

# Hathaway Medical Centre

Middlefield Road, Chippenham, SN14 6GT

## INFORMATION FOR PATIENTS

- 01249 462775 Appointments & Enquiries
- 01249 655500 Cancellations (24hr)
- 01249 454502 Child Vaccinations
- 01249 443948 Fax
- 111 Out-of-Hours




- Hathaway.MC@nhs.net Email
- www.hathawaysurgery.co.uk Website
- Fb.me/HathawayMC Facebook
- Twitter.com/HathawaySurgery Twitter

Version 1116

## Who Should I call?

Think carefully before dialling 999 or going to A&E

<b>Self-Care</b>	Hangover Grazed Knee Sore Throat Cough	Keep a well-stocked medicine cabinet. See NHS Choices website "Your Medicine Cabinet" for advice.
<b>Pharmacist</b>	Diarrhoea Minor infections Headache Bites and stings	Your local Pharmacist can help with lots of everyday ailments and offers good advice
<b>GP Surgery</b>	Feverish Children Vomiting Ear Pain Feeling ill	Your GP can offer urgent appointments each day. If you need to contact a GP out of hours call 111.
<b>Minor Injuries Unit (MIU)</b>	Injuries only (Not illness)	Chippenham Hospital Walk in Service Opens from: 7am to 1am 365 days a year
<b>NHS 111</b>	Unwell, unsure, confused? Need help fast?	
<b>GP Services Out of Hours</b>	Urgently need a GP during the evening or at the weekend.	
<b>Accident and Emergency (A&amp;E) or 999</b>	Choking Chest pain Suspected stroke Blacking out Bleeding you can't stop Struggling to breathe	Visit A&E at Royal United Hospital, Bath or call 999 for an ambulance.

# Hathaway Medical Partnership

**Mr Andy Briggs** Practice Manager  
**Mrs Kim Hiles** Deputy Practice Manager  
**Sister Karen Manders** Practice Nurse Manager

## Practice Partners:

**Dr Anthony Wright (M) MBChB (1979, Sheffield) DRCOG DA DCH DFFP RCGP**  
**Dr Tamara Turek (F) MBChB (1986, Dundee) RCGP (1993) DFFP**  
**Dr Claire Osmond (F) MBBS (1980, Guys) MRCGP DRCOG MRCP**  
**Dr Jonathan Burrows (M) MBBS (UCL, 1996) MRCGP MRCS DOHNS DRCOG DFFP**  
**Dr Philip Grimmer (M) BSc (1990) MBChB (1995, Leicester) MRCGP FRCGP**

## Salaried Doctors:

**Dr Vicky Jennings (F) MBChB (1986, Bristol) DFFP**  
**Dr Lisa Kramer (F) MB (2005) MRCGP DGM DRCOG**  
**Dr Victoria Ingham (F) BMedSci BMBS (2005, Nottingham) MRCGP (2011)**  
**Dr Laurie Wilson (M) MBChB (2010, Liverpool) MRCGP (2015)**  
**Dr Shabari Hosur (F) MBBS (2000) MRCP (2008) MRCGP (2011) DFSRH (2014)**

**(M)** Male GP **(F)** Female GP

**Hathaway Medical Centre  
Middlefield Road  
Chippenham  
Wiltshire  
SN14 6GT**

**Branch Surgery  
32 New Road  
Chippenham  
Wiltshire  
SN15 1HR**

[www.hathawaysurgery.co.uk](http://www.hathawaysurgery.co.uk)

# Zero Tolerance Statement

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone patient who verbally abuses a member of practice staff will be sent a letter from the Practice Manager confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

# Patient Charter

## Responsibility and Rights – A Patient Undertaking Your Rights, Your Responsibilities

Hathaway Medical Centre and their staff owe to me, as a patient, a duty of care and aim to provide services to meet my needs for healthcare and treatment at all times.

I will not behave in any way, which can be considered to be violent or abusive, as Hathaway Medical Centre and their staff aim to provide health services that are sympathetic and responsive to my individual needs within the resources which the Practice has available.

Violence includes any incident where Hathaway Medical Centre and their staff, fellow patients and their carers are abused, threatened or assaulted in circumstances related to their work. An act of violence may involve an explicit challenge to the safety, wellbeing or health of any member of staff or other patients. Violent behaviour may include verbal abuse, racial or sexual harassment, threats of injury, abuse of alcohol or drugs, destruction of NHS property, as well as physical acts of violence. Hathaway Medical Centre and their staff want to deliver appropriate and effective healthcare and treatment to me.

I will treat Hathaway Medical Centre and their staff, fellow patients and their carers and visitors politely and with respect at all times.

Hathaway Medical Centre and their staff are expected to treat me with courtesy and respect.

