PARK ROAD
GROUP PRACTICE

Patient Information Booklet

Park Road Surgery
143 Park Rd, Camberley GU15 2NN

Old Dean Surgery
Berkshire Rd, Camberley, GU15 1DP

Heatherside Surgery
73 Cumberland Rd, Camb, GU15 1SE

Tel: 01276 670056

Website: www.parkroadsurgery.co.uk

OUR VISION

" A CENTRE OF EXCELLENCE DELIVERING HIGH QUALITY CARE WHERE PATIENTS AND STAFF CHOOSE TO BE"

The Partners

Managing Partner	Dr Mark Pugsley
Partner	Dr Julia Katok
Partner	Dr Cherry Sudall

The Practice Management Team

Practice Mgr	Miss Netty O'conor
Business Mgr	Mrs Tracy Freeman
Operations Mgr	Mrs Sharon Aslett
Clinical Mgr	Mrs Jo Marshall
Quality Mgr	Mr David Williams
IT Mgr	Mr Stephen Peel

Welcome to Park Road Group Practice

We are a well established GP Practice working from 3 sites, offering you a range of services and extended opening hours, all in a friendly, welcoming environment.

We currently have 3 partners and 14 associate GPs, along with a team of pharmacists and other allied health professionals.

We have put this booklet together to provide you with important information about the Practice however please do not hesitate to ask if you require further information.



Our Practice Manager, Miss Netty O'conor, heads a team of Administrators, Secretaries and Receptionists who are all committed to the smooth running of the Practice. They will be happy to deal with your queries. Any advice and help they may give is in accordance with guidelines laid down by Doctors. Confidentiality is always fully respected by all members of staff. If there is any matter you wish to discuss in confidence , a member of the Practice Management team is always available. Please ask at reception to speak to them.

Care Coordinators: The team are dedicated to overseeing all aspects of health & social care for more vulnerable patients. They are available Monday to Friday 8 - 4pm . If you need the services of a Care Coordinator, please call 01276 605180.



Surgery hours

Park Road Surgery :

Monday —Friday Doors: 8am to 8pm

Phone lines: 8am to 6.30pm

****We also offer "commuter" appointments on some days with the surgery opening at 7.30am weekdays. We are also open some Saturday mornings. All appointments are pre bookable. ****

Heatherside Surgery :

Monday — Thursday 8am to 6pm

Friday 8am to 1pm

Old Dean Surgery

Monday, Tuesday, Thursday and Friday 8am to 6pm

Wednesday 8am to 1pm

When Old Dean and Heatherside surgeries are closed, patients can call for advice or book an appointment at the Park Road site.

There are occasions when the surgery is closed for training and important system upgrades. Dates and times of these are displayed on our website and social Media.

How to register with the Surgery

Should you wish to register with our surgeries, please ask at our reception to check that you are within our catchment area . Complete the appropriate forms and return them to the receptionist, photo ID and proof of address may be required. All relevant questions on the form must be answered otherwise we may not have all the information to enable registration to take place. You can also fill in your registration details online and bring in some proof of identity and address to one of our 3 sites.

Rapid Health

Rapid Health is an easy way to contact your GP practice online. You can use it to share your health concerns, and based on the information you provide, you may receive advice or be offered an appointment. The system helps ensure you get the right care, whether it's self-care advice, further investigation, or a consultation with a healthcare professional. This service is designed to make it quicker and easier for you to access the care you need. If you would like to book an appointment with a nurse or book a blood test with a phlebotomist please telephone the surgery.

How it works:

1. Visit our surgery website **www.parkroadsurgery.co.uk**
2. Click on the Rapid Health button
3. Select adult Medical request 16 + or questions and admin

How to see a clinician

We have a clinical team consisting of Doctors, Physician assistants, Paramedics, Advanced nurse practitioners, Nurses, Pharmacists, Health Care assistants and physiotherapists.

- Surgery consultations are by appointment only. Urgent cases will be seen on the same day, but it may be necessary to wait if you choose to see a specific clinician.
- Separate appointments are required for each person who needs to see the clinician.
- If you need to see a clinician about an on-going problem, please see the same clinician who normally deals with this problem, if at all possible.
- It is helpful if you only present the clinician with one problem at each consultation.
- Please let us know if you are unable to keep a booked appointment. Repeated failure to attend for pre-booked appointments will be viewed seriously by the surgery , and the patient may be removed from the list.

- You can request a Telephone consultation with your clinician if you need to discuss something that you feel it is not necessary for the clinician to see you in person.
- Appointments with nurses and for blood tests with phlebotomists can be made either in person at reception or over the phone.



Home Visits

Patients who are housebound or medically too ill to come to the surgery and need medical help can be visited at home. Please complete Rapid Health online or telephone the surgery and speak to a member of the reception team. We will require your details and the reason the visit is required. The Duty doctor triages all requests for appointments including home visits.

