



PATIENT HANDBOOK



WELCOME TO YOUR LOCAL GP SERVICES

We understand how important it is for you, your family and any carers to know that your GP Surgery is able to give you the support you need when you need it.

We will provide the very best standard of care whilst you are a patient with our Practice.



We are a Primary Care Team operating three surgeries that cover Holmewood, Pilsley, Stonebroom, Tibshelf and surrounding areas. The largest surgery is Tibshelf, however most services and facilities are available at all of our surgeries and you can attend the surgery most convenient for you.

This Handbook is designed to give you all the information you need to access the care that you require from the moment you join our Practice. Our Reception teams are freely available to answer any questions you may have.

Please keep handy for your future reference

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Contact Details and Opening Times

Holmewood Surgery:

TELEPHONE	01246 389180
ADDRESS	19a Heath Road, Holmewood, Chesterfield, S42 5RB
EMAIL	admin.staffahealth@nhs.net
MONDAY	8.30am — 6.00pm
TUESDAY	8.30am — 1.00pm
WEDNESDAY	8.30am — 6.00pm
THURSDAY	8.30am — 6.00pm
FRIDAY	8.30am — 1.00pm
SATURDAY	Closed

Stonebroom Surgery:

TELEPHONE	01773 309040
ADDRESS	189 Birkinstyle Road, Stonebroom, Alfreton, DE55 6LD
EMAIL	admin.staffahealth@nhs.net
MONDAY	8.30am — 6.00pm
TUESDAY	8.30am — 6.00pm
WEDNESDAY	8.30am — 6.00pm
THURSDAY	8.30am — 6.00pm
FRIDAY	8.30am — 1.00pm
SATURDAY	Closed

Tibshelf Surgery:

TELEPHONE	01 773 309030
ADDRESS	3 Waverley Street, Tibshelf, Alfreton, DE55 5PS
EMAIL	admin.staffahealth@nhs.net
MONDAY	8.00am — 6.30pm
TUESDAY	8.00am — 6.30pm
WEDNESDAY	8.30am — 6.30pm
THURSDAY	8.00am — 8.00pm*
FRIDAY	8.00am — 6.30pm
SATURDAY	7.30am — 10.30am*

Saturday morning and Thursday evening opening 6.30pm – 8.00pm at Tibshelf is for pre-booked appointments only. If you require an urgent response within the extended opening times you should contact NHS 111, or 999 if it is an emergency.