I will not consume alcohol or take any form of non-prescribed medication or drugs whilst on NHS premises

Hathaway Medical Centre and their staff will only restrict or withdraw my rights to care in exceptional circumstances when I have failed to comply with any of my responsibilities in a manner which is deemed unacceptable. I accept and understand that Hathaway Medical Centre is obliged to provide a safe and secure environment for its entire staff and to care for their health and safety. I accept and understand that no member of the Hathaway Medical Centre team has to jeopardise their safety in providing me with care.

**I understand that if my behaviour has been unacceptable and if I do not comply with my responsibilities as a patient, then this can result in the withdrawal of my rights as a patient and I can lose my right to receive mainstream NHS Primary Care Services.**

## About Us

Hathaway Medical Centre aims to provide a traditional family doctor service in a friendly, efficient way. As well as our full range of surgeries and clinics run at the practice, the clinicians also have responsibility at the local Community Hospital for our patients who are admitted onto the ward. We aim to be as available as possible, offering slots each day for urgent problems that arise.

The building is split into four pods, red, blue and yellow are in the ground floor and grey is on the first floor.

We also run a branch surgery in what was Hathaway Surgery at 32 New Road, Chippenham for pre-booked appointments only.

Please see our website for opening hours.

## Our Mission Statement

“We aim to provide our patients with the highest quality of health care and advice within the resources available to us. Our patients will be treated with kindness, courtesy and confidentiality at all times. We are committed to continuing education and development for each member of the surgery team and to provide a stimulating and rewarding environment in which to work.”

## A Training Practice

At Hathaway we are very proud of being a training practice. We are involved in a range of training activities including:

- **Training GP Registrars** (These are junior doctors who have been qualified for at least 2 years (usually up to 5 years) and who are in a 3 year training programme to become GPs).
- **Training Foundation doctors** (These are junior doctors in their second year after qualifying).
- **Training nurse practitioners** (These are qualified nurses undertaking further training, often to MSc level).
- **Training return-to-nursing students** (These are nurses who have been away from nursing and are now retraining so that they can work as nurses again).
- **Training student nurses** (These are student nurses from the University of the West of England (UWE)).
- **Training medical students** (These are student doctors who are studying at Bristol University).

## Nurse Practitioners

The Nurse Practitioners (NP) at the surgery support the GP's and Practice Nurses. They are nurses that have undergone extensive training to qualify them to assess, diagnose and treat conditions they find. They offer same day appointments for a wide variety of acute problems. Individual NP's have specialist areas of expertise and are able to manage many chronic diseases.

## Practice Nurses

The GPs are supported clinically by practice nurses. These nurses are trained to see patients with a wide range of acute and chronic problems, offering advice and treatment where appropriate, sometimes with additional help and advice from the GPs. Individual practice nurses have additional expertise in particular subjects, e.g. asthma, diabetes, family planning and baby vaccinations, and offer special clinic appointments for this care. Not least, they care for the more senior of our patients with monitoring clinics and “Over 75” reviews, where each individual is reviewed for their particular health and social needs.

Healthcare assistants specifically trained in phlebotomy (blood tests), blood pressure checks, ECGs, Spirometry, dressings and ear syringing, assist our practice nurses. They also carry out routine administrative tasks.

We also have phlebotomists specifically trained in phlebotomy - blood tests and blood pressure checks. There is a blood pressure machine and height and weight machine situated in the waiting area for use by our patients.

## District Nurses

A team of district nurses support our patients in the community, providing care and advice on a wide range of issues at home.

## Health Visitors

Health visitors are involved in promoting health within the community and offer health advice and support to all age groups. In particular, they visit families with children under five years.

They can be contacted directly on 01249 456459

## Administration

The team behind the reception desk will assist you in making urgent and routine appointments, arrange repeat prescriptions, registering patients and updating patient details etc. They can answer numerous and varied questions and will offer help and assistance at all times. They also carry out a number of administrative tasks. The surgery has two self-check-in touch screens for patient convenience. Patients are encouraged to use these to reduce their wait at reception.

A medical secretary processes the correspondence between the clinicians and consultants, hospitals and other agencies. She undertakes the arrangement of urgent hospital appointments including Choose & Book. This is a government initiative which enables our patients to be given a choice of referring hospital to attend and patients should ask their GP for details when a referral is recommended. For further details please contact the secretary on 01249 454501.

Clinical administrative assistants keep the surgery information system “current” with information from paper notes and the Health Authority, who are linked to our computer system for exchange of patient information, as well as the document scanning software where all correspondence from consultants and outside agencies

Is scanned into patient records.

The management team, Mr Andy Briggs, Mrs Kim Hiles and Ms Karen Manders, are responsible for the general day-to-day running of the practice.

It is a legal requirement that the confidentiality of patients’ records is maintained at the highest level by all staff.

## Surgery Times

### Weekdays

Hathaway Medical Centre is open daily from 8.00am until 6.30pm.

