



## QUEDGELEY MEDICAL CENTRE

CARING FOR YOU AND YOUR FAMILY

# PATIENT INFORMATION PACK

OLYMPUS PARK  
QUEDGELEY  
GLOUCESTER  
GL2 4NF

01452 728882

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

### ONLINE SERVICES

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



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*If you would like a copy of this information in a different language, please contact us at the Practice to make this request.*



We strive to be an environmentally friendly and sustainable Practice.  
To assist with this, we try to use digital / online services wherever possible.  
You can access a full colour, digital version of this leaflet via our website:  
<https://quedgeleymedicalcentre.nhs.uk/services/new-patients/>

## ABOUT THE PRACTICE

### OPENING TIMES

Day	Doors	Phone lines	Enhances service*
Monday	8am-6.30pm	8am-1pm, 2pm-6.30pm	6.30pm-8.15pm
Tuesday	8am-6.30pm	8am-1pm, 2pm-6.30pm	
Wednesday	8am-6.30pm	8am-1pm, 2pm-6.30pm	
Thursday	8am-1pm, 2pm-6.30pm	8am-1pm, 2pm-6.30pm	6.30pm-8.15pm
Friday	8am-6.30pm	8am-1pm, 2pm-6.30pm	
Saturday	CLOSED	CLOSED	
Sunday	CLOSED	CLOSED	

\*Enhanced service is only for pre-booked appointments.

#### If you need help when we are closed:

Phones are automatically diverted to the on-call doctor answering service between 6pm and 6:30pm.

Between 6:30pm and 8am, Monday to Friday, and all day at weekends and on bank holidays, your call will be redirected to the NHS 111 service.

**NHS 111 online** is for people aged 5 and over. **Call 111** if you need help for a child under 5.

**Call 999** in a medical or mental health emergency.

## TEACHING

We are a teaching Practice, which means we help to support the next generation of clinicians through the training and placements required to become doctors, nurses, or other healthcare professionals.

You may be offered an appointment with a medical student or trainee doctor. This will be in accordance with their skillset and level of training. All clinical interactions by students and trainees are overseen by our GP Partners to ensure patient safety.

We thank you for extending your support to the students and trainees working within our Practice.

## PARKING

The Practice has a car park to the rear of the building. Please note that there is limited parking available. Please drive and park carefully when visiting the Practice and be mindful of the other vehicles.

## ACCESSIBILITY

**Disabled parking** is available in the Practice car park.

We have **wheelchair access** to our reception desk, waiting room, downstairs clinical rooms, and patient toilet facility.

Please note that our first floor is **only accessible via stairs**. Please notify our reception team if you are unable to use the stairs and they will ensure that a ground floor appointment is facilitated for you.

We have **hearing loop** assistance for patients who require this.

We have access to an **interpretation/translation service** for patients. Please inform us when booking an appointment if you require this service, to allow us time to make the necessary arrangements ahead of the appointment taking place.

## SMOKING

There is a strict non-smoking policy in the Practice and within the Practice's grounds. This includes vaping.

## 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 Practice Manager.

# PRACTICE STAFF

ADMINISTRATIVE	Dan, Mandy, Sherin, Juliette
CARE COORDINATORS	Jackie, Olivia
DOCTORS	Dr Jairam R Kaasula, Dr Mamta Chada, Dr Jane McGrath
HEALTHCARE ASSISTANTS	Ellie, Mark
MANAGEMENT	Mythili, Viki
MENTAL HEALTH	Deb
NURSES	Rowena, Jess
PHARMACY	Jen, Jane
PHYSIOTHERAPIST (MSK)	Meghan
RECEPTION	Amy, Carol, Hayley, Juliette, Karen, Sarah B, Sarah C, Tarina, Tracy, Wendy
SOCIAL PRESCRIBERS	Leia, Ian, Natalie, Khat

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

The NHS operates a **zero-tolerance policy** with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and 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 will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

