

# Patient Information Pack

keep for reference

## QUEDGELEY MEDICAL CENTRE

Olympus Park, Quedgeley  
Gloucester GL2 4NF

Tel: 01452 728882

[www.quedgeleymedicalcentre.nhs.uk](http://www.quedgeleymedicalcentre.nhs.uk)

### Patient Online Service

<https://systmonline.tpp-uk.com> or Airmid App



## Opening Times

### Phone line opening Hours

Monday to Friday: 08:00 - 13:00 and 14:00 - 18:00

### Building Opening Hours

Monday: 08:00 - 13:00 and 14:00 - 18:30

Tuesday to Friday: 08:00 - 18:30

Saturday and Sunday: Phone and Building closed

## Out of Hours

Out of hours timing include **weekends and bank/public holidays** and the period between 6:30pm and 8:00am on weekdays.

In case of urgent need when the practice is closed you can call NHS 111 Service (Dial 111) for someone to direct you to the appropriate services.

Your needs will be assessed, and advice will be offered, or arrangements made for you to see a doctor.

In case of life-threatening emergencies call 999

## Smoking

There is a strict non-smoking policy in the practice and on the premises grounds.

## Discrimination

We are a diverse and accepting practice, therefore we do not tolerate any discrimination against our staff. If you feel that you are being discriminated against, please speak to the reception manager.

## **Practice Staff**

### **Care Coordinators:**

Jackie, Olivia

### **Doctors:**

Jairam R Kaasula, Mamta Chada

### **Health Care Assistant:**

Elizabeth, Mark

### **Management:**

Dan, Fayez, Mandy, Mythili

### **Nurse:**

Jo, Rowena

### **Pharmacy Team:**

Jen, Holly

### **Physician Associate:**

Josh

### **Reception/Admin:**

Alison, Carol, Hayley, Juliette, Laura, Rachel, Sarah, Sarah C, Sherin, Tarina,  
Tracy

We also accommodate locum doctors, medical students, Foundation year doctors, GP trainees and Physician Associate trainees.

## Register with us!

We welcome any new patients who live within our practice area. **All new patients are asked to complete a health questionnaire** as it often takes some time for records to be forwarded from your former practice.

Appointments	
To book	To cancel
Call on 01452 728882	<p>Patients receive reminder text about their upcoming appointment 24hr prior to their appointment which contains the link to cancel appointment, see the link for set-by-step instruction for the same - <a href="#">Appointment Reminders: How do patient cancellations work?   Accurx Help Centre</a></p> <p>Use patient online services <a href="https://systmonline.tpp-uk.com">https://systmonline.tpp-uk.com</a> or Airmid App app (download using the QR code given on the front page)</p> <p>Submit via practice website - <a href="https://www.quedgeleymedicalcentre.nhs.uk/cancel-an-appointment/">https://www.quedgeleymedicalcentre.nhs.uk/cancel-an-appointment/</a></p> <p>Alternately call on 01452 728882</p>
<b>Did-Not-Attend (DNA) policy:</b> read the policy on page 7 which outlines what happens when an appointment is missed.	
<b>Lone Patient Policy:</b> This protocol has been created for use with patients aged 16 and over as anyone over the age of 16yrs (with capacity) is able to see their GP or a health professional alone confidentially.	

**NOTE:** please call as early as possible (8am onwards) so our team has enough time to assess your medical needs and offer you the most appropriate service.

If you feel you need a **chaperone or interpreter** present, please inform reception when making your appointment.

## Test results

Please allow a week for results to come through which was organised by the practice.

Access results

Online using [patient online service](#)

Airmid app (download using the QR code given on the front page)

If you do not have online access then only call the surgery, 01452 728882, in the afternoon

**Any tests organized by hospital clinicians will need to be followed up with the requesting clinician.**

## **Parking**

We would like to remind patients to park carefully when visiting the practice and to be mindful of the other vehicles. Disabled parking is available.

## **Teaching**

We hope you can extend your support to the students and trainees at the practice.

## **Home visits**

Please try to call reception before 10:00am if you require a home visit. If you are housebound or are too ill to visit the practice, you can request a home visit. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

## **Your Contact information**

Please ensure the surgery has your most up-to-date postal address, email, and phone number in case we need to contact you.

## **Enhanced Access**

Quedgeley Medical Centre and Hadwen Health have come together to improve access to GP and Nurse appointments for our patients. This involves providing additional appointments during normal surgery hours and extended opening at **ONE** of these surgeries until 8 pm on weekdays and on Saturday mornings. Call surgery as normal and an appointment will be given based on what is available. You will be informed where the clinic is and what times are available.

## **Data Protection**

The practice complies with General Data Protection Regulation 2018 and Access to Health Records Act.

