

HALING PARK MEDICAL PRACTICE

“Together we will make a difference”



Information for Patients

96 Brighton Road, South Croydon, Surrey CR2 6AD

Tel: 020 8688 0875

www.halingparkmedicalpractice.nhs.uk

The Parchmore Group

Updated May 2016

Welcome To Haling Park Medical Practice

INTRODUCTION

This booklet provides information to you about the practice and the services we offer to our patients, therefore please read it carefully. We hope that you will find it informative and may we suggest that you keep it in a safe place for further reference.

We are a group practice committed to providing the best possible medical care for all our patients and to the NHS. Our clinical team currently consists of doctors, nurse practitioner, practice nurses and health care assistants. We have friendly and helpful reception staff and we are backed up by an efficient and professional administration team.

The practice is situated in South Croydon and look after a population of approximately 3,200 patients. Please see the map on the back cover for area covered.

GPS AND SURGERY TIMES

The following provides you with an overview of the GP's and when they are in the surgery, but please be aware that this is only a guide as it will vary depending on who is on annual leave, sick leave, maternity leave or study leave.

Dr S R Golding (m)

MBBS, DRCOG, DPD

Monday	am	pm
Tuesday	am	
Wednesday	am	pm
Thursday	am	pm
Friday	am	

Dr S Masood (f)

BSc (Hons), MBBS, DRCOG, MRCGP

Languages: Urdu, Hindi, Punjabi

Monday	am	pm
Thursday	am	
Friday	am	pm

Dr A Nortley-Meshe (f)

MBBS, MRCGP

Monday	am	pm
Wednesday	am	pm

Dr A Holdsworth (f)

BSc (Hons), MBBS, DRCOG, DFRS, MRCGP

Wednesday	am	
Friday	am	pm

NURSES

Maggie Perry

Specialist Practitioner Practice Nurse DipAsthma DipDiabetes BSc

Helena O'Donnell

Specialist Practitioner Practice Nurse RGN Independent Non-Medical Prescriber

Phoebe Sinclair

Practice Nurse RGN

Healthcare Assistant

Maria Sharpless

Health Care Assistant NVQ level 3

The nursing/HCA team can be consulted by appointment. For a list of services provided by the teams, please speak to reception.

PRACTICE STAFF

Managing Partner - Teresa Chapman MA DipPM

The Chief Executive is responsible for the strategic and business management of the practice.

Interim Deputy Practice Manager – Christine Dammany

The Interim Deputy Practice Manager is responsible for the overall operational management and administration of the practice.

Administrative Assistants – Amy & Brenda

Receptionists/Patient Advisors – Amy, Brenda, Laura, Patricia, Terri-Anne & Zena

The Receptionists/Patient Advisors will assist you in making appointments and answering queries. Please give them as much information about your condition or problem so that appropriate help can be given. All staff maintain strict confidentiality of patient records and information.

ATTACHED STAFF

District Nurses

There is a district nurse team attached to the practice. They provide nursing care for patients of all age groups in their own home to patients who are housebound and need long term care, wound/ulcer dressing, insulin injections and care of patients who may be terminally ill.

The district nurses liaise with your doctor, other members of the healthcare team and social services to ensure the best possible care is provided.

Community Midwife

The community midwives can be contacted on 020 8401 3171 at Croydon University Hospital for advice. We do have antenatal appointments at the practice for those expectant mothers who need to be seen by the GP and you will be told at what time during your pregnancy you need to see the GP.

OPENING TIMES

- We are open Monday to Friday (excluding Bank Holidays)
- The doors are open from 8.00am until 6.30pm
- Our telephone lines are open from 8.00am until 6.30pm (Monday - Friday)
- Reception is manned from 8.00am until 6.30pm
- Administration is manned from 9.00am until 5.00pm

EXTENDED HOURS APPOINTMENTS

Saturday 8.00am – 9.10am or 9.00am – 10.10am
(Doctor only appointments)/reception open from 7.45am – 9.45am or
8.45am – 10.45am

These appointments are pre-bookable routine appointments only and must be booked in advance. Please note that our telephone lines are not open during extended hours.

