, e.g. an insurance company or solicitor, as we are unable to disclose any information without this consent.

CONFIDENTIALITY

The practice operates a strict code of confidentiality and all patient information and sensitive data is held securely in compliance with regulation. A summary and detailed policies are available on our website and at reception.

PATIENT TRANSPORT

There is a service called Flexibus available for people who do not live on a main bus route who need to attend appointments at the surgery or the Conquest Hospital, further details are available on their website <https://www.eastsussex.gov.uk/roads-transport/public/flexibus>

The booking phone number is 01273 078203, bookings can be made between 6.30am and 7.30pm Monday to Saturday. The service operates 7am to 7pm Monday to Saturday.

USEFUL TELEPHONE NUMBERS

Health Visitor	01797 222640
District Nurses	Please telephone your surgery
Emergency dental treatment	01424 850792

Hospitals

Conquest Hospital, Hastings	0300 131 4500
Eastbourne District General	01323 417400
Tunbridge Wells Hospital	01892 823535
Maidstone Hospital	01622 729000
St Michael's Hospice	01424 445177

Associations

Addaction – Trinity Project	01424 426375
Alcoholics Anonymous	0800 917 7650
Age UK East Sussex	01273 476704
Alzheimers Society	0333 150 3456

Care for the Carers www.cftc.org.uk	01323 738390
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Citizens Advice Bureau, Hastings	01424 869352/0800 144 8848
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Community Information	www.escis.org.uk
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Crossroads	01424 444964 0845 450 0350
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Counselling Plus	01424 428300
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East Sussex Association for the Blind	01323 832252
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East Sussex Disability Association	01323 514500
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Sussex Association for the Deaf	01273 671899
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STAR (Drugs and Alcohol Service)	0300 303 8160
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Epilepsy Action Helpline www.epilepsy.org.uk	0808 800 5050
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i-Rock drop-in for young people	www.sussexpartnership.nhs.uk
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Multiple Sclerosis Society	0808 800 8000
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Parkinsons Disease Society (South East)	0808 800 0303
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Red Cross (Hastings)	0844 028 0831/ 0800 587 8929
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Samaritans	116 123
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It is advisable to check with the website of each organisation for current telephone numbers.

HOW WE PROTECT YOUR PERSONAL DATA

As a practice we hold your personal information and details of any care you have received. Your data is held securely in compliance with all legislation.

Summary data, (details of medication, allergies etc.) is held centrally and available should you require treatment anywhere in the NHS. However, your detailed medical history is not shared and can only be accessed by staff within the practice.

We will not share **any** data without your consent unless there are exceptional (life or death) circumstances or where the law requires.

You have the right to see your personal information and we can provide you with access to your records. Our policies are detailed on our [website](#).

Your data does contribute to the production of overall NHS statistics but personal details that would identify you are never part of this analysis. We will also use your information in reviewing prescribed medications and in preventative screening. Below, you will find detailed the specific circumstances in which your personal data is used within the Health Service

Data Usage	Description
NHS Digital	We maintain your details on a secure computer system provided by NHS digital.
Summary Care Record	Every registered patient has a Summary Care Record held centrally where basic information (medication, allergies) is available should you require treatment anywhere in the NHS.
Routine care and referrals	We maintain personal data and medical history in order to provide for your care in the practice and the wider NHS.
Screening Programmes	You may be offered National Screening Programmes to detected disease at an early stage.
Emergencies	Occasions when an intervention is necessary in order to save or protect your life
Care Quality Commission	The CQC inspect general practices roughly once every 5 years
NHS Planning	Data is used to understand potential high-level risks to the NHS
Public Health	The practice provides a range of information from general statistics on things like smoking to details of notifiable illnesses
Payments	This practice is paid by the NHS to deliver a range of services
Research	Research organisations may ask us to identify suitable patients to seek their consent. You will never be approached directly.
Safeguarding	protecting those who are at risk, for example children or vulnerable adults

NORTHIAM & BROAD OAK SURGERIES PRIVACY NOTICES

Our practice has always provided security around your personal information and how it is used to deliver the care and services you need. All of the data we hold about you is secured in line with legislation and complies with the General Data Protection Regulations (GDPR) which came into force in May 2018.