# SERVICES

## APPOINTMENTS

TO BOOK	TO CHANGE OR CANCEL
<b>ROUTINE</b> <p>Call us on 01452 728882. Please try to call after 11am to allow us to deal with urgent on-the-day calls first.</p>	<b>Via text:</b> <ul style="list-style-type: none"><li>• You will typically receive a text reminder 24 hours prior to your appointment. The text will contain a link to cancel appointment.</li><li>• Step-by-step instructions: <a href="https://support.accurx.com/en/articles/5187583-appointment-reminders-how-do-patient-cancellations-work">https://support.accurx.com/en/articles/5187583-appointment-reminders-how-do-patient-cancellations-work</a></li></ul>
<b>URGENT / ON-THE-DAY</b> <p>The best way to request same-day care is by calling us on 01452 728882 before 11am. You can also submit an <b>online consultation</b> which will be reviewed the same day: <a href="https://quedgeleymedicalcentre.nhs.uk/medical-queries/online-consultation/">https://quedgeleymedicalcentre.nhs.uk/medical-queries/online-consultation/</a></p>	<b>Via online patient services:</b> <ul style="list-style-type: none"><li>• <a href="https://systmonline.tpp-uk.com">https://systmonline.tpp-uk.com</a></li><li>• Airmid App</li></ul> <b>Via our website:</b> <ul style="list-style-type: none"><li>• <a href="https://quedgeleymedicalcentre.nhs.uk/appointments/cancel-an-appointment/">https://quedgeleymedicalcentre.nhs.uk/appointments/cancel-an-appointment/</a></li></ul> <p>Alternately, call us on 01452 728882</p>

## TEST RESULTS

If you have a test at the Practice, please allow one week for the results to come back to us.

You can then access the results via online patient services:

- Systm Online - <https://systmonline.tpp-uk.com>
- Airmid App (download using the QR code given on the front page)
- NHS App

If you do not have online access, please call us on 01452 728882 AFTER 2pm.

Any tests requested by or done at a hospital will need to be followed up with the requesting clinician.

## ACUTE RESPIRATORY HUB

Patients experiencing acute respiratory symptoms for between 3 days and 3 weeks maybe referred to the Acute Respiratory Hub based at Rosebank Surgery on Stroud Road, Gloucester. Specialist respiratory clinicians will be able to assess, treat and refer as appropriate. Appointments are typically available the same day or the next day.

Call us on 01452 728882 and we will arrange an appointment with the hub, if appropriate.

## 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 8pm on weekdays and on Saturday mornings.

Call the Practice 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.

## HOME VISITS

If you are housebound or are too ill to visit the Practice, you can request a home visit. A home visit will only be arranged if your medical conditions require it. The GP will assess this and determine the urgency of you being seen.

Please call us on 01452 728882 before 10:00am if you require a home visit.

Please note: if you are registered with us but live outside of our Practice boundary, you will not be eligible for home visits. In this instance, please contact NHS 111.

## MENTAL HEALTH

We employ a Mental Health Practitioner (MHP) within our Practice to support adult and older adult patients with complex mental health needs and severe mental illnesses to live well in the community. The MHP acts as a 'bridge' between primary care services and specialist mental health services in hospital and community settings.

## MSK PHYSIOTHERAPY

Musculoskeletal health refers to the functioning of the body's muscles, bones, joints, and connective tissues. Patients can be seen by our musculoskeletal (MSK) practitioner without the need to be seen or referred by a GP first. The MSK Practitioner can:

- Assess and diagnose issues.
- Give expert advice on how best to manage conditions.
- Refer for x-rays and other diagnostic investigations.
- Refer onto specialist services if necessary.

## SOCIAL PRESCRIBING

As well as physical conditions, health is shaped by practical, social, and emotional factors. Our team of Social Prescribers can assist to identify if and how these factors might be impacting your health and signpost you to further support and services available.

## SELF-REFERRAL

You can find information about a wide range of services available in the Gloucester area on our website: <https://quedgeleymedicalcentre.nhs.uk/services/>

The following services are available via self-referral:

- **Physiotherapy**  
0300 422 8527 | [www.gloshospitals.nhs.uk/physio](http://www.gloshospitals.nhs.uk/physio)
- **Let's Talk** (for support with stress, anxiety, depression)  
0800 073 2200 | [www.talk2gether.nhs.uk](http://www.talk2gether.nhs.uk)
- **Healthy Lifestyles** (for information about leading a healthy life)  
0800 755 5533 | [www.hlsgloucestershire.co.uk](http://www.hlsgloucestershire.co.uk)
- **VIA** (support for adults and young people facing drug and alcohol addiction)  
01452 223 014 | [www.viaorg.uk](http://www.viaorg.uk)
- **Gloucestershire Domestic Abuse Support Service (GDASS)**  
01452 726570 | <https://www.gdass.org.uk/>

## 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.

# PREScription REQUESTS

## HOW TO MAKE A REQUEST

REQUEST ONLINE	REQUEST ON PAPER
<p><b>The preferred and most efficient method for all prescription requests is via our Online Services*.</b></p> <p>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>Should you not wish to use online services, then <b>you will need to submit a handwritten prescription request</b> 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>

Please note that it can take the Practice up to 72 hours to process prescription requests before they reach your nominated pharmacy.