WHAT TO DO WHEN THE PRACTICE IS CLOSED

A & E at Croydon Hospital is for real emergencies.

Emergencies at weekends, bank holidays and out of normal surgery hours:

If you need to contact a GP outside surgery hours (6.30pm – 8.00am Monday to Friday) please dial 111 and your call will be assessed and directed to the most appropriate service and the out of hours GP service. Please note all calls are recorded.

There are also the following services in the local area:

Pharmacy First

If you are suffering from any minor ailments, you can visit your local pharmacy for NHS treatment. They will give you the appropriate advice and medication if required. Some minor ailments include:

Diarrhoea, Hay Fever, Headlice, Indigestion/Heartburn, Insect Bites and stings, Mouth Ulcers, Sprains, Sore Throat, Teething, Vaginal Thrush.

Croydon GP-led Health Centre

Impact House, 2 Edrige Road, Croydon CR9

1PJ Tel: 020 3040 0800

This clinic is GP led supported by nurses. (Open 8.00am - 8.00pm seven days a week)

Minor Injuries Unit - New Addington

Parkway Health Centre, New Addington CR0

OJA Tel: 020 8251 7225

This unit deals with minor injuries and is open 2.00 – 8.00pm seven days a week

Minor Injuries Unit - Purley

Purley Memorial Hospital, 856 Brighton Road, Purley CR8 2YL

Tel: 020 8401 3238

Opening Times: 2.00 - 8.00pm seven days a week

For patients who have a minor injury.

Mental Health Crisis Line

A 24-hour Mental Health Crisis Line, run by community psychiatric nurses, is provided by South London & Maudsley NHS Trust.

Tel: 0800 731 2864

Access to Emergency Dentistry

If you have an urgent Dental problem telephone 111

PLEASE DO NOT ATTEND ACCIDENT & EMERGENCY UNLESS IT IS A REAL EMERGENCY. CALL 111 FOR ADVICE INSTEAD.

HOW TO SEE YOUR GP

Two of the core values of Haling Park Medical Practice are to provide good access and also continuity of care for our patients and we are always looking at ways of making our appointment system more efficient so that you have better access to your doctor or nurse when you require it.

Following feedback from you, our patients, we have made some changes to our appointment system to offer more flexibility with a choice of telephone consultations/face to face appointments with a doctor on the day or routine bookable appointments.

You can register to use Patient Access Online. Please speak to one of the reception team who will be more than happy to register you.

If you call us on the main surgery telephone number 020 8688 0875 between 8.00am – 6.30pm Monday to Friday except Bank Holidays we will endeavour to do our best to arrange a telephone call or an appointment on the same day or as soon as possible.

REMEMBER - The clinicians cannot deal effectively and safely with more than one major problem or two minor problems in a 10 minute appointment. Presenting with a long list, may result with the doctor advising a further appointment. If you feel you need a longer appointment, please let the receptionist know when you are booking your appointment.

HOW TO SEE THE NURSES OR HEALTHCARE ASSISTANTS

All nurse and healthcare assistant clinics are by appointment and can be arranged up to eight weeks in advance by ringing 020 8688 0875. When you phone, you will be asked why you want to see the nurse or healthcare assistant. This is to assist us in preparing the clinic and to make sure we have sufficient stock to prepare any equipment that may be required during your consultation.

BLOOD TESTS - PHLEBOTOMIST

We offer a blood test service at the practice between 8.00am and 10.00am on a Tuesday of each week. You must be referred by the GP or nurse to have a blood test and you must contact the surgery to book your appointment. If you have been given your blood form by the doctor or nurse, please remember to bring this along with you to your appointment.

CHAPERONES

If you have an appointment at the practice and wish to have a chaperone present during your consultation due to the nature of your visit, please make the reception staff aware of this when you arrive at the Practice in order for this to be organised. If you are male and would prefer to be seen by a male GP, or if you are female and would like to be seen by a female GP, we will try our best to accommodate your request.

INTERPRETERS

If you require an interpreter either call or come into the surgery and we will be happy to arrange the service. Please inform us at least three days before your appointment. The service covers a large range of languages.