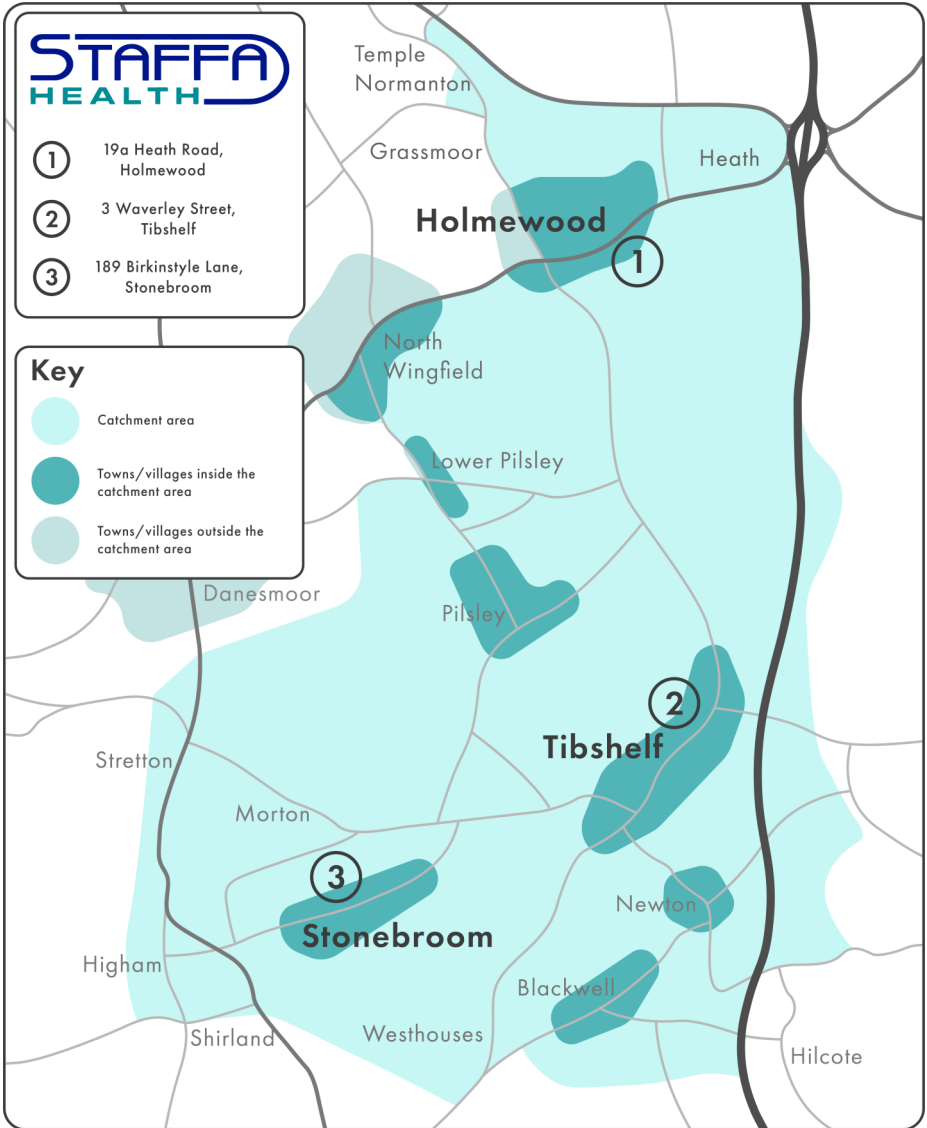
How to register as a patient

You can check whether your address is within our catchment area on our website: <https://www.staffahealth.co.uk/the-practice/are-you-in-our-catchment-area/>.

Our reception staff can also check this for you if you are unsure.

In order to register as a patient, please enquire at reception at any of our surgeries where you will be given a new patient registration pack to complete. When completed, these forms should be returned to our reception team. The staff will register you with the practice and you will then be able to book an appointment.

Our Catchment Area



Our Telephone System

When you telephone your surgery you will be presented with a number of options that will direct your call to the most appropriate member of the reception team.

The options are:

- Press 1 for Urgent Appointments
- Press 2 for Routine Appointments
- Press 3 for Home Visits
- Press 4 for Repeat Prescriptions (you will need to redial the Medicines Order Line on 01246 588860)
- Press 5 for Test Results
- Press 6 / hold for reception

Urgent and routine appointments and home visit requests are handled centrally and may not be taken by staff at your local surgery. This helps us to manage our telephone calls in the most efficient way we can.

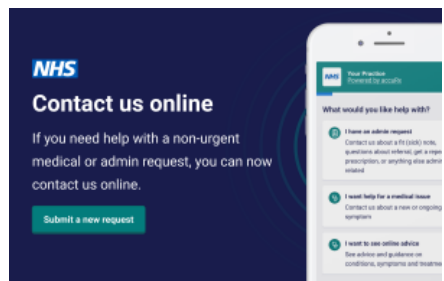


Our Online Consultation system

Staffa Health have an online consultation system. If you have a medical or administrative issue that you would like help with today or within the next 7 days you can contact us online.

Our online form is available on our website at www.staffahealth.co.uk.

There are just a few short questions to complete and we will get back to you within 1 working day.



Appointments

An appointment is needed to access most of the services we offer.

Our Patient Service Coordinators (receptionists) offer confidential guidance helping you receive the most appropriate appointment with the healthcare professional best suited to your needs. It is therefore helpful to us if you can give as much information as possible when booking an appointment so that we can fully discuss your options with you.

When you phone us to request an urgent appointment or complete an online request form a GP will triage your request and recommend the most appropriate type of appointment for you and a timescale e.g. that day, within 7 days, or routine (over 7 days). This appointment may be with a doctor or an Advanced Clinical Practitioner, a Pharmacist or another member of the clinical team. It may be a face to face consultation, a telephone consultation or a video consultation.

Routine (non-urgent) appointments are generally available 7-14 days after contacting the surgery but can be booked up to 6 weeks in advance. Please telephone us to book a routine appointment. These can be booked freely and do not need to be triaged. Patients can request a specific clinician but please be aware this may mean you have to wait longer to get an appointment. We will advise you if a different clinician is better suited to your needs. Routine appointments can be face to face, on the telephone or by video, it is up to the patient to choose the type of appointment they prefer. Please let the receptionist know your preference when you book the appointment.

Appointments with the Practice Nurses and Health Care Assistants should be booked through reception and do not need to be triaged first.



If you are unsure which member of the team to book an appointment with our Patient Service Coordinators are there to help you and will ensure you book the most appropriate appointment with the healthcare professional best suited to your needs.

Extended Opening Hours

Extended opening hours are provided to improve access for patients who are unable to attend a surgery during our regular working hours.

We are working with other surgeries locally to offer extended opening times for our patients between specific times:

- 6.30pm - 8.00pm on weekday evenings
- 7.30am - 10.30am on Saturday mornings

If you have difficulty attending an appointment in the daytime on weekdays please speak to a receptionist and they will look for an appointment for you in the evening or at the weekend. This may require you to travel to a different local Practice and see a clinician from another surgery, they will however have full access to your medical records.

Extended hours appointments are provided at the Tibshelf surgery by the Staffa Health team on Thursday evenings and Saturday mornings.

All of these extra appointments are for pre-booked non-urgent consultations only.



Home Visits

This service is offered for those patients who are housebound and too unwell to attend a surgery in line with NHS Policy. Generally the home environment is less suitable than the surgery for carrying out an examination and diagnosis. Most of our home visits are carried out by an Advanced Clinical Practitioner with a GP available each day as required.