You will need to check with your nominated pharmacy for their turnaround times once they are in receipt of the prescription from us.

Some pharmacies have a 3–5 day turnaround.

## IMPORTANT POINTS TO NOTE

We **DO NOT** take prescription requests over the telephone.

Online services are available to all patients aged 16 and over.

If you use online services, you can check the status of your request. Here is a guide on how to check - <https://bit.ly/4eYk6VF>

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 nominated pharmacy. More information: <https://youtu.be/zzaNeAaelAo>

# YOUR FEEDBACK

There are several ways that you can provide us with feedback on your experience of using our services.

## ONLINE FEEDBACK FORM

If you have a suggestion on how we can do things better to improve the experience for our patients, or if you are pleased with the service you have received, you can complete an online feedback form at  
<https://quedgeleymedicalcentre.nhs.uk/services/managing-your-health-online/online-forms/feedback/>

## NHS FRIENDS AND FAMILY TEST

The Friends and Family Test is a quick and easy way for you to rate your experience, which allows us to gather feedback and continually review our service. You can complete this brief survey at  
<https://quedgeleymedicalcentre.nhs.uk/services/managing-your-health-online/online-forms/nhs-friends-and-family-test/>

## GOOGLE REVIEW

You can also rate us and leave feedback in the form of a Google Review. Go to [www.google.co.uk](http://www.google.co.uk) and search "Quedgeley Medical Centre".

## 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/suggestionscomments-and-complaints/>

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 – call 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## YOUR DATA AND CONSENT

The Practice complies with the Data Protection Act (2018), General Data Protection Regulations (UK, and Access to Health Records Act (1990). You can read our Privacy Notice in full at <https://quedgeleymedicalcentre.nhs.uk/surgery-information/policies/fair-processing-notice/>.

It is important that your medical record is up to date with any changes to personal information, including title, name, address, phone number and email address. You can update this information via your online record either through your NHS account or your SystmOnline account. Alternatively, you can complete our online Change of Personal Details form (<https://quedgeleymedicalcentre.nhs.uk/medical-queries/online-consultation/online-forms/change-your-personal-details/>) or by calling 01452 728882.

## SHARING YOUR INFORMATION WITH SOMEONE ELSE

We understand that there may be occasions when you want a relative, friend or carer to have access to your medical information or permission to speak or act on your behalf. We have strict procedures in place for this, which ensure your confidentiality and dignity are protected. You can read these here: <https://quedgeleymedicalcentre.nhs.uk/your-record/>

## SUMMARY CARE RECORD (SCR) 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 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:

**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:

- Significant illnesses/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.
- Who should be contacted for more information about you.

**c) Express dissent for Summary Care Record (opt out).**

You DO NOT want any information shared with other healthcare professionals involved in your care.

You will be asked to provide your choice and consent during the online registration process.

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. For more information, please visit <https://www.nhs.uk/your-nhs-data-matters/>

If you do not want your information to be used for research and planning purposes, please update your preference via <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

Alternatively, you can call 0300 303 5678 to change your choice.

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

## JOINING UP YOUR INFORMATION (JUYI) 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.

# COMMUNICATING WITH PATIENTS

Communicating well with our patients is of paramount importance to us.

## SOCIAL MEDIA

You can follow us on Facebook ([www.facebook.com/quedgeleyGP/](https://www.facebook.com/quedgeleyGP/)) to keep up to date with latest developments in the Practice and hear about upcoming events and health campaigns that may be relevant to you.

You can also follow our WhatsApp channel by searching for “Quedgeley Medical Centre” on your WhatsApp app. Here, we will post important updates and information.

## NEWSLETTER

We send out a Patient Newsletter once every two months. This is sent to patients who have provided their email address and consented to us using this to contact them. The newsletters provide information about the Practice that may be of interest to patients, including spotlights on the different healthcare professionals we employ and what they can do to help patients. The newsletters also provide lifestyle and health advice covering different topics in each issue, and they inform patients about local services and events that may be of interest.

You can view our past newsletters on our website: <https://quedgeleymedicalcentre.nhs.uk/patient-newsletters/>

## INFORMATION EVENTS

Throughout the year, we run patient information events at the Practice. These are often delivered by specialists / experts in specific areas and are a way of patients finding out more about health conditions affecting them and the services / support available to them within and beyond the Practice.

We post details of upcoming events on our website and social media.

Most events are drop-in sessions that do not require booking, and they are free to attend.