New Road surgery is open daily from 8.30am until 1.00pm and some afternoons.

We endeavour to keep the telephone line (01249 462775) open all day, but for training purposes, this may be turned over to an answer machine between 1.00 - 2.30pm when the surgery doors may also be shut.

## Extended Hours

**Extended hours are available, times subject to availability.**

## Appointments

**Our appointments system is operated as follows:**

- **Minor illness nurses** - Appointments are available on the same day or the following day as appropriate, to see acute minor problems
- **Nurse Practitioner Duty** - Same day appointments for new problems that don’t fall in the minor illness category and need addressing urgently. Nurse practitioners can see patients with new problems that are not already being treated by a doctor, and also have some routine appointments
- **Duty Doctor** - Same day for urgent problems that can’t wait for a routine appointment and are not appropriate for minor illness and nurse practitioners. **This is always initially a telephone call.**
- **Routine GP appointments** - Can be booked up to 4 weeks ahead and are released on a rolling basis.
- **Annual Reviews** - Annual monitoring appointments for patients with a chronic disease:

Asthma—Chronic Kidney Disease—COPD—Dementia—Diabetes

Epilepsy—Hypertension—Hyperthyroidism—Ischemic Heart Disease

Mental Health—Peripheral Arterial Disease—Rheumatoid Arthritis

Stroke/TIA

**Letters asking you to come in for an annual review are sent during the month of your birthday.**

## When is my GP available?

(Shaded areas represent when a GP is in clinic)

N.B. Dr Burrows works alternate Wednesdays and Fridays

GP \ Day	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Wright			Halo	Halo						
Dr Turek										
Dr Osmond										
Dr Grimmer										
Dr Jennings										
Dr Ingham										
Dr Burrows					ALT	ALT			ALT	ALT
Dr Kramer										
Dr Wilson										
Dr Hosur										

NB. This may be subject to change.

**Patients are reminded that their appointment is for 10 minutes to discuss one problem. If you would like to discuss more than one issue, please ask for a longer appointment.**

## DNA Policy (Did Not Attend)

Last year, 5,302 appointments were wasted as a result of patients not turning up to their booked appointments with a GP, Nurse, or HCA. The cost in time and money is a burden to the National Health Service, we as a practice can not sustain this.

**Our 24hour dedicated cancellation line is there to help prevent this**

**Remember that your DNA is another patients denied appointment**

- We will write to every patient that has failed to attend two or more appointments over a period of 8 weeks, without adequate cancellation notice.
- A second letter will be written to patients that DNA further appointments.
- If a patient continues to DNA appointments, a third and final letter will be written warning of their removal from the practice should they fail to attend any more appointments, without adequate cancellation notice.

## New Patients

If you wish to register as a patient you will need to complete the forms in our registration pack, available at the reception desk. **Patients should bring along with them 2 pieces of photographic ID and 1 proof of address when registering.**

See the examples below for acceptable forms of Identification, For more identification examples, please ask at reception.

### Photo Identification

Photo Driving licence  
Passport  
Bus Pass  
Work ID

### Current Address Proof

Utility Bill  
Hospital appointment letter  
Council letter

We ask newly registered patients to complete a health questionnaire, as it may be some time before your medical records are received. If you take regular medication please make sure you have a two week supply from your previous surgery and bring a copy of your repeat prescription slip when registering. If you require repeat medication or have a problem that requires medical attention request an appointment to see your doctor at the time of registering. Registrations will normally be completed within 5 working days, after this time you will be able to request appointments.

## Out of Area Registrations

If you live out of our catchment area, but work in Chippenham you can still register with the practice. You will be asked to sign an additional form to confirm that you understand the limitations of being out of area, i.e. unable to request home visits.

## Temporary Residents

You are entitled to see a doctor anywhere in the United Kingdom if you are too far away from home to get to the surgery where you are registered and in need of medical help. We will be happy to see any relatives or friends who are staying with our registered patients and who require medical assistance.

## Change in Details

Should any of your personal details changes, such as your address, phone number, or email address, please contact the practice as soon as possible to inform us of these details.

You must come in to the surgery to inform us of any name changes, as any changes to your name must be accompanied by a valid marriage certificate, or deed poll document.

## Ringling for an Appointment

Within the surgery we have a skill-mixed clinical team to deliver a comprehensive, quality and timely service. Illness may be acute (newly onset) or chronic (ongoing), it may be mild and self-limiting or severe and incapacitating. Many self-limiting illnesses are best treated using home or over-the-counter remedies and do not require an appointment with the surgery.

**When you contact the surgery for an appointment, you will be asked a number of questions:**

- A brief indication of the problem
- How long you have had it for?
- Have you already seen anyone for this problem?
- Have you taken any medication to treat the problem?