GENERAL INFORMATION

DISABLED ACCESS

The practice is disability-friendly and has access for disabled persons. We have the following:

- A disabled toilet
- A portable hearing loop
- Wheelchair access for the disabled is provided throughout the building

There is a buzzer on the side door (Reception entrance) should you need assistance entering or leaving the practice. Please ask at reception if you need any assistance.

Patients are welcome to leave mobility scooters outside the entrance, but must not bring them into the reception area as this public area can sometimes get quite crowded and may raise health and safety risks as a consequence.

We are also happy to provide any practice information in larger print for those patients with visual impairment. Please speak to the receptionist.

PATIENT ACCESS ONLINE SERVICES

Once you have registered with the practice you will be able to book an appointment online, request repeat medications and view your medical records via the patient access website or patient access mobile app. With patient access, you can now access your local GP services at home, work or on the move - wherever you can connect to the

internet. What's more, because patient access is a 24 hour online service you can do this in your own time, day or night. Please ask at reception to register to use this service.

REPEAT PRESCRIPTIONS

If the GP prescribes you with medication, which you must continue to take over a longer period of time, you will be issued with a prescription, which has a repeat request on the right hand side. When your medication starts to run low you should request your repeat medication (at least a week before you are due to run out). It will take the practice two full working days to prepare your prescription so please ensure you plan ahead.

The practice offers the electronic prescription service which means if you order a prescription it is sent electronically to your nominated pharmacy. To use this service you must contact your preferred pharmacy and ask to register for the service.

There are four ways you can request your prescription. (Please note we cannot accept telephone requests for your medications). These are:

Order your repeat medication online through our website or patient access. You must register to use the online service and information on how to do this is available at reception.

Tick the medication required on the repeat section of the prescription form and drop it into the box located in the reception area. It will be ready for collection two full working days later.

If you have lost the repeat section you must come into the practice and complete a request form for your repeat medication. These are available from reception.

By post: If you would like us to send you your repeat prescription, please enclose a stamped self-addressed envelope.

You have two choices on how you get your medication:

You can pick your prescription up from the practice (open Monday to Friday 8.00am - 6.30pm) and then take it to the chemist. (Remember the practice requires two full working days to process your request.)

You can drop off your request at the practice and pick up your medication from the pharmacy, or drop off your request at the nominated pharmacy and then pick up your medication from that nominated pharmacy. This option takes three working days but you must request to use this service and give consent.

If you are a new patient to the practice you must see your GP before we can issue a prescription.

Please note we cannot accept repeat prescriptions over the telephone or via email.

Please ensure that you have sufficient medication to last over weekends and holiday periods. Due to high volume we cannot always do urgent prescriptions.

If you are on repeat medication we must review your medication on a regular basis. A review date will appear on the repeat side of the prescription. Please see your GP when you see this date - DO NOT IGNORE IT.

If you need an urgent repeat medication (authorised by your doctor) when the surgery is closed call 111.

HOME VISITS

These are at the discretion of the doctors and are meant for the elderly, housebound, terminally ill or those who are genuinely too ill to come to the surgery. A doctor can see up to five patients in the surgery in the time it takes to do one visit. Requests should be made before 10.30am. Please give details of your problem to the receptionist. A doctor will phone you back and if he/she thinks that your problem does not need a visit they will give appropriate advice. The doctors undertake visits between 1.00pm and 3.30pm.

FIT NOTE

It is now not necessary for your GP to issue a certificate for the first seven days of your illness after three days of absence. A copy of self-certification form called SC2 can be downloaded from <http://www.hmrc.gov.uk/forms/sc2.pdf>. Ask your employer for a self-certification form which allows you to self-certify for up to seven days. If you are ill for more than seven days you will need to see the GP for a certificate, please make a routine appointment. If you require a sick note from your GP for insurance purposes you will need a private note and this will incur a charge.

Please speak to our reception team about the details of this.

TESTS AND RESULTS

Please allow at least five working days from the date blood tests were carried out before checking for the results. X-rays and scans take longer - please allow 10-14 working days, unless you are otherwise instructed. The surgery will get in touch with you sooner if the result requires it. It would be helpful if you could contact us after 12 noon for results of tests when the receptionists are likely to be less busy.