Home visit requests should be made as early in the morning as possible in order for us to schedule a same day home visit. You are advised to call before 12pm whenever possible.

Community Nursing Service

This service provides appropriate planned specialist nursing care to adults who require nursing care within their own home due to long term chronic disease or as a result of an acute episode of ill health.



Care is delivered in patients' own homes and residential homes. Nursing care is also provided in community clinics for patients with complex wounds.

The community nursing service operates seven day a week. The community nursing service is for housebound patients only, upon request/referral. Referral is made by members of the Primary Care Team or from hospital on discharge, if further nursing is required.

If you are being cared for by the Community Nursing service already you can contact them directly on 01246 252929.

Out-Of-Hours Services / Freephone NHS 111 Service

If you telephone the Practice out of hours you will hear a message advising you to ring NHS 111 for advice on health problems. This service provides expert medical care out of normal surgery hours. NHS 111 is staffed by a team of fully trained advisers supported by experienced clinicians. You will be asked questions to assess your symptoms and then be given the appropriate healthcare advice. This may be telephone advice, a doctor visit, advice to attend A&E or an emergency ambulance may be dispatched.

If you require urgent but non-emergency medical assistance during these periods you should contact NHS 111. **For all emergencies contact 999.**



Monthly Closures for Training

One afternoon each month, usually the second Wednesday, all surgeries close to enable staff to participate in training. Dates for the current year are on our website and posters will be on display at each surgery a few days before each closure.

If you require urgent but non-emergency medical assistance during these periods you should contact NHS 111.



Prescriptions

Repeat Prescriptions

In general, 5-7 working days notice is required when requesting repeat prescriptions so that they can be processed and authorised by the doctor and then dispensed by the pharmacy.

Repeat medications are normally issued in sufficient quantity for 28 days and can be requested for as long as they remain authorised by a clinician.

Prescriptions can be issued earlier than normal to cater for holidays - please speak to the reception staff about this.

Please note: repeat prescriptions cannot be issued out of normal surgery hours, at weekends or on public holidays. If a vital prescription is required in these circumstances you should contact the NHS 111 Service.



Ordering Your Prescriptions

Prescriptions can be requested in one of two ways:

- **On-line:** e.g. on the NHS App
- **Telephone:** Please phone the Medicines Ordering Line on 01246 588860 Monday to Friday 09:00 am – 4:00 pm.



Prescription Medicines Order Line

Order your repeat prescription for medicines and appliances through a quick and simple telephone call

01246 588860

9am – 4pm Mon to Fri*

*These times may be subject to change

NHS

The advertisement features a man in a brown shirt talking on a mobile phone. A hand is shown holding a white prescription box with a green cross and the word 'Prescription' written vertically. A smartphone displays a prescription form. The background is a dark blue gradient with a green swoosh.

Electronic Prescription Service (EPS)

The Electronic Prescription Service enables prescriptions to be sent by us direct from the surgery to your pre-selected pharmacy through the computer systems used in our surgeries. Eventually EPS will remove the need for paper prescriptions.

You can nominate any pharmacy of your choice (one close to home, work or GP surgery etc.) and then prescriptions you need will be sent directly to them for you to collect/deliver as normal. Please speak to a receptionist to set this up for you.



We process most prescriptions electronically – this helps save the NHS money

www.nhs.uk/eps

The Electronic Prescription Service is delivered by NHS Digital

NHS





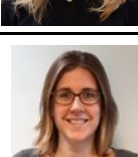
The advertisement shows a stylized illustration of a pharmacist with a beard and a customer at a pharmacy counter. The pharmacist is holding a green prescription slip and a barcode scanner. A green cross is positioned between them. The background is a light blue gradient with a white pharmacy shelf filled with bottles. The NHS logo is in the top right corner.

THE PRIMARY HEALTH CARE TEAM

GENERAL PRACTITIONERS (GPs)

The GPs' role is to provide general medical services, carry out assessment and examination, make a diagnosis and then formulate a treatment plan with you. If your GP feels you need specialist advice or access to more specialised treatment they may refer you to a hospital clinic, consultant or other healthcare practitioner. Once any on-going illness is stabilised the GP may refer you to the Practice Nursing Team for follow-on support and/or monitoring.