These have been set and approved by the doctors and are designed to enable you to be seen by the **most appropriate clinician** within the best time-scale for you. The questions are not compulsory and you only need to go into as much detail as you feel comfortable. All communication between ourselves and our patients is always dealt with in the strictest confidence.

**Our aim is to support our patients:**

- Treat minor acute self-limiting conditions themselves without coming to the surgery
- See and treat significant new acute conditions quickly
- Ensure patients are seen by specialist nurses for a range of problems including family planning, sexual health and a range of chronic diseases such as diabetes, asthma, COPD etc.
- Maintain continuity with a single clinician for ongoing complex conditions.

## Telephone Advice

You may obtain advice by telephone from the practice nurses or duty doctor. Other clinicians may be able to take calls after morning surgery. Patients should be aware of the time restrictions on GPs calling patients back and that these requests will be dealt with by the GPs on an urgent basis only.

## Using the Doctor Telephone Service

**(Helpful Information For Patients)**

It is important that:

- You know who your usual doctor is
- What days your usual doctor works
- Your GP will see you if required
- You are available to come in to see your doctor the same day or your GP's next working day, if you need further consultation or examination.
- You realise that if you work long office hours or commute, a GP or Nurse has the capacity to see you in an extended hours appointment.

By using the telephone we have a greater capacity and flexibility of care and we have been able to prioritise the need of our patients and deal with problems quickly. That is why we don't book in advance. We aim to deal with your problems and concerns today. We would urge you to try this new system and help us develop and improve our care. We have had very positive feedback from patients who like the personal service and continuity of care it also provides.

## Home Visits

Home visits are made to housebound patients who are too ill or frail to attend the surgery. **Patients are requested to telephone before 10.30am if a visit is required that day.** Requests for home visits are assessed; please give the member of staff as much information as possible to enable them to allocate priority to calls. Routine visits will be made between 1.00 and 3.00pm. If the visit is urgent please make this known to the nurse when giving her details of the patient's condition. *Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.*

## Repeat Prescriptions

Repeat prescriptions are normally for patients on regular medication which has been authorised for repeat prescribing by the doctor.

Repeat medication can be requested in a number of ways:

- By ticking which medications are required on the repeats slip of your prescription, and posting through the prescriptions post box by the main entrance of Hathaway Medical Centre or through the slot on the reception counter.

- Online by visiting our website [www.hathawaysurgery.co.uk](http://www.hathawaysurgery.co.uk) or using the SystemOnline app. If you do not have access to this service please contact the surgery for more information.
- Alternatively, requests can be made in writing or by calling in to the surgery and completing a request slip; requests can also be made over the telephone.

Please allow 2 working days for your request to be actioned and your prescription to be available to either collect from the surgery, or to be sent to your nominated pharmacy. (Please check with your nominated pharmacy how long they require to process your prescriptions.)

Medications that are not on your repeat prescription or that are outside of authorisation dates can be requested, however these will be issued at the doctor's discretion and you may need a review appointment to discuss further.

We use an electronic prescribing system which means that prescriptions can be sent electronically to your nominated pharmacy. If you are a new patient, please state which pharmacy you would like your prescriptions to be sent to. Any prescription requests that do not clearly identify where they are to be collected from will be kept at the surgery.

## Medication

Stockpiling medication is one major cause of waste in the NHS. Stockpiling often occurs when patients re-order all of their medication on the repeat medication slip whether they are taking it or not. If there is medication on your slip that you no longer take, please ask for it to be taken off. Please check to see if you need to order **all** of your medication before reordering.

**NB. Any unused/unwanted medication that is returned to a pharmacy cannot be re-prescribed and has to be destroyed.**

## Antibiotics

For many conditions where antibiotics have previously been prescribed, medical evidence now advises that they are unlikely to reduce the length of the infection or the severity of the symptoms. Sometimes antibiotics have unpleasant side-effects as well as potentially reducing their effectiveness in the future. While it is always advisable to speak with a pharmacist or member of our clinical team, if you contract an infection (ears, throat, chest etc) you should not expect to be given antibiotics for all conditions.

You will be advised the expected course of the infection and what to take to reduce the symptoms. If the condition does not improve over the expected period, or worsens, you should contact us again.

## Care Coordinator

Our care coordinator helps our adult population at Hathaway remain independent, through the knowledge of local support services including equipment, hot meal services, and various social groups. She works closely alongside our GP's and nursing staff, together with the wider community team and adult social care, to ensure people can stay safe and supported in their own homes for longer. She also helps support patients and their families after being discharged from an unexpected hospital stay.

## Child Health Services

Health visitors run a variety of clinics throughout the week; please telephone 01249 456459 for further information. This team is not employed by the surgery.

## Child Health Surveillance

A six-week check is provided by the doctor and this will be followed by a health promotion programme organised by the health visitor team.

## Childhood Immunisation

We offer a comprehensive childhood immunisation programme. Children will automatically be sent appointments at the appropriate times.