FORMS AND LETTERS

Doctors filling in forms (e.g. insurance claims) or writing letters during surgery causes delays for other patients. Please allow at least five working days before collection of any completed forms or letters. A charge will be made for any forms filled or letters written not covered by the NHS. A list of charges for NHS services is available to view either in Reception or on our website www.halingparkmedicalpractice.nhs.uk

REFERRALS TO SPECIALISTS

Family doctors undergo specialist training before going into practice. They are able to deal with many more problems outside hospital than previous and have access to many special tests and investigations. The doctors will discuss with you the need to be referred

to a specialist. In this way more patients can receive the treatment they need quickly outside hospital, and those who really need hospital treatment can be seen sooner.

NEW PATIENT REGISTRATIONS

If you have recently moved into the area, it is wise to register the whole family with a new doctor as soon as possible. Whilst the practice will endeavour to comply with the patient's right to express a preference of practitioner, this might not always be possible. If this were to be the case, an explanation would be offered. New patients wishing to register with the practice can complete a pre-registration on line or by speaking with our reception team. It is practice policy to accept registrations from patients who live within the practice catchment area. Please bring with you photo identity and a utility bill showing your current address dated within the last three months. It is advisable to bring in your registration forms and identification to the surgery between 1.00pm - 6.00pm (Monday-Friday) when the surgery is less busy.

New Patient Check

All newly registered patients over five years of age should attend a new registration health check with a health care assistant.

NAMED ACCOUNTABLE GP

From 1st April 2015 onwards practices are required, to allocate a named accountable GP to all practices, including children. This GP is responsible for the patients overall care. However, patients can still book appointments or telephone consultations with any GP in the practice.

New patients registering from 1st April 2015 onwards will be informed of their named GP at the point of registration.

If you were registered with us before 1st April 2015 and were aged over 75 or took part in the Unplanned Emergency Admissions service provision you will have already been allocated a named accountable GP and notified in writing - this named GP will remain the same and will not change.

Should you express a wish to change your named GP we will do our best to accommodate your wishes. Please contact the surgery requesting the change.

You can find the name of your allocated GP on your repeat prescription request slip. If you do not have a repeat prescription and wish to know who your allocated GP is, please contact the surgery.

VIRTUAL PATIENT PARTICIPATION GROUP

We would like to hear your views on how we can improve services at Haling Park Medical Practice. You can have your say by becoming part of the **Virtual Patient Participation Group**.

www.halingparkmedicalpractice.nhs.uk

We realise that people are generally very busy and may not have time to come to the surgery for meetings, therefore we have formed a “virtual group” that can exchange views, participate in practice surveys and with whom we can consult from time to time by e-mail. However if you don't have an e-mail address you can still get involved, the only stipulation is that you are a patient at this surgery.

NEWSLETTER

The practice produces a quarterly newsletter which informs patients about what is happening at the practice and any changes which are being implemented. The newsletter can be obtained from the reception desk. The website also has a notice board which is used to keep patients updated on any changes or information we feel you may need to know regarding the practice and services.

PATIENT SURVEYS

We occasionally carry out surveys on a variety of areas and your co-operation is appreciated during these times.

ARE YOU A CARER?

A carer is someone who looks after a family member, partner or friend in need of help because they are ill, frail or have a disability. The care they provide is unpaid. If you are a carer please let the receptionist or GP know. More information and support is available at Carers UK on 0808 808 7777.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER

It is very important that you notify us immediately of any change of name, address or telephone number. There are many reasons why we may need to contact you. Please ensure we have a contact telephone number for you. If you move out of the area, you will need to register with a new doctor straightaway and not leave it until you become ill. Whilst the practice will endeavour to comply with the patient's right to express a preference of practitioner, this might not always be possible. If this were to be the case, an explanation would be offered.