## **Carers**

<https://gloucestershirecarershub.co.uk/>

Call at 03001 119 0000 or email at [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

**Young Carers:** [www.glosyoungcarers.org.uk](http://www.glosyoungcarers.org.uk)

**Call:** 01452 733060

## Self-Referrals

The below services are self-referral only:

### 1. Physiotherapy

Please call 0300 422 8527 (Gloucester) or visit [www.gloshospitals.nhs.uk/physio](http://www.gloshospitals.nhs.uk/physio)

### 2. Let's Talk

If you are stressed, anxious or depressed please call 0800 073 2200 or visit [www.talk2gether.nhs.uk](http://www.talk2gether.nhs.uk)

### 3. Healthy Lifestyles

For information about leading a healthy life please call 0800 755 5533 or visit [Home - HLS Glos \(hlsgloucestershire.co.uk\)](http://Home-HLS.Glos(hlsgloucestershire.co.uk)) – top right corner to make a referral.

### 4. VIA

Provides a range of health and wellbeing services to adults and young people across the UK, to know more visit [We are Via - via \(viaorg.uk\)](http://We are Via - via (viaorg.uk))

### 5. Gloucestershire Domestic Abuse Support Service (GDASS)

<https://www.gdass.org.uk/>

Helpdesk is open Monday to Friday, 9am – 5pm: **Phone:** 01452 726 570

**Email:** [support@gdass.org.uk](mailto:support@gdass.org.uk)

### 6. Complaints

If you have a complaint about the service you have received from any member of staff working in this practice, please **contact the practice first** by submitting your complaint via a form which is available at the reception or online via

<https://www.quedgeleymedicalcentre.nhs.uk/navigator/feedback/>

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria and different options for this are available on our website:

<https://www.quedgeleymedicalcentre.nhs.uk/practice-information/suggestions-comments-and-complaints/>

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

**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.

**Telephone:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For details on all **practice policies**, please visit the website -

<https://www.quedgeleymedicalcentre.nhs.uk/practice-information/policies-and-procedures/>

## DNA – Did-Not-Attend Policy

A 'DNA' (Did Not Attend) is an occasion on which a patient does not attend a booked appointment with a member of the practice team without contacting the surgery to cancel prior to the appointment time.

The average number of appointments lost each month due to DNA is 55. This is the equivalent of 13 hours wasted each month. Over a year this is the equivalent of almost 7 working days of clinical time wasted each year. The loss of this clinical time has a detrimental effect on the service that we provide to patients, and we wish to keep this to a minimum. We feel that it is reasonable to ask patients to let us know at least one hour in advance if they do not intend or are not able to keep their appointment. Patients who are experiencing ongoing difficulties in keeping their appointments should discuss this with the surgery.

When a patient does not attend an appointment without giving advance notice the doctor will code the missed appointment on the patient record. This generates a DNA code being entered into the patients notes and a text message or a letter that is sent to the patient. A link to this DNA policy will also be sent.

We may also consider the option that the patient is only able to book "on the day" appointments.

In the event of a third DNA within a twelve-month period, the case will be reviewed by a member of the medical team and the patient may be removed from the practice list. In this eventuality, Primary Care Support England (PCSE) will be informed and the patient will need to register with an alternative practice.


### Exclusions

No patient will be removed from the practice list without due consideration of their individual circumstances and reasons for non-attendance. The purpose of this policy is not to penalise patients with valid medical reasons for non-attendance.

If the practice is aware of special circumstances surrounding a patient's non-attendance, for example, patients who have been admitted to hospital or have dementia, the medical team reserve the right to exclude the patient from management under this policy.

Patients concerned regarding their management under this policy or who are having problems attending should speak to the surgery. Lack of organisation or forgetting is not an acceptable reason for non-attendance.

## Patient Prescription Pathway

Preferred Method – Online Service	Handwritten
<p>The preferred and most efficient method for all prescription requests is via our Online services*. If you are not yet registered for Online services, please refer to our website for details on registration - <a href="http://bit.ly/451UbH9">http://bit.ly/451UbH9</a></p> <p>* <a href="https://systmonline.tpp-uk.com">https://systmonline.tpp-uk.com</a> or Airmid</p>  <p>App download by scanning here</p>	<p>Should you not wish to use online services, then you will need to submit a handwritten prescription request or tick the counterfoil of your prescription and either place in the black prescription box in our foyer or, if the surgery is closed, then please post through the blue letterbox located outside.</p> <p>There are some blank prescription request forms in the foyer or ask at the reception.</p>
<p>Please note that the Practice can take up to 72 hours for processing of prescriptions and then you will need to check with your nominated pharmacy for their turnaround times once they are in receipt of the prescription. Some pharmacies have a 3-day turnaround.</p>	

### Points to note

<ul style="list-style-type: none"><li>❖ We do Not take prescription requests over the telephone.</li><li>❖ Online services are available to all patients aged 16 and over.</li><li>❖ If you are on a stable regular medication, we opt to use the repeat dispensing system where 6 months of the prescription is issued, and you collect your medication monthly from your pharmacy. More info click here - <a href="https://youtu.be/zzaNeAelAo">https://youtu.be/zzaNeAelAo</a></li><li>❖ Please note that we will NOT be contacting you when the prescription is ready. Please do not call the surgery to check on the progress on your prescription, instead check with your nominated pharmacy, having allowed for the appropriate turnaround time</li></ul>
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## SCR - Summary Care Record National Record System

If you are registered with a GP practice in England you will already have a Summary Care Record (SCR), unless you have previously chosen not to have one. It will contain key information about the medicines you are taking, allergies you suffer from and any adverse reactions to medicines you have had in the past.