We strongly believe that prevention is better than cure, and that it is essential children are protected against these potentially deadly diseases.

If you have any concerns over the vaccination of your children, please speak with your health visitor or doctor.

## Meningitis ACWY Catch-up

We are currently inviting our younger patients to be vaccinated against Meningitis ACWY.

## Family Planning

All our doctors offer advice on family planning and most methods can be dealt with during your appointment. Most of our practice nurses are trained in family planning and are available to offer advice. We are happy to discuss all methods of contraception confidentially with all age groups, including emergency contraception. Several of our Nurses also fit intrauterine devices (coils) and contraceptive implants. Pre-conception counselling is also available.

## No Worries

This is a free, confidential service for young people under the age of 25, regardless of whether or not they are registered with the practice. We offer confidential advice on all sexual health issues and contraception. If you wish to make a 'no worries' appointment, please ask for this at reception to be seen the same day. For more information, follow [NoWorriesWiltshire](#) on Facebook or call **0800 282930**

## Weight Management

Our practice nurses are available to give advice on weight management and diet plans to aid weight loss.

## Diabetic Clinics

Run weekly by our practice nurses with specialist diabetic training. We also undertake retinal screening at the surgery in conjunction with the Royal United Hospital, Bath.

## Stop-Smoking

This practice supports those wishing to give up smoking. Please contact the surgery to book an appointment with our smoking cessation advisor.

## Neighbourhood Teams

After an assessment by 'Access to Care', skilled nursing care may be offered to housebound patients. This includes dressings, injections, taking of blood, as well as care of the terminally ill and disabled. These teams are not employed by the surgery.

## Tetanus and Polio

If a full programme of childhood immunisations has been given, routine boosters against Polio and Tetanus are not necessary. If in doubt, please discuss this with your Doctor or one of our practice nurses.

## Flu

Flu vaccinations are available to book from September for those at risk. This includes children aged 2-4 on 31st August 2016, carers, pregnant ladies, and the over 65's. This vaccination needs to be repeated annually. Pneumococcal vaccinations are also available.

## Shingles

There is a national programme to immunise against Shingles. We are currently inviting patients who are aged 70, 71, 72, 73, 78, and 79 on 1st September 2016.

## Counselling

We work in conjunction with IAPT (*Improving Access to Psychological Therapies*). Access to this service is by self-referral following a discussion with your GP.

## Carers Support

Are you looking after someone who is ill, frail, disabled or has mental health problems? If so, Please contact Michelle Sanders our carers lead who will provide you with one of our carers packs.

If you would like further information, advice or support to help you in your caring role, or the opportunity to come to one of our Time Out events, or access training to support you, please contact Carers Support North Wilts on 01249 444110.

## Private Examinations

Clinicians are happy to carry out medical examinations by appointment, e.g. for insurance and driving licences. These examinations are outside the scope of NHS work and will therefore be subject to a charge. Please ask at reception for current charges for these services.

## Clinical Research

Medicine is a continuously changing field with research leading to new advances in treatments and technologies. At Hathaway we believe that it is important that we are involved in that process to the benefit of our patients and to further medical knowledge.

We are members of the Primary Care Research Network and run an active Clinical Trials Unit. This is led by Dr Anthony Wright, and Dr Phillip Grimmer, along with two research nurses Sister Jan Wright, and Sister Clare MacDonald.

We carry out research projects in many areas of primary care such as Diabetes, Hypertension, Arthritis, Depression and you will see posters throughout the Surgery about current studies. If a new study covers a condition for which you are being treated then the research staff may well contact you with information so that you have the opportunity to be involved if you so wish.

If you would like to contact the Clinical Trials Unit for further information and details of current studies, telephone Sister Wright or Sister MacDonald on 01249 454509.

## MASTA Travel Clinic

The NHS offers a limited travel advice and immunisation service. Many vaccinations are not available through the NHS and are chargeable. We are fortunate to have a MASTA Centre (Medical Advisory Services for Travellers Abroad) within the HALO Clinic that is located on the 2<sup>nd</sup> floor at Hathaway Medical Centre.

MASTA provide travel health advice on anti-malarial, vaccinations and disease prevention for the public travelling abroad. MASTA Travel Clinics are the largest and most successful network of private travel clinics in the UK. They can provide you with all your travel vaccines, immunisations plus expert medical advice on malaria, yellow fever and a host of other travel health-related issues for your journey.

## Conferencing/Seminar/Training/Education Facilities

The practice now offers an excellent conference, seminar, training or education venue. This is situated on the 2nd floor with easy access via a lift. It consists of two attractive professional rooms and dependent on the layout can seat a maximum of 40 people in Conference Room 1 and 20 people in Conference Room 2 - or these can be amalgamated to make a much larger venue. The latest audio and computer equipment are available. Refreshments can be arranged on request. We are happy to show you around at any time.