YOUR RIGHTS UNDER GDPR LEGISLATION?

Under the General Data Protection Regulations (GDPR), any organisation using your personal data must have your explicit consent. However, in the legislation GP practices have a legal basis for processing your confidential health data for the provision of your Direct Care and consent is implied by registering with the practice.

YOUR RIGHTS TO SEE YOUR INFORMATION

You have a right to access your medical records and these can be accessed either directly online or in the surgery by appointment. You may give permission to third parties (for example a solicitor or insurance company) to be provided with copies of your records.

YOUR RIGHTS AS A PARENT OR GUARDIAN

In Article 8, the GDPR introduces specific protections for children by limiting their ability to consent to data processing without parental authorisation. The age of consent in the UK is 16.

NEED MORE INFORMATION?

The details of all the areas where your data is stored or could be used are listed on the previous page. Full details of these are available from reception or on our website:

<https://www.northiamandbroadoaksurgery.co.uk/practice-information/policies/>

THE SUMMARY CARE RECORD - YOUR EMERGENCY CARE SUMMARY

Your Summary Care Record (SCR) is an electronic record of important information and is created automatically from the systems we use in this practice. The record contains information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely.

You may choose to include other additional information in your SCR covering:

- Long term health conditions - asthma, diabetes, heart problems
- Any relevant medical history – clinical procedures you have had, why you need a specific medicine and the care you are currently receiving
- Personal preferences – religious beliefs or legal decisions you have made
- Immunisations – details of previous vaccinations including tetanus.

Specific sensitive information like fertility treatments, sexually transmitted infections, pregnancy terminations and gender reassignment will not be automatically loaded.

You can choose what information to share or choose not to have a Summary Care Record and you can change your mind at any time by informing your GP practice.

Any shared information can only be viewed by authorised healthcare staff and they will always ask your permission before they look at it. The information shared will solely be used for the benefit of your care. If you choose to opt-out of sharing an electronic summary then your records will stay as they are now with information being shared by letter, email or phone.

If you do nothing we will create a Summary Care Record for you. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt them out. If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make this information available to them.

You can opt-out meaning no information will be available outside of the surgery. To do this complete the form on our website or request a form from reception.

NATIONAL DATA OPT-OUT

The national data opt-out, introduced on 25 May 2018, enables you to opt out from the use of your data for research or planning purposes. You can view or change your national data opt-out choice at any time by using the online service at:

<https://digital.nhs.uk/services/national-data-opt-out> or by calling 0300 3035678.

ONLINE SERVICES - ACCESS TO YOUR PATIENT INFORMATION

Over 60% of our patients use online services to:

- Book, check or cancel appointments with a GP, nurse or other healthcare professional
- Order repeat prescriptions
- Viewing your health record, including information about medicines, vaccinations, documents and test results

REGISTERING FOR ONLINE SERVICES

If you have not used our online services before or you require 'Enhanced Access' you will need to:

- Complete the registration form available on our website or from reception
- To use online services you will need to provide a valid email address and mobile phone. Email and mobile numbers cannot be used by more than one account
- We will then issue you with an access code via email
- You can download the NHS App and use the access code to gain access to your information

VIEWING YOUR MEDICAL RECORDS

There is a basic level which gives your medications and any allergies that you may have and this is called your summary information. There is also a more detailed level 'Enhanced Access' which gives all your coded entries and test results. Enhanced Access can be requested using the form on our website or from reception.

SHARING YOUR INFORMATION WITH SOMEONE ELSE

It is possible to allow others to share your online records. This is known as 'Proxy' access. It is used mainly (although not exclusively) where a parent or guardian has access to their child's record.

PARENTAL RESPONSIBILITY

A person with parental responsibility will usually be entitled to access the records of a child who is aged 12 or younger. Children aged 13 or older are usually considered to have the capacity to give or refuse consent to parents requesting access to their health records, unless there is a reason to suggest otherwise. All parental access ceases on the child's 15th birthday.

For further information about online access please click on the link at the bottom of the page. To register for either the summary information or the detailed coded records please click on the links at the bottom of the page.

More information about online access is available on the NHS website:

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/find-and-choose-services/Pages/gp-online-services.aspx>