GP Partners

GP	NAME	QUALIFICATIONS	SPECIALIST CLINICAL AREAS	LEADING IN
	Dr Paul Gadsden	MB ChB DRCOG MRCGP DFFP (Sheffield 1997)	Diabetes Joint Injections	Safeguarding Children Caldicott Guardian
	Dr Tolu Taylor	MBBS DRCOG (Nigeria 1990) MRCGP	Mental Health	Prescribing
	Dr Dan Stinton	MB CHB JCPTGP (Sheffield 2000)	Dementia	CQC Registered Manager
	Dr Natasha Humes	BMedSci (Hons) 2001, BMBS (Nottingham 2003)	Gynaecology Family Planning Coil and Implant fitting Minor Surgery	Adult Safeguarding Learning Disabilities Information Governance
	Dr Ann Jarvis	BSc, BMBS, MSc, DIC, DRCOG, MRCGP LoC IUT, LoC SDI	Coil and implant fitting Minor surgery & Joint injections Dermatology	Dermatology

Salaried GPs

We have a team of salaried GPs who between them bring a wealth of experience to Staffa Health. Our salaried GP's are:

- Dr Georgia Page
- Dr Faye Geeson
- Dr Claire Saynor
- Dr Rachel Hamilton
- Dr Emma Cunnington
- Dr Katie Bowman
- Dr Jack Hurley
- Dr Caroline Powell

Advanced Clinical Practitioners (ACPs)

Advanced Clinical Practitioners have completed training which includes examination and diagnostic assessment together with prescribing so that they are able to examine, diagnose common conditions, order investigations, plan and agree treatment and make referrals to other team members and hospital consultants where appropriate.

Our ACPs have a variety of roles such as carrying out consultations in surgery for urgent and routine matters, caring for patients at local care homes and providing home visits.

Our ACP team members are:

- Carol Parfremment
- Sarah Mellars
- Angela Massey
- Lisa Elliott
- Craig Bell

Practice Nurses

Our Practice Nurses support and monitor patients with long-term conditions such as Diabetes, Heart Disease, Asthma and COPD. The nurses also carry out immunisations, wound care, ear syringing, blood tests and smears, as well as assisting our GPs with minor operations and other procedures.

Health Care Assistants (HCAs)

Our HCAs support our GPs and nursing team by performing tasks such as taking blood, performing lung-function tests, measuring blood pressure and weight. Health Care Assistants are not trained nurses but have undergone training within the Practice.

Health Needs Advisor

Our Health Needs Advisor provides advice and support to patients and their families and carers when experiencing difficulties with routine daily activities.

Phlebotomists

The Phlebotomist provides blood-taking services.

Pharmacists

Our Clinical Pharmacists consult with and treat patients directly. They undertake medication reviews and provide advice and support to patients who are taking multiple medicines (polypharmacy) and are managing long-term conditions. They also support the rest of the clinical team with resolving day-to-day medicine issues and providing clinical advice about medications and treatments.

Pharmacy Technician

Our Pharmacy Technician works with the Pharmacists to support with medication changes and monitoring.

COMMUNITY SUPPORT TEAM

This team facilitates care for our patients across the health and social care systems. The team's role is to prevent avoidable admissions to hospital and prevent extended length of stays by enabling people to be cared for in the community/their own home. The team consists of a Lead GP (Dr Emma Cunningham), a named Care Co-ordinator (Karen Gammon), an Assistant Care Co-ordinator (Megan Hodgkinson), the Community Matron, a Community Nurse, a Social Worker and the Health Needs Advisor.

COMMUNITY NURSING SERVICES

Community Matron

Our Community Matron is Lindsey Newick. The Community Matron is responsible for managing a case-load of patients. They assess and manage the needs of patients with complex and long term conditions and coordinate their care packages in the community.

Community Nursing Team

Our Community Nurses provide specialist nursing care in the home for housebound patients.

Patients whose illness or condition prevents them from coming to a surgery and those who require regular attention are given care and support to enable them to achieve and maintain the best possible quality of independent life.

The Community Nursing Team will regularly assess patients' health needs, monitor progress and discuss the details of care with them. They will liaise with other professionals involved in patients' care, including hospital nurses and Social Services.

Health Visitors

These are nurses who have received additional training to work with children in the community, helping to prevent ill health and promote well-being. Their activities include work with young families, offering advice on feeding, sleeping and child development.

ADMINISTRATION STAFF

Patient Service Co-ordinators

These staff are at the front-line of patient contact, assisting and guiding patients and supporting the clinical teams. At each surgery there is a team leader and a team of Patient Service Co-ordinators. Their role is to ensure patients are directed to the most appropriate service, arrange appointments and deal with day to day enquiries. They explain what our different health professionals at the surgeries offer and who you may be best to book appointments with.

Administration Support Staff

These 'behind the scenes' staff have a wide range of responsibilities including: referral management, clinical coding, data quality, recalls, accounts, audit, IT, rota management and quality assurance.

Practice Manager

Our Practice Manager is Ruth Cater. Ruth manages the practice to ensure the delivery of the highest quality primary health care services to our patients. Ruth is responsible for ensuring the Practice meets statutory and regulatory standards, clinical performance and financial targets. Ruth is also responsible for responding to complaints and suggestions from patients.

Assistant Practice Manager

Clare Kirkwood is our Assistant Practice Manager. Clare supports Ruth Cater and works collaboratively with all members of the multidisciplinary practice team to ensure the day to day delivery of care to all of our patients.

PROFESSIONALS UNDERGOING TRAINING

Some of our staff are registered trainers and we offer work placements for health professionals who are undergoing training. This can include qualified doctors who are undertaking post graduate training to become GPs and also student nurses and medical students studying at university.