## Bereavement

Should the unfortunate happen and a death occurs at home, there are a few things you must do:

- Telephone the surgery. A doctor will need to visit to certify the death. Should this happen whilst the surgery is closed, contact the out-of-hours service (111).
- If a death is unexpected, the local police may need to be informed.
- Contact a funeral director.

Should a death occur in hospital:

- You will be advised what to do by Patient Affairs, and/or the Bereavement office at the hospital.

## SystemOne Record Sharing

The practice uses a clinical computer system called SystemOne to store your medical information. This system is also used by other GP practices, Child Health Services, Community Services, Hospitals, Out of Hours, Palliative Care Services, and other NHS bodies. This means that your information can be shared with other clinicians so that everyone caring for you is fully informed about your medical history, including medication and allergies. You can control how your medical information is shared with other organisations that use this system. To enable you to receive the best possible treatment across the NHS, it would be great if we could share your records with the aforementioned organisations.

**Sharing Out** - This controls whether your information stored in the practice can be shared out with other NHS Services.

**Sharing In** - This controls whether information made shareable at other NHS care services can be viewed by us, your GP practice.

## Benefits of Data Sharing

Sharing information can help improve understanding, responses to different treatments and potential solutions. Information will also help to:

- Provide better information to out of hours and emergency services.
- Prevent prescribing of medication to which you may already have an allergy.
- Make more informed prescribing decisions about drugs and dosages, and avoid unnecessary duplication in prescribing.
- Increase clinician confidence when providing care.
- Allow results of investigations, such as X-rays and laboratory tests to be shared.
- Reduce referrals, ambulance journey admissions, tests, time wastage, and visits to healthcare premises.
- Enable other clinicians to find out basic details about you, such as address and next of kin.

## Do I have a choice?

Yes. You have the right to prevent confidential information about you from being shared or used for any other purpose than providing your care, except in special circumstances. If you do not want information that can identify you to be shared outside this practice, please complete the relevant forms held at our reception desk. This will prevent your confidential information being used other than where necessary by law.

## Do I need to do anything?

Note your decisions on the aforementioned form, and return it to us. You can change your mind at any time, you just need to let us know.

## Online Services

Did you know that you can now book appointments, order repeat medication, and access your medical records online?

### What are Online Services?

SystemOnline is an online service where you can book appointments, request repeat prescriptions and look at certain elements of your medical records. Before you can begin using these online services, we need you to register for them.

### What happens now?

You will need to come into the surgery with a form of photographic ID, such as a valid passport or driving license, as well as the completed application form (attached). Copies of these will be scanned into your notes.

#### - Existing SystemOnline users:

Once your Identification has been accepted, you will be granted access as requested. NB. Access is granted from the date of application.

#### - New SystemOnline users:

You will be issued with a username and password - please ensure that these details are kept safe. You now need to visit <https://systemonline.tpp-uk.com> or via our website [www.hathawaysurgery.co.uk](http://www.hathawaysurgery.co.uk) and use these details to log in. When you log in for the first time, you will be asked to change your password to something which is memorable to you.

**It will be your responsibility to keep your login details and password safe and secure.**

Access will be granted **from the date of application**. The surgery has the right to refuse any application.

## Parking

Hathaway Medical Centre has a large car park. New Road Surgery car parking is at the rear of the building, off St Paul Street, reserved for staff and patients ONLY while attending the surgery.

## Disabled Access

Hathaway Medical Centre: Disabled access is through the main entrance, with a lift to access to upper floors. Disabled toilets are on each level.

New Road: Access to the "basement" level is from the car park via the rear door through the conservatory. A disabled patients' toilet is provided on the same floor as reception.

## Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please complete a 'Friends and Family' comments card and post in reception.

## Complaints

Our practice is dedicated in providing the best possible service, but there may be occasions when patients are not satisfied with the service we have provided. Comments and constructive criticism are always appreciated. Any complaints should be addressed to our practice manager, although you are free to write to your GP should you prefer.

If a particular issue is bothering you, please do speak to a member of staff who will endeavour to work with you for the best possible outcome.

## Confidentiality

The practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality.

## Patient Reference Group

We would like to know how we can improve our services to you and how you perceive our surgery and staff. To help us with this, we have set up a Patient Reference Group so that you can have your say.

We will ask members of this group some questions from time to time, such as what you think of our opening hours, or about the quality of the care and service you received. We will contact you via email, and keep our questionnaires succinct so as not to take up too much of your time.

We aim to gather a group of patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with chronic conditions, as well as people from non-British ethnic groups.

If you think you would like to be part of our Patient Reference Group, please visit our website and follow the link.

## Common Illness & How To Look After Them At Home

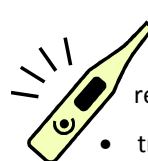
These notes are written to help you deal with common illnesses. These usually last only a few days and while they are not a serious threat to life or health, the symptoms may be unpleasant. Our suggestions are meant to help you make yourself or family members more comfortable.