A home visit or telephone call (sometimes for more information) will be arranged if required in the appropriate time scale

Not all visits are required on the day, some may be booked for a future date.

We do encourage patients to come into the surgery whenever possible as we have access to in house testing, like urines dip's and ECG's, but we understand this is not always possible.

Please remember that several patients can be seen at the surgery in the time it takes to do one home visit.

Chaperone

The clinician may request a chaperone for your examination alternatively, you may request one. Please let the clinician know if you require a chaperone

Translation services

Should you require a translator for your consultation with the clinician please let us know so we can arrange this prior to your appointment. This can either be added to your Rapid Health request or you can call the surgery and let us know that you will need it for your upcoming appointment.

Repeat Prescriptions

If you are taking medication and require a repeat prescription, you will need an appointment with the GP to obtain the first prescription.

All our prescriptions are on our system. The GP will set up repeats for medication you take on a regular basis, and you will find them listed on the tear-off part of your prescription. Occasionally you may be asked to see the doctor to review your medication.

For safety reasons we are unable to take request for prescriptions over the telephone.

Request can be made by:

- Requesting the items via the NHS app (please see NHS App section).
- Ticking the items you need, and placing the slip in the box at reception or sending it by post.
- Completing an **E**lectronic **P**rescription **S**ystem at your local chemist for direct requests (please speak to the pharmacist)

Please allow 72 hours for your prescription requests to be processed. Extra time will be needed at Weekends or Bank Holidays and for prescriptions that need to be altered.

Sick Notes

A Doctor's certificate is **not** needed for less that one week off work. This period is covered by self-certification using a SC2 form which is available from the surgery, Post offices or the DSS or you can download on from HM Revenue & Customs website. More information about sick notes can be found on the Department of Works and Pensions website DWP.gov.uk

Test Results

Please sign up for the NHS app to have access to your test results 24/7. Please be assured that if any results are urgent you will be contacted by the surgery. It is not, therfore, surgery policy to telephone patients with normal results.

Carers

Do you look after someone who could not manage without you ?

Many people look after friends or relations who need support due to frailty, disability or a serious health condition, mental ill health or substance misuse. If you're one of them , you could get help and support, but first we need to know who you are and about your caring role. Speak to the Care Coordinators for more information.



Pharmacy

The best place to get help for many minor ailments is your local Pharmacy. They can help with common illnesses such as coughs, colds and sore throats. Please see our website for more details.



Out of Hours—what to do if the surgery is closed

There are over 21 million attendances at accident and emergency (A&E) departments each year, many of which are not appropriate.

Due to the ever rising demand and pressures at A&E departments, Park Road Group Practice is working with Surrey Heath CCG to try to reduce unnecessary attendances.

When the surgery is closed, patients should call the NHS 111 service by dialling 111. All calls are free from landlines and mobile phones.

When should you use it?

- When its not a life threatening situation and is less urgent than a 999 call.
- When you cannot see your own GP, for instance when we are closed or you are away from home.

- When you feel you cannot wait or are unsure which service you require.
- When you require reassurance about what to do next

Training Practice Information



For many years, this practice has been a "training practice". Experienced hospital Doctors wishing to become General Practitioners spend a year or more in such a practice under the guidance of approved and accredited GP's.

We also train Foundation Doctors. These hospital based qualified doctors are training to become registered with the GMC (General Medical Council). They are not necessarily training to be GP's and are doing the job as part of the wider experience needed for registration.

Training is also offered to Medical Students ,Paramedic Practitioners and Practice Nurses. Sometimes you may be asked to see the doctor or nurse with a student present. You will always be asked beforehand if this is acceptable and you may ask for the student to withdraw if you prefer to have your consultation in private.

Likewise, consultations are sometimes recorded or observed for training and accreditation purposes. Written consent for each recording is always sought. The recordings are only viewed by other Doctors, and are stored securely within the practice and then erased.

We would wish our patients to be aware of this and ask that patients feel free to express any views, concerns or indeed any explicit wish not to be involved in this process.

Further written details are available at Reception .

Please remember

Patients at Park Road Group Practice, have the right to be treated in a courteous, caring and helpful manner. However, should you have any concerns, please refer to our Practice Complaints Procedure available at the reception desk.

It is the responsibility of patients to demonstrate equal courtesy towards staff, and abuse of any form will not be tolerated. It is at the Doctor's discretion to remove a patient from his/her list if a patient is particularly abusive.

Please help us, to help you.

Patient Participation Group



The idea of a practice-based Patient Participation Group (PPG) is to represent the views of patients to the surgery's doctors and their colleagues on such things as the quality of care, appointment systems and opening times. If you would like to be involved and have your say in how the practice is run, why not join the PatientParticipation Group (PPG)? You would receive occasional questionnaires from the PPG or Practice, enabling you to give your views. If you would like to join or have any questions regarding the Patient Group ,please contact the Care Coordinating Team at the surgery through the main number on 01276 670056.