It is a privilege to be a Training Practice to support the training of our future healthcare workforce. Trainee doctors, medical students and GPs can conduct face-to-face patient consultations but are supervised by a named GP who is on hand to support them as needed. Trainee nurses are supervised by a named practice Nurse.

CLINICAL SERVICES

Baby Health Checks

An eight week check on your baby is performed by a GP. Baby vaccinations are normally also given at this time but alternative times are available if required.



Child Immunisation

Parents are encouraged to give their children the full range of recommended immunisations at the prescribed times. Full details of these can be found on our website: www.staffahealth.co.uk.

Long-term Condition Management

This covers Diabetes, Asthma, COPD and heart disease. Patients are invited for an annual review with a Practice Nurse, although an appointment can be arranged before the annual check-up is due if there are any concerns about the condition.



Contraception

We can provide advice on all aspects of contraception in a surgery consultation. Please make an appointment to see an Advanced Clinical Practitioner or GP for contraception advice.

Some of our GPs fit and remove contraceptive coils and implants. Please ask for an appointment with one of these specific GPs if you wish to discuss or proceed with either of these options.

Fitness to Work

A self-certificate, SC2, is normally needed for your first seven days off work; your employer will provide you with this to complete once you return to work. If you are off work due to illness/injury for more than seven days you will need to book a GP appointment in order to obtain a Statement of Fitness for Work (a Fit Note).

Minor Injuries

Minor injuries such as sprains, bumps, minor cuts or small burns/scalds can be seen at any surgery. Please phone and ask for an urgent appointment or complete an online request form. Alternatively you can attend an Urgent Treatment Centre (UTC). The Buxton Hospital UTC, Ilkeston Hospital UTC, Ripley Hospital UTC, Whitworth Hospital UTC and Derby Urgent Treatment Centre are open from 8am until 8pm.

Here are just some of the conditions that can be treated at your local UTC:

- Sprains and strains
- Broken bones
- Wound infections
- Minor head injuries
- Animal bites
- Minor eye injuries
- Other minor injuries



Mental Health & Talking Therapies

One in four people will experience depression or anxiety at some point of their lives. Help is available for people whose daily lives are affected.

You can speak to your GP about how you are feeling. Your GP can help you look after your mental health and wellbeing.

If you have a common mental health issue such as stress, anxiety or low mood, you can refer yourself to a number of Improving Access to Psychological Therapies (IAPT) services based in various clinics and settings across Derbyshire County and City. There is no need to see the GP for a referral to these services, you can contact them directly yourself. Some of the services have counsellors based within Staffa Health sites.

Primary Care Psychological Therapies services include care for common mental health disorders such as anxiety, depression, phobias and panic. Psychological therapy services are tailored to people's needs and include talking therapies, group approaches, couples therapy and self-help support for people who experience anxiety and depression.

These services will usually:

- Assess, monitor and treat patients with common mental health problems who meet the criteria for the service.
- Offer a range talking therapies and approaches that meet recommended best practice guidance
- Provide information and advice on how to manage difficulties
- Offer advice and information on other sources of help in your local area and advice that will enable you to help yourself manage some of your problems.

How to contact talking therapies services

You can refer yourself to any of the local providers detailed on the following page. Service information is kept up to date on the Derby and Derbyshire CCG website <https://www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/improving-access-to-psychological-therapies-iapt/>.

The service will be able to tell you about waiting times, clinic locations and their times/date and you can make a choice based on this information.

Providers will continually be updating their information so the advice is to

either ring them to find out more about them and where they are offering services or visit their website.

Name of Service	Phone number	Website
Trent PTS	Tel: 01332 265 659	https://www.trentpts.co.uk/
Vita Minds	Tel: 0333 0153 496	https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire
Insight Healthcare	Tel: 0300 555 5582	https://www.insighthealthcare.org/
Talking Mental Health Derbyshire	Tel: 0300 123 0542	https://www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire/contact-us-refer-yourself

NHS Health Checks

These free medical checks are part of a national scheme to help prevent the onset of health problems and to identify potential risks of heart disease, stroke, diabetes or kidney disease. Patients who have not been diagnosed with these conditions and are aged between 40-74 will be invited for a check once every 5 years. The check will take about 20 minutes and will include questions about the patient’s family health and lifestyle as well as recording the patient’s weight, height, age, sex and ethnicity. Blood pressure and cholesterol tests will also be taken.



Physiotherapy

You can now refer yourself for physiotherapy directly, without a visit to see the GP. Physiotherapists treat back problems, stiff or painful joints, muscle injuries or strains.

Staffa Health uses ZoomPhysio to provide rapid online treatment for mild musculoskeletal conditions. If you're suffering from aches or pain you can self refer to ZoomPhysio without speaking to a GP first.

If you need to be seen by a physiotherapist the ZoomPhysio online service can arrange this for you. Their physiotherapists are based within Staffa Health twice a week.