The practice staff, pharmacists, NHS (111) are always available for advice if you are uncertain. However, it is always helpful if simple remedies have been tried first. Ibuprofen or Paracetamol, diarrhoea mixtures, thermometers and first aid kits are all available over the counter from local pharmacies. They should always be available at home but kept well away from children's reach.

These guidelines apply to those who are in good general health. If you have a chronic condition such as asthma, chronic bronchitis, heart disease or diabetes it may be wise to discuss your symptoms with your doctor, or our practice nurse.

### 1. A child with a temperature

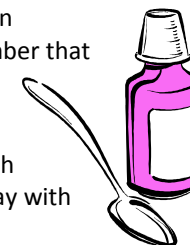
Children develop a raised temperature because of infection and most of these are viral. A virus **does not** respond to antibiotics but fortunately most children will get over a virus infection in a few days without complications. If the temperature is very high, (normally it is 37 degrees centigrade or just below) we suggest the following measures:



- try to lower the temperature by giving Paracetamol (Calpol) in the maximum dose stated for a child of that age. The dose can be repeated after four hours if necessary,
- try to reduce the temperature by giving plenty of cool drinks and dress the child in light clothing,

if the child seems particularly ill apart from the temperature then telephone the doctor but do not wait until late at night. Remember that temperatures often fluctuate, and are usually higher at night than in the morning.

Sometimes young children will have a convulsion with a very high temperature. If this happens lie the child on his/her side and stay with them while the shaking lasts, then call the doctor.



### 2. Head Lice

Head lice (or 'nits') are very common and can infect clean hair. They are normally picked up from other children. A shampoo can be bought from the Chemist to clear them up. Our Health Visitors will be happy to offer advice if the problem persists.

### 3. Colds

Also known as upper respiratory tract infections. Colds are caused by different viruses. We all get them from time to time and no cure is available. Colds usually clear up within a few days, but may last over a week or ten days.

They do not require a doctor's attention but the symptoms can be helped by taking Ibuprofen or Paracetamol two or three times a day and plenty of liquid to drink. Steam inhalations are soothing and may help open the passages of the nose; add menthol crystals, or oils to hot water.



### 4. Influenza

'Flu is also a viral illness but the symptoms are much worse than a simple cold. A sore throat, high temperature and a cough are usually present often associated with aching limbs and headache. Usually it is not possible to go to work with 'flu and most people need at least a week to ten days to recover. Bed rest and Ibuprofen or Paracetamol, and perhaps a cough linctus usually help. Typically 'flu is followed by a period of feeling very tired and run down, which this may last for several days after the acute symptoms have passed. There is no need to worry if the appetite is lost for a few days but remember to take plenty of drinks, especially when the temperature is high.

### 5. Sore throats

Most sore throats are caused by viruses. Most do not require antibiotics. Use throat lozenges and Ibuprofen or Paracetamol. For patients over 12 years of age, providing there are no contraindications, soluble Ibuprofen/Paracetamol can be dissolved in water, then used for gargling before swallowing. Use treatments like this for a few days before making an appointment at the surgery.

### 6. Ear ache

This is not always due to infection in the ear and often accompanies sore throats and colds. Simple pain killers help but if it persists or the patient is generally unwell consult your doctor when he or she is next available.

### 7. Diarrhoea and vomiting

In most cases this common tummy upset (often called gastro-enteritis) gets better on its own after a few days. Treatment consists of replacing lost fluids with water or clear diluted drinks. It is advised to avoid solids for the first 24 hours, and then to stick to a very light diet for the next day or two. Bread and potatoes (not fried) are sensible foods to start with. In small babies, especially in the first three to six months of life, diarrhoea and vomiting can be more risky. We advise you to telephone your doctor if it lasts more than 24 hours in a young baby.



### 8. Strains, sprains and backache

Most will respond to a few days rest with regular simple pain killers which are available over the Chemist's counter. Sports injuries are helped by applying an ice pack (such as ice cubes in a plastic bag or a packet of frozen peas) to the affected part as soon as possible after injury. A support bandage or resting with the injured limb raised can also help.

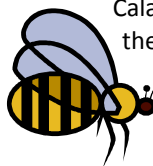
### 9. Burns and scalds

Apply lots of cold water to the affected area as soon as possible and continue until the pain begins to subside. If the skin is blistered but not punctured apply antiseptic cream such as Savlon under a loose dry dressing. If the burn or scald is a large one, i.e. over four or five inches in diameter, or if the skin is broken we advise consultation with the Practice Nurse.

Sunburn should be treated as other burns, especially if it blisters.

