



# INFORMATION FOR PATIENTS



If you would like the Practice Leaflet in large print please ask at Reception.



## **Welcome to Borth Surgery!**

Borth Surgery opened in 1995 and operates from a purpose built Health Centre, situated on the main street in Borth with an independent Pharmacy included in the same building. There are adequate parking facilities adjoining the Surgery with reserved parking for the disabled.

Our practice area extends from Penparcau to the South, Furnace to the North and Ponterwyd to the East.

Our team includes three GP's, one GP registrar, one Assistant Nurse Practitioner, one Practice Nurse, one Assistant Practitioner, a Health Care Assistant, three District Nurses, as well as our Practice Manager, Deputy Practice Manager, Reception and Administration staff.

We offer a full general practice service and we run nurse led specialist clinics in Coronary Heart Disease, Well Woman and Well Man Clinics.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our staff identify themselves on the telephone. The receptionists and other practice staff are here to help you and anything you tell them is treated in absolute confidence.

We try to have a Welsh speaking member of staff on duty at all times.

## Meet the Team

<b>Clinical Team</b>	<b>Doctors</b>	Dr Joseph Akporokah Dr Louise Hyde Dr Emeka Okwuokei
	<b>GP Registrar</b>	Dr Nauman Satti
	<b>Physicians Associate</b>	Nida Satvilker
	<b>Practice Nurse</b>	Nicola Gabourel
	<b>Health Care Assistant</b>	Nicole Barrott
	<b>Practice Manager</b>	Nathalie Standing
	<b>Deputy Practice Manager</b>	Michelle Browne
<b>Reception Team</b>	<b>Prescription Clerk</b>	Emma Davies
	<b>Head Receptionist/Secretary</b>	Sophie Ellwood
	<b>Receptionist</b>	Debbie Blackburn
	<b>Receptionist</b>	Gillyan Bailey
	<b>Receptionist</b>	Angela Humphries
	<b>Receptionist</b>	Becky Willis
<b>Administration Team</b>	<b>Clinical Coder &amp; Note Summariser</b>	Michelle Browne
	<b>Clinical Coder &amp; Notes Summariser</b>	Sarah Davies
	<b>Clinical Coder &amp; Notes Summariser</b>	Rhiannon Hamer
	<b>Clinical Coder &amp; Notes Summariser</b>	Tristan Pugh
	<b>Clinical Coder &amp; Notes Summariser</b>	Bukola Babatunde
<b>Community Nursing Team</b>	<b>District Nurse</b>	Paula Graham
	<b>District Nurse</b>	Natalie Davis
	<b>Assistant Practitioner</b>	Melanie Yates

## How do I register at Borth Surgery?

We will only accept new patients that live within the Practice boundary area