If you're concerned about your symptoms please contact us first and we will advise on the best course of treatment.

You can also self-refer to the Derbyshire-wide Community Physiotherapy Service. Links to all of these services can be found on our website <https://www.staffahealth.co.uk/clinics-services/self-refer-to-physio/>



Private-work

Most of the services we provide are available free under the NHS. However certain services incur charges, such as report signing, insurance documentation, medicals etc. You will be advised in advance when there is a charge and there is a list of fees available to view at each surgery.

Self Help – Blood Pressure and Weight Monitoring

Patients are supported in looking after and monitoring their own health. Blood pressure and BMI machines are available to use free of charge in the waiting room at each surgery.

Please ask at the reception if you are unsure how to use the machines.



Vaccinations

Every autumn we provide flu vaccine clinics. These are mainly for patients over 65 plus immune-compromised patients, diabetics, those with respiratory problems (e.g. COPD & asthma), heart problems (e.g. angina), kidney problems and pregnant women. Details of dates and venues are circulated to patients in the above categories well in advance.



There is also a vaccine called pneumovax to protect against bacterial chest infections and pneumonia which is recommended for some patients. It is available at any time; please ask at the reception to find out if this is something that you may be eligible for.

Procedures for ongoing Covid vaccinations will be detailed on our website. Further information on these vaccinations can be obtained by calling 119 or speaking to a receptionist.

Travel Vaccinations

For travel vaccinations, please ask at Reception for a Travel Vaccinations Form **at least 8 weeks before you travel**. The form is also available on our website: <https://www.staffahealth.co.uk/clinics-services/travel-immunisations-information/>

One of our Practice Nurses will review the information you provide on the countries you are travelling to against your previous vaccination history and will then make arrangements for you to attend appointments for any additional travel vaccinations that you may need.

There may be a charge for some travel vaccinations; you will be advised if this is the case before your appointment(s).



ADMINISTRATION SERVICES

Accessible Information

The Accessible Information Standard is mandatory for all organisations that provide NHS or adult social care, including NHS trusts and GP practices.

It ensures people with a disability or sensory loss can access and understand information – e.g. in large print or braille, or from a sign language interpreter.

When you register with us we will ask you if you have any information or communication needs and will look at how we can meet those for you. For example you may have information or communication needs relating to a disability, impairment or sensory loss. Your needs will be recorded on your medical record so that staff know what your information or communication needs are when we have contact with you.

If you have any information or communication needs please let us know.



Access to interpreters

The practice has access to a language interpreting service who are able to interpret a wide range of languages. This can be over the telephone or in person.

We can also access sign language interpreters for hearing impaired patients.

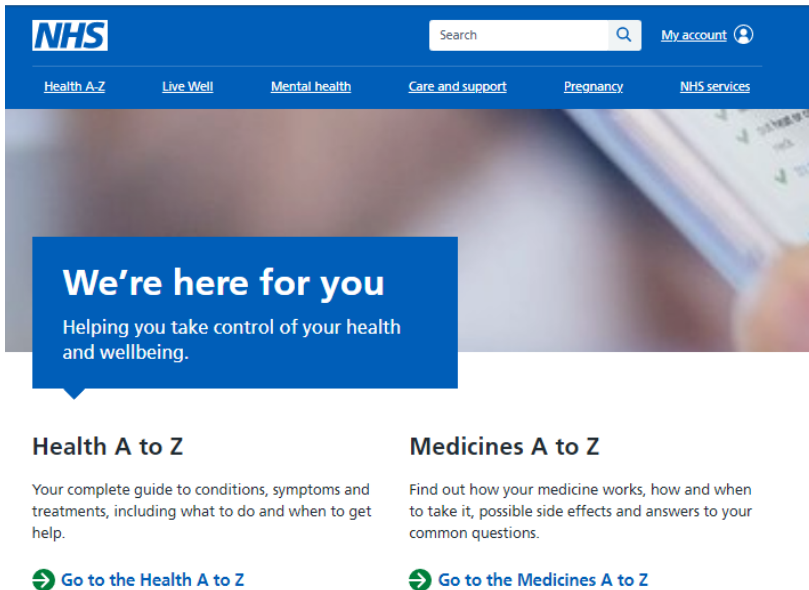
Please make any needs known to reception.

Citizens Advice Bureau (CAB)

A CAB officer is available to offer free, independent and confidential advice on a range of social issues including legal matters, money and other problems. Appointments can be arranged through reception at each of our sites.

The NHS Website - www.nhs.uk

The NHS Website is the online 'front door' to the NHS. It is the country's most comprehensive health website and gives a vast range of information that patients need to make choices about their health, from decisions about lifestyle such as smoking, drinking and exercise, to finding and using NHS services in England. It includes frequently updated articles and has a directory which can be used to find, choose and compare health services in England.



