



CLARENDON MEDICAL

PATIENT INFORMATION LEAFLET

www.clarendonmedical.co.uk

To register to order repeat prescriptions online, please call into the surgery with proof of identity ID and you will be provided with instructions

This practice adheres to the national General Medicinal Services contract. The contract is with: Business Services Organisation, Belfast.

The practice aims to follow National Institute for Clinical Excellence (NICE) and National Service Framework guidelines. Copies of these can also be found on the NICE website (www.nice.org.uk) or the Department of Health website (www.doh.gov.uk).

The NHS is a very large part of the public sector. It is possible to find out information about our practice, and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too.

Medical Staff

Dr Stephen Lalsingh MB BCh BAO (Queens University Belfast 1994)

Dr Paul Molloy MB BCh BAO (Queens University Belfast 1997)

Dr Stephen Jamison, MB BCh (Queens University Belfast 2002)

Dr Cathy Brown, MB BCh (Queens University Belfast 1998)

Dr Laura Hegarty, MB BCh (Queens University Belfast 2006)

Dr Niamh Lindsay, MB BCh BAO 2013 Queens University of Belfast

Dr Leona McCarrick, MB BCh BAO 2013 Queens University of Belfast

Practice Nurse – Carlann Crumlish, RGN (Prescriber)

Treatment Room Nurse - Geraldine O’Kane, RGN

Elaine Glenn, Healthcare Assistant

Patricia Ferris, RGN & Healthcare Assistant

Location

The practice area covers all of the Cityside of the River Foyle, extending to the border and a 3 mile radius on the Waterside.

Address

35 Northland Avenue

Derry

BT48 7GW

Tel: 028 7126 5391

Email: reception.z00615@gp.hscni.net

Website: www.clarendonmedical.co.uk

Disabled Access

The surgery is accessible by ramps. All of the consulting rooms and treatment rooms are on the ground floor. There is a large disabled toilet on the ground floor.

Registration

To register as a patient ask at reception or telephone for details. Newly registered patients will be invited for a consultation with the healthcare assistant. This will enable us to ask you about any past medical problems you may have. Please bring any prescribed medication and also over the counter medicines you take to this consultation as well as a sample of urine. The practice uses Patient Access Services for online services for ordering repeat prescriptions. You will need to register for this service.

Teaching

In addition to providing general medical services the practice also undertakes continuing education and training of healthcare professionals working at the practice and teaches medical students and student nurses.

Opening hours

The practice premises are open from 8.30am to 6.00pm on weekdays. Between 8.30am and 9.00am, and 5.30pm and 6.00pm are for emergencies only. While consultations are by appointment, urgent appointments can be arranged for the same day, but you will understand that this may not always be with the doctor of your first choice, for which you may wait up to 3 days. Appointments can be made by telephoning or calling into the surgery.

Patients are generally seen at the surgery, but between the hours of 8.30am and 6.00pm patients may be seen at home if the doctor considers a home visit necessary because of the patient's medical condition. Please request a visit before 10.00am and be prepared to give staff some idea of your symptoms to help us plan our visits.

Clinics

The surgery runs a number of clinics on various days:

- Diabetes
- Skin
- Joint Injections
- Gynae
- Asthma/COPD
- Baby Vaccinations

Urgent medical treatment out of hours

If you require urgent medical attention when the surgery is closed the telephone answering machine will give details of how to contact Western Urgent Care for emergencies. You will have the choice of telephoning the number yourself or by using your telephone keypad to be connected immediately.

Please be aware that when you use the out of hours service, you may be seen by a doctor unfamiliar to you.

Repeat prescriptions

These should be ordered using the order form on the right hand side of your prescription. You can send us the order form by post, or by using the post box at front reception, or you can order using the online service. Or by telephone, using the dedicated prescription line which is open 24 hours / day. The number for this is 7127 8912.

Your prescription will be ready for collection within 48-72 hours or you can arrange for a chemist of your choice to collect it for you using a courier. Please allow an extra day if you use this service. Your prescription will be kept for 2 weeks after which it will be destroyed.

Results

Results of investigations taken in the practice, eg blood tests, smears, swabs etc are available from the receptionists who are fully trained in giving out results. You do not have to ring the doctor or nurse for your result unless they have specifically asked you to. Please ring the surgery for results between 1.30 – 4.00pm.

Comments and Complaints

We welcome suggestions about ways to improve our service. Please contact our Practice Manager, Susan Harkin, if you have any ideas or complete a comments slip when you next visit us.

The practice follows the NHS complaints procedure. A copy of this is available at reception and is also available on our website. You can also complain directly or in writing to Mrs Harkin. Your complaint should be acknowledged within 3 days.

Your rights and responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to help us in this we ask that you take full responsibility for ensuring that you do not abuse the service. For example it is your responsibility to ensure that you keep medical appointments and follow any medical advice given.

Occasionally the practice/patient relationship will break down completely. In this situation you may choose to register with a different practice. To do this you need to take your medical card to the doctor of your choice. We also have a right to remove you from our list. This would generally follow a warning that has failed to remedy the situation or when we feel you have been rude or abusive to staff. We will normally give you a specific reason for the removal. Our removals policy is on display on the waiting room notice board and on our website.

Violent patients – zero tolerance

The NHS operated a Zero Tolerance Policy with regard to violence and abuse and the practice has a right to removed violent patients from the list with immediate effect in order to safeguard staff, patients and any other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing about their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The HSC (BSO) is then responsible for providing further medical care for such patients.

Access to patient information

The practice is registered under the data protection act and confidentiality remains our prime concern. Everyone working within the practice health care team and other health care professionals, to whom you are referred for care, has a legal duty to keep information about you confidential, and anyone who receives information from us is also under a legal duty to keep it confidential.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

From November 2010 some data will form part of an emergency care summary and will be shared with your local out-of-hours service. At the moment this includes your name, address, date of birth and details of current medication and allergies. You can opt out of this data process by letting us know at any time.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address,

post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

The practice has a publication scheme as required by the Freedom of Information Act 2000, which is updated regularly. This is available in hard copy from the practice manager or from our website.

You can view your health records or request a copy of them. There is a charge for this service. Further details are available from reception.

Details of primary medical services in the Derry area can be obtained from:
SPPG, Western Office (Primary Care)
Gransha Park House
15 Gransha Park
Derry
Tel: 0300 555 0115