Feedback, Compliments and Complaints



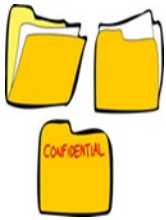
We welcome feedback on our services, if you wish to pass on feedback please speak to any member of staff and they will make sure the feedback is passed onto the relevant people.

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly , and as amicably as possible.

If you wish to make a formal complaint you should do so, as soon as possible after the event and ideally within a few days. Please address any complaint to Miss Netty O'conor Practice Manager. You will receive a written reply and explanation. Please see our complaints leaflet (available at reception) for further details and for other options for addressing your complaints.

National Data Opt-out Programme



This service allows patients to opt out of their confidential information being used for research and planning , please see the website below for more details.

www.nhs.uk/your-nhs-data-matters

Access to Medical Records

If you wish to see your medical records, sign up for Online services (please see Patient Online Access section).

We cannot divulge your personal medical information to anyone other than you (not even your spouse) unless we have prior written authority from you..

Your Medical Records & Protecting Patient Confidentiality

Park Road Group Practice is committed to patient care. In order to fulfil our obligations, it is necessary to record personal data about you. We keep this information, together with details of your care, because it may be needed if we see you again. Everyone working for the NHS has a legal duty to keep information about you confidential. You may be receiving care from other people or organisations as well as the NHS. So that we can work together for your benefit we may need to share some information about you. Anyone who receives information is under a legal obligation to keep it confidential.

Some of the reasons we need to share and pass on information about you are as follows:

- To ensure the continuity of your care and treatment.
- To help staff review the care they provide.
- To carry out medical/clinical research for the benefit of everyone
- To help educate and train doctors and other health care workers
- To manage and plan the NHS
- To investigate complaints or legal claims

We will usually only release medical information about you if we have your written consent. However. Sometimes we do not ask for this e.g. when we have

agreed to refer you to a specialist. When we do not have your written consent everyone in this Practice will observe the following principles in order to maintain the confidentiality of your medical records :

- We will justify the reason for every transfer of information.
- We will not release any information that could be linked to you unless it is absolutely necessary.
- If we have to release information that could be linked to you—we will release the minimum necessary.
- Access to information that could be linked to you will only be restricted to people who need the information in order to help you.



Anyone receiving information about you will be required to follow the same principles in order to maintain the confidentiality of your medical records.

NHS App

You can order repeat prescriptions and view aspects of your care record online, including blood tests results.

Please ask the receptionist for further information.

Change of personal details

If you change your name, address or telephone number, please give full details at reception. It is very important that we have your correct contact details in our system. If you move outside the area covered by this practice you will be asked to register with a new Practice in your area

Disability Facilities

The Surgery has suitable access and facilities for disabled patients. However should you experience any difficulties, please let us know.

Health and Safety

Park Road, Heatherside & Old Dean Surgeries operates a Health and Safety Policy in accordance with " The Health & Safety Work Act 1974"

Private Services

Certain services are not covered by the National Health Service. For these a fee is charged. Please ask at Reception for the fees payable. These services include:

- Insurance Medicals
- Employment Medicals (not occupational health medicals)
- Medical insurance forms
- Freedom from infections Certificates
- Firearms Certificates
- Taxi Medicals (Surrey Heath only)
- HGV

Please see the website for further details and costs.

Primary Care Network (PCN)

We are part of a collective of local surgeries who belong to the Surrey Heath PCN. The PCN helps the practice by providing some extra services for our patients which may be at the PCN hub which is located in Camberley Health Centre. When booking an appointment please make sure to check where the appointment is based as it could be at the hub.

Integrated Care Board (ICB)

We are part of the Surrey and Sussex ICB.



Useful information

Frimley Park Hospital

Telephone: 0300 614 5000

Camberley Care Cars

Phone : 07718-688711
Email : info@camberleycare.org

Dial a ride 01276 707655

EMED patient transport (hospital only) 0300 777 3333

SPA for DN 01276 539660- urgent only

Citizens Advice 0808 278 7936

St Lukes Hoppa bus for cancer treatments only 07563 499471

Crossroads Care Surrey 01372 885325

Action for Carers 0303 040 1234

Veteran Friendly practice

We are proud to be a Veteran friendly practice. Please ensure that you let us know that you've served in the UK Armed forces so we can ensure we provide the right support for you.

Armed Forces Veteran Friendly Accredited GENERAL PRACTICE

Dementia friendly

We are a dementia Friendly practice, this means most of our staff have had training to help them to have a better understanding of the illness and how best to help patients suffering with Dementia.

Dementia Friendly

Makaton

We have some members of staff who have been trained in Makaton, should you need this.

Makaton Friendly

Vitality parkrun

Royal College of General Practitioners

PROUD TO BE A PARKRUN PRACTICE

LEARNING DISABILITY FRIENDLY

This booklet is available in large print and alternative languages.

Please ask at Reception if you require a different format