The image shows a screenshot of the NHS website homepage. At the top, there is a blue navigation bar with the NHS logo on the left, a search bar in the center, and a 'My account' link with a user icon on the right. Below the navigation bar, there is a horizontal menu with links for 'Health A-Z', 'Live Well', 'Mental health', 'Care and support', 'Pregnancy', and 'NHS services'. The main content area features a large blue banner with the text 'We're here for you' and 'Helping you take control of your health and wellbeing.' Below the banner, there are two columns of content. The left column is titled 'Health A to Z' and describes a complete guide to conditions, symptoms, and treatments. The right column is titled 'Medicines A to Z' and describes information on how medicines work, side effects, and common questions. Both columns have a green arrow icon and a link to 'Go to the Health A to Z' and 'Go to the Medicines A to Z' respectively.

Together with articles and reports the site offers hundreds of videos, interactive tools and listings that enable comparison of services such as hospitals, GPs, care homes and dentists. Services can also be rated and commented upon. There is also an automated translation system enabling most content to be displayed in a range of more than 50 languages.

Online Access

At Staffa Health we would like to get as many patients using online facilities as possible. We would encourage you to use online facilities to order repeat prescriptions and manage appointments where you can.

We have two options for patients to access online information and GP services:

The NHS APP - This is an App used with a smartphone or tablet. There is no need to contact us to register. Set up is quick and simple and most people have their access approved within 2 hours and it doesn't need to involve the practice – visit <https://www.nhs.uk/nhs-app/> to find out more and get set up.



SystemOnline / Airmid - This is a website and smartphone or tablet App. This is set up using your email address and a generated password through the practice.

More information and links to these apps can be found on our website.

Patient Feedback

Your suggestions, compliments and comments are welcomed at any time. However, we periodically ask patients to complete a Patient Survey form for any ideas, praises or grumbles you may have. All complaints, comments and suggestions received are reviewed and changes or improvements are made where appropriate/practical.

Patient Newsletter

We produce a periodic Newsletter which reports on new developments and articles of interest for our Practice population.



Patient Participation Group (PPG)

Our PPG consists of both patients and healthcare professionals and its aim is to promote the highest possible care for all patients. The group meets every two months at our Tibshelf surgery or online. The group plays an important part in giving the patient view and ensuring services are meeting patient needs. Further information about the group is available on our website and in our waiting areas. Meeting details are on the notice board in each waiting room and any interested patients can just turn up at any meetings they wish. Please report to Reception on arrival.

Please note that the PPG is not responsible for communicating with the Practice on specific complaints or matters of individual clinical care. Please see the section on complaints for more information.

Summary Care Record

The Summary Care Record (SCR) aims to improve the safety and quality of patient care. It enables health care professionals to access essential patient information in an emergency situation or when surgeries are closed. It contains extracted information about current medical conditions, current medication, any allergies and bad reactions to medication previously taken. Summary Care Records can be accessed by the ambulance services, A&E departments, Out of Hours Services and Community/District Nursing.

Summary Care Records for existing patient's records have been uploaded except where patients have actively opted out. New patients registering with the Practice will be able to decide whether or not their information is shared in this restricted manner.

The purpose of SCR is to improve the care that you receive, however, if you don't want to have an SCR you have the option to opt out. If this is your preference please inform your GP or fill in an SCR Opt Out Form available at: <https://digital.nhs.uk/services/summary-care-records-scr/skr-patient-consent-preference-form> or at reception and return it to your practice.

Further information is available at: <https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients>

Text Reminder Service

We send SMS (mobile phone text message) confirmation and appointment reminder messages.

You will receive a text message to confirm the appointment details when you book an appointment and a second SMS message will be sent 48 hours before the appointment is due, reminding you about the appointment and prompting you to request a cancellation if the appointment is no longer required.

These messages are free - there is no charge for receiving the message.

Please keep us informed if your mobile phone is no longer in use or if you change your contact number. If you wish to opt out of this service please inform us.

Website & Social Media

Our website, **www.staffahealth.co.uk**, provides further information for patients and families about our services and staff and latest information, news & updates.

You can also find us on Facebook <https://www.facebook.com/StaffaHealth> and twitter <https://twitter.com/staffahealth>

Our social media pages are used to update you on any changes to service provision, health campaigns and health information as well as staff news and local services.



POLICIES AND PROCEDURES

Care Quality Commission (CQC)

Staffa Health has been registered with the CQC since April 2013. This is a requirement for all GP Practices together with other providers of health and social care. The CQC is an independent body that regulates all health and social care services in England.

In 2015, following an in-depth inspection, we are proud to have been rated as Outstanding by the Care Quality Commission. Further details are available on our website.

Chaperone Policy

We are committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and that the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure, where they feel one is required. The chaperone may be a family member or friend or a trained member of staff from the surgery. Patients are asked to make the request for a staff member chaperone when booking an appointment so that arrangements can be made and the appointment is not delayed. If this is not possible we will try to provide a formal chaperone at the time of the appointment. However, very occasionally it may be necessary to reschedule your appointment.

A note is always made in the patients records about chaperone discussions, whether one was present or if the patient chose not to have one.