OTHER SERVICES (by appointment)

All patients will be encouraged to lead a healthier lifestyle to maintain good health and to prevent the major illnesses that are preventable. In addition to general appointments the practice provides the following services and clinics for patients:

Diabetes Clinic

Currently we have over 1000 diabetic patients. Diabetes is becoming more prevalent (particularly the type two, adult onset variety, which is related to poor lifestyle and obesity in many cases). It is vital to stabilise diabetes in order to avoid the complications of blindness,

heart and kidney disease, strokes and amputation. Our diabetes nurses are specially trained to look after diabetes. We also offer advice, education and regular monitoring.

Travel Clinic - Travel vaccinations, health information and advice

Patients intending to travel should please book an appointment at least two months before the date of departure to ensure good immunity.

Many of the immunisations for travel are available on the NHS. However, some medications are not available on the NHS for travel purposes. A list of fees for each medication not available on the NHS is available to view in reception or via our website. We also offer private travel services to non-registered patients.

Further Help

Fit for Travel -	www.fitfortravel.nhs.uk
8 weeks to travel website -	www.8weekstogo.co.uk
Private clinics available -	www.masta-travel-health.com
Other travels are available	

Tetanus Injections

If you have never had a full tetanus course or have had only part of a course, arrangements can be made to give you a full course of injections, it is now combined with diphtheria.

Flu and Pneumococcal Vaccinations

Sadly this common illness is not amenable to treatment once you have caught it. Unfortunately it can prove fatal to some people. However, it is not all bad news. Each autumn, usually in October, the practice offers flu injections to patients who are over 65 years of age and those at greater risk because of a medical condition. This includes anybody who is a diabetic or has any heart, lung, kidney or immunity problems, or taking immune suppressant medicines (including steroids) long term. The injections are given by appointment at special sessions.

The practice also offers a single anti-pneumonia vaccination to those thought to be at risk and the over-65s. This will include anybody who is a diabetic or has any heart, lung, kidney or immunity problems. We also believe that people who have had their spleen removed should be vaccinated five yearly. Please enquire at reception for details.

Cervical Smear Tests

These are performed by our practice nurses by appointment. If you are a woman aged between 20-64, we strongly advise you to have regular cervical smears - three yearly between ages 25-50 and five yearly between 51-64. Cervical smear tests are intended to detect early changes that could lead to cancer of the cervix. Approximately 1000 women in the UK still die from cancer of the cervix each year. Early treatment can prevent these deaths. Regular cervical smears help us diagnose early problems that are easily treated

and thus save lives. Please make an appointment with a practice nurse for a smear in the middle part of your menstrual cycle - ideally days 10-14.

Other services/clinics include:

Advice on dealing with common minor ailments

Heart disease and stroke prevention clinic

Smoking cessation

Ear syringing

Suture removal and general nursing advice

Well woman clinic

Teenage health

Infertility investigations

Full antenatal care and postnatal care (shared care - doctors/midwife)

Blood tests and blood pressure checks

Weight monitoring

IMMUNISATIONS

Developmental checks and children's immunisations are offered to children of all our patients.

The following is a guide for the recommended ages for vaccinations and health checks.

8 weeks	1st: diphtheria, tetanus, pertussis (whooping cough), polio and haemophilus influenzae type b (Hib)
(2 months)	1st: pneumococcal infection 1st: rotavirus 1st: Men B
12 weeks	2nd: diphtheria, tetanus, pertussis, polio and Hib
(3 months)	1st: Men C 2nd: rotavirus
16 weeks	3rd: diphtheria, tetanus, pertussis, polio and Hib
(4 months)	2nd: pneumococcal infection 2nd: Men B

12 - 13 months	Booster: Hib and Men C 1st: measles, mumps and rubella Booster: pneumococcal infection 3rd: Men B (provided fit age group criteria)
2 & 3 years	Annual: 1st & 2nd children's flu vaccine
3 years 4 months	Booster: diphtheria, tetanus, pertussis and polio 2nd: measles, mumps and rubella
4 - 6 years	Annual: children's flu vaccine
12 - 13 years	1st: human papillomavirus (HPV)
13 - 15 years	Booster: Men C
13 - 18 years	Booster: diphtheria, tetanus and polio Men ACWY