### 10. Insect bites and stings

Calamine lotion and antihistamine tablets are available over the counter at the Chemist and will ease soreness and itching. The area around the sting will swell and become very red but it soon goes down. Bee stings should be scraped away rather than plucked out as this might inadvertently squeeze more of the venom into the wound.



### 11. Nose bleeds

These are common in children especially after a cold. Sit the patient in a chair leaning forward with the mouth open. Squeeze the nostrils gently for about ten minutes, also applying a flannel or handkerchief soaked in cold water. Avoid picking or blowing the nose for the following 24 hours. Nose bleeds usually stop in ten to fifteen minutes but if they persist please ring for advice.

### 12. Vaccination and immunisation reactions

These often occur after injections against infectious illnesses, in adults as well as children. There may be swelling and inflammation at the site of the injection, which can be relieved by applying an ice pack. There may also be a feverish reaction which can occur up to ten days after the immunisation or even up to four weeks after the MMR injection. Treat with plenty of fluids by mouth and Paracetamol.



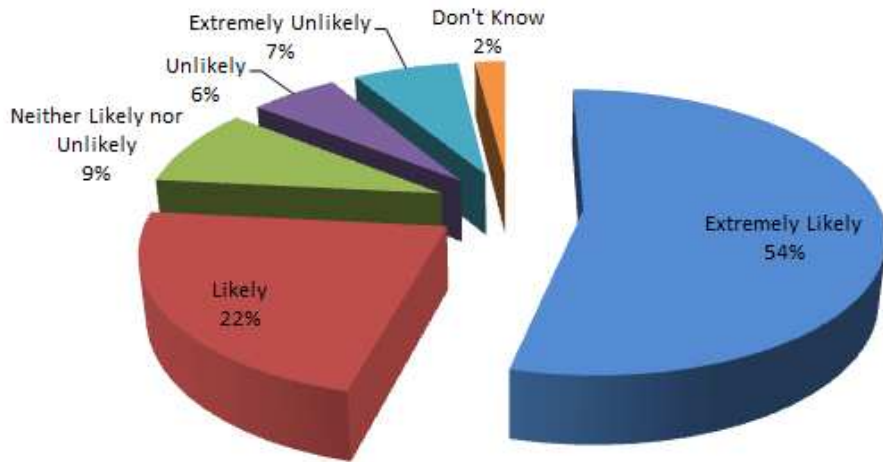


### Breastfeeding Friendly

Our Surgery is proud to be a Breastfeeding friendly venue, please visit [www.breastfeedingwelcomescheme.org.uk](http://www.breastfeedingwelcomescheme.org.uk) for more information.

### Friends & Family Questionnaire

We asked: How likely are you to recommend our GP practice to friends and family?  
The most recent results (last 12 months) shows:



Many thanks to all our patients that participated.

The Friends & Family Questionnaire is still available to complete. Just complete the form overleaf, and bring back to the surgery. Alternatively, you can complete it online via our website.

**Hathaway Medical Partnership – Friends & Family Test**  
 How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?

Extremely Likely

Likely

Neither likely nor unlikely

Unlikely

Extremely unlikely

Don't know

If we could change one thing about your care or treatment to improve your experience, what would it be?

Do you consent for your comments to be published? Yes  No

*Please place your completed card in the box in Reception*

# PRESCRIPTION

## Only order and collect what you need

Wasted repeat prescriptions costs  
Wiltshire **£2.7million** every year

Once you take medication home, it can't  
be reused and will have to be incinerated,  
even if it's unopened



## Useful Telephone Numbers

### Pharmacies

Lloyds Pharmacy Hathaway	01249 449142
Lloyds Pharmacy Rowden	01249 446715
Boots Pharmacy	01249 652087
Morrison's Pharmacy	01249 464241
Sainsbury's Pharmacy	01249 651724
Well Pharmacy (Pewsham)	01249 660323

### Hospitals

Chippenham Community Centre	01249 447100
Minor Injuries Unit	01249 456403
Chippenham Birthing Centre	
Enquiries Line	01249 456434
Appointments Line	01249 456467
RUH Bath	01225 428331
Bath Clinic	01225 835555
Circle Bath	01761 422222
GWH Swindon	01793 604020
Bristol Royal Infirmary	01179 230000

### Miscellaneous

Adult Care Team	0300 4560111
LINK Transport	01249 461881
Aviva Patient Transport	0845 6006068
Chippenham Good Neighbours	01249 465404
Hathaway Dental Practice	01249 445873
Dental Helpline	0845 7581926
Wiltshire Social Services Out-of-Hours Duty Team	0845 6070888

### Websites

GWH Swindon	<a href="http://www.gwh.nhs.uk">www.gwh.nhs.uk</a>
RUH Bath	<a href="http://www.ruh-bath.swest.nhs.uk">www.ruh-bath.swest.nhs.uk</a>
Bristol Royal Infirmary	<a href="http://www.ubht.nhs.uk">www.ubht.nhs.uk</a>



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