Clinicians may also request a chaperone for intimate examinations; this will be organised by the surgery.

Complaints

We constantly strive to provide high quality care to all patients. We welcome patients' comment and take all complaints seriously. Often a patient's concerns can be addressed with an informal conversation and explanation.

A patient wishing to make a more formal complaint about any aspect of the service should put this in writing to Ruth Cater, the Practice Manager. Our Complaints Procedure explaining the full process is available at any Reception and on our website.

On receipt of a complaint the Practice Manager or Assistant Practice Manager will endeavour to acknowledge it within three working days and aim to complete an investigation within one month. The patient will be notified if the procedure is likely to take longer.

A response to the complaint will be provided to the patient. This is usually in writing or can be discussed verbally. We welcome meetings with patients/relatives to discuss a complaint. This can be arranged by contacting the Practice Manager.

Confidentiality

The Practice will ensure that patient confidentiality is maintained at all times by all members of staff. This includes the right of patients to ask for and receive a private discussion with any member of the team. Upon request, there is a room available for this at each surgery.

Young people aged 16 or 17 are regarded as adults for the purpose of consent to treatment and are therefore entitled to the same duty of confidentiality as adults. Young people under 16 years of age who have the capacity and understanding to take decisions about their own treatment are also entitled to decide whether personal information may be passed on and to whom, and to have their own confidence respected.

Consent

Consent is required from the patient regardless of the treatment, whether it is a blood test or a minor operation. Staffa Health ensures that patients are given sufficient information, in a manner they can understand, to enable them to exercise the right (protected in law) to make informed decisions about their care.

Some people cannot give consent to treatment because they are unable to fully understand things or they are under 16. In these cases, consent may be given on their behalf i.e. by a parent/guardian.

Consent may be given:

- verbally
- non-verbally, for example raising a hand to indicate they are happy for a nurse to take a blood sample
- in writing, by signing a Consent Form.

If you require further information about consent please discuss this with your clinician.

Data Protection Privacy Notice for Patients

Our Privacy Notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.

The Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

The full Privacy Notice is available to view on our website.
<https://www.staffahealth.co.uk/the-practice/how-your-information-is-used/>

Freedom of Information

The Freedom of Information Act 2000 gives the general right of access to information held by the Practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. If you require any further information, please contact Ruth Cater, the Practice Manager.

Patients Who Do Not Attend

There is always a tremendous demand for appointments so it is very frustrating when patients fail to turn up. The situation is monitored closely and where a pattern is developing the patient will be contacted to point out that it is not something which can continue. Wherever possible, we will work with the patient to try to overcome whatever is causing the difficulty but if the pattern continues the patient may be removed from the Practice list.

Zero Tolerance

Staffa Health strongly supports the NHS policy on zero tolerance. Anyone who abuses a member of staff or another patient, be it verbally, physically or in a threatening manner will risk removal from the Practice list. In some extreme cases we may ask for police assistance to remove the offender from the Practice premises.

The practice has many other patient related policies and procedures. If you would like any further information please speak to a receptionist, they will be happy to explain things to you or they can put you in contact with the Practice manager or a clinician for a further discussion if needed.

STAFFA HEALTH'S PLACE IN THE NHS

How the practice operates

Staffa health is a GP Practice that is owned and run by GP Partners. It is not a limited Company. Our GP Partners are:

- Dr Paul Gadsden
- Dr Tolu Taylor
- Dr Dan Stinton
- Dra Natasha Humes
- Dr Ann Jarvis

Our registered office address is:

Staff Health
Tibshelf Surgery
3 Waverley Street
Tibshelf
Derbyshire
DE55 5PS

Our email address is: admin.staffahealth@nhs.net

Integrated Care System

Staffa Health is a member of the Joined Up Care Derbyshire Integrated Care System.

This organisation brings together health and social care organisations across Derbyshire to work more closely together than ever before. Health and social care organisations in Derbyshire have been working closely together for some time, to improve care and services for people and make them as efficient and effective as possible. ICSs become legally constituted organisations, with effect from July 2022, incorporating the roles of Clinical Commissioning Groups and have legal duties of partnership and collaboration

across NHS providers and some local authority services. The ambition is to provide the best care and services for people and make them as efficient and effective as possible.

Primary Care Network

Staffa health are also a member of the South Hardwick Primary Care Network.

Primary Care Networks are groups of GP Practices based around a GP registered list of approximately 30,000 – 50,000 patients. By bringing practices together we can offer care on a scale which is small enough for patients to get the continuous and personalised care they value, but large enough to be resilient, through the sharing of workforce, administration and other functions of general practice.

The benefits of these services working together are:

- Longer opening hours
- Sharing staff
- Better access to specialist health professionals
- Services closer to home
- Ability to share information and technology

Our Primary Care Network is a group of 9 practices. Each Primary Care Network must appoint a Clinical Director (CD) as its named, accountable leader, responsible for delivery. Our Clinical Director is Dr Dan Stinton.

YOUR NOTES