The childhood vaccinations are given in rapid succession at two, three and four months to protect small babies from whooping cough, diphtheria, tetanus, polio, haemophilus meningitis (HIB), pneumococcal meningitis and meningitis C. There are very few reasons for not vaccinating a child. If you are concerned that your child should not have a vaccination on a particular day, perhaps because they are unwell, please bring them to the surgery so that the doctor can assess whether or not to administer the vaccination. It is very rare for a child to be unable to have the whooping cough vaccinations. We would withhold the whooping cough vaccine only if a child had had previous bad reaction to this vaccine. Please note that epilepsy, asthma and prematurity are not medical reasons for withholding the jab. There is a very real danger of your baby suffering severe chest problems and possible epilepsy if the whooping cough illness is contracted in the first year of life through not being vaccinated. Over recent years many parents have been worried about a possible link between autism and the MMR jab. Many health experts have repeatedly reassured us that there is no such link and it is quite safe to give the MMR.

SERVICES OUTSIDE THE NHS

Not all services provided at the practice may be covered under the NHS. These services may include:

Private certificates, Holiday cancellation certificates, Fitness to travel, BUPA, PPP claim forms, Insurance certificates for continued sickness and Letters (e.g. housing, schools).

The practice will charge a fee for the provision of these services in line with the recommended BMA rates.

Lists of fees are available to view in the reception or via the practice website

PRACTICE CHARTER

Our aims are to offer the highest standard of health care and advice to our patients with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

- You will be treated with courtesy and respect by all Practice personnel.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the receptionist for an explanation.
- We aim to answer the telephone within five rings.
- Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person, by post or via the internet.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make Haling Park Medical Practice as accessible as possible. If you have hearing, visual or physical difficulties, please let the receptionist know so that we can enable you to fully use our services.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.

PATIENTS' RESPONSIBILITIES

- To arrive on time for your appointment. If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed so that we can make alternative arrangements to help you.
- To advise us in advance if you are unable to attend for an appointment so that we can offer it to someone else.
- Take care of medicines. Medicines are for the person they are prescribed for and should not be shared. Any unwanted/unused medicines should be returned to a pharmacy for disposal.
- Keep the Practice informed of any change of name, address, telephone or mobile number.
- Keep young children in your care under constant supervision and ensure they behave appropriately while on Practice Premises.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies.

- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect.
- Violence or verbal harassment will not be tolerated or accepted.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

CONFIDENTIALITY

All patients' records on file or on computer are totally confidential. Test results will only be given to the patient themselves. All computerised information is protected under the Data Protection Act (1998), to which we adhere.

Identifiable information about you will be shared with others in the following circumstances:

- To provide you with further medical treatment i.e. other healthcare providers.
- To help you get other services such as social services. Your consent will be required
- When we have a duty to others e.g. safeguarding children or vulnerable adults

Anonymised patient information will also be shared at a local and national level to help the relevant authorities plan services and look at health needs.

SHARING OF PATIENT DATA

Patient Information

How information about you helps us to provide better care. Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number, but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice.

If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet 'how information about you helps us to provide better care'

More information can be found at www.nhs.uk/caredata

Please read the website and patient leaflets available at the surgery. If you wish to opt out please inform the surgery by completing an opt out form which you can get from the reception desk.

COMPLAINTS

We aim to provide the best services possible but there may be times when you feel this has not happened. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by them in person. If you feel you have grounds for complaint, please discuss these with the member of staff concerned, when it is hoped any problem can be resolved at once. However, should you not wish to speak to the person concerned, please contact our Deputy Practice Manager either directly or in writing. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. A complaints leaflet is available from reception on our procedure.

SUGGESTIONS, COMMENTS and FEEDBACK

We welcome suggestions.. These can be made directly to individual members of staff or in writing to the Managing Partner or Deputy Practice Manager. Alternatively, a suggestions box is available in the reception area. Alternatively you can leave feedback on www.nhs.uk or www.iwantgreatcare.org

Friends and Family

The Friends and Family was created to help us and commissioners to understand whether patients are happy with the service provided or where improvements are needed. It is a quick and anonymous way to give your views after receiving care at the surgery. Questionnaires are available at the surgery to complete. Alternatively you can visit www.iwantgreatcare.org and rate your visit and/or your GP. Patients, of whom we have mobile numbers, will automatically be sent a text message for rating after every appointment at the surgery.