Information about your healthcare may not be routinely shared across different healthcare organisations and systems. You may need to be treated by health and care professionals that do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs.

Having a Summary Care Record can help by providing healthcare staff treating you with vital information from your health record. This will help the staff involved in your care make better and safer decisions about how best to treat you.

### You have a choice

You have the choice of what information you would like to share and with whom. Authorised healthcare staff can only view your SCR with your permission. The information shared will solely be used for the benefit of your care.

Your options are outlined below; please indicate your choice on the form overleaf.

- a) **Express consent for medication, allergies and adverse reactions only.** You wish to share information about medication, allergies and adverse reactions only.
- b) **Express consent for medication, allergies, adverse reactions and Additional Information.** You wish to share information about medication, allergies and adverse reactions and further medical information that includes: Your significant illnesses and health problems, operations and vaccinations you have had in the past, how you would like to be treated (such as where you would prefer to receive care), what support you might need and who should be contacted for more information about you.
- c) **Express dissent for Summary Care Record (opt out).** Select this option, if you **DO NOT** want any information shared with other healthcare professionals involved in your care.

Please note that it is not compulsory for you to complete this consent form. If you choose not to complete this form, a Summary Care Record containing information about your medication, allergies and adverse reactions and additional further medical information will be created for you as described in point b) above.

Complete the consent form enclosed in the registration pack.

You are free to change your decision at any time by informing your GP practice.

### **Changes made during the COVID-19 pandemic**

Due to its helpfulness in a medical emergency, Additional Information (Option b above) was automatically uploaded to people's Summary Care Records during the COVID-19 pandemic under a temporary policy change. This was done without peoples' explicit consent, unless they had previously stated they did not want an SCR (Option c above) or only wanted a Core SCR (Option a above). This change proved beneficial, with many clinicians reporting that this Additional Information supports them to provide better and safer care to patients. This temporary change has been extended by NHS England, whilst a permanent change is considered.

### **Patient Data used for Research and planning.**

The above SCR option is different to data used for research and planning, please visit for information: <https://www.nhs.uk/your-nhs-data-matters/>

**If you do not want your information to be used, update your preference via this link:**  
<https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

Or patients can call on 0300 303 5678 to change your choice.

**Please note we are unable to update this choice for you.**

## JUYI – Joining up your information Gloucestershire’s Record System

JUYI is a secure online system for sharing information in Gloucestershire, giving local health and social care professionals directly involved in your care instant access to your health and social care records.

If you require treatment in another NHS healthcare setting such as an Emergency Department or Minor Injury Unit, those treating you are better able to give you appropriate care if the most up-to-date information about you were available to them. This information can now be shared electronically, via JUYI.

The information will be used by authorised health and social care professionals directly involved in your care to provide you with safer, more consistent care, as quickly as possible, whether you are in hospital, at a GP surgery or any other place where care is accessed. These records will be used only for the purpose of enabling informed care to be supplied directly to you as an individual.

What information is in JUYI?

The creation of JUYI is a continual process. Users and data from the participating organisations in Gloucestershire will be added in stages following the initial launch. Essentially, more data fields will be populated, and more users added over time, as part of the journey making JUYI as beneficial as possible to patients and care professionals. Initially only health data will be shared, social care data will be shared in future versions. The data sets currently shared are detailed on the JUYI website:

[www.juyigloucestershire.org](http://www.juyigloucestershire.org)

JUYI will not include sensitive information relating to sexual health, termination of pregnancy, HIV status or fertility treatment.

What if I don’t want to share my information?

You can object to sharing your information electronically using JUYI; however, this may result in delayed or sub-optimal care, particularly if you are incapacitated.

Parents, guardians or someone with power of attorney can ask for the records of people in

their care not to be shared share information, or not, because of their duty of care.

If you are caring for someone and feel that they are able to understand, then you should make the information about JUYI available to them.

Please ask at your GP practice for details of where to find more information about JUYI or go to the website: [www.juyigloucestershire.org](http://www.juyigloucestershire.org)

If you object to sharing your information electronically with clinicians in other NHS organisations and Gloucestershire County Council social care who are involved in your care, an entry will be put on your record to prevent your information from being shared.

You can change your sharing preference at any time, although this may take a few days to register in the system.