Responsible CCG

Croydon CCG

Bernard Weatherill House, 2nd Floor, Zone G, 8 Mint Walk, Croydon CR10
1EA Tel: 020 3668 1300

Website: www.croydonccg.nhs.uk

Patient Advice and Liaison Service (PALS)

Tel: 0800 4561517

(Monday - Friday 9.00am - 5.00pm)

If no-one is available to take your call please leave a message on the answer phone and someone will ring you back.

Email: SLCSU.Complaints@nhs.net

Fax: 020 3049 4173

Patients who have a comment or complaint which cannot be resolved locally with the practice can contact NHS England using the details below.

NHS England, PO Box 16738, Redditch B97

9PT Tel: 0300 311 22 33

Email: england.contactus@nhs.net

NHS Complaints Advocacy

VoiceAbility, Mount Pleasant House, Huntington Road, Cambridge CB3 0RN

Tel: 0300 330 5454

Email: nhscomplaints@voiceability.org Website:

www.nhscomplaintsadvocacy.org

You can also contact the CQC (Care Quality Commissioning) Tel: 03000 616161

Email: enquiries@cqc.org.uk Website:

www.cqc.org.uk

ACCESS TO MEDICAL RECORDS

Under the Data Protection Act 1988, patients have the right to apply in writing for access to information about their health from any practitioner who is treating them.

Patients have the right to see their medical records and this can be arranged by writing to the General Manager. There is a charge made by the practice for this service (Access to computer records only £10.00, paper notes up to £50.00) and the practice has 40 days in which to provide the information. In certain circumstances the Act allows the practitioner to withhold access to patient health records.

VIOLENT AND ABUSIVE PATIENTS – ZERO TOLERANCE

The practice will not tolerate violent or abusive behaviour directed towards staff. Should a patient become violent while in the practice the police will be called and the patient will be removed immediately from their GP's list. If a patient becomes verbally abusive towards any member of the team they will receive a warning letter. If there is a re-occurrence of unacceptable behaviour the patient will be removed from the premises and the GP's list.

Our team are here to help and assist you and we will not accept this type of behaviour at the practice.

NHS CONSTITUTION

A copy of the Handbook to the NHS Constitution is available to view on our website www.halingparkmedicalpractice.nhs.uk

USEFUL TELEPHONE NUMBERS

Hospitals

Croydon University Hospital	020 8401 3000
St Helier	020 8644 4343
St George's	020 8672 1255
Shirley Oaks (Private)	020 8655 2255
St Christopher's Hospice	020 8778 9252

Alcohol and Substance Misuse

Drug & Alcohol - Lantern Hall.....	020 8604 7104
Crossfield House.....	020 3228 0200
Croydon Community Drug Agency.....	020 8604 7104

Other

Out of Hours.....	111
GUM Clinic - Sexually Transmitted Diseases/HIV	020 8401 3002
Mental Health Crisis Line	0800 731 2864
GP Led Health Centre	020 3040 0800
Minor Injuries Unit - New Addington.....	020 8251 7225
Emergency Dentistry	020 8401 3443
PALS - Patient Information Line to Services.....	020 8274 6333
Croydon CCG	020 8812 7600
Croydon Social Services (Rees House)	020 8654 8100
Croydon Council (Taberner House)	020 8686 4433
Citizens Advice Bureau	020 8684 2236

Self Help

Age UK	020 8680 5450
Relate 0300 100 1234	
Women's Aid Centre.....	020 8679 8848
Domestic Violence	0808 200 0247
Croydon Police	101
Welcare	020 8688 5151
Alcoholics Anonymous	01883 330720
Parentline	020 8689 3136
Samaritans	020 8681 6666
Croydon Drug Concern	020 8681 8113
Rape and Sexual Abuse Support	0808 802 9999
Childline Freephone.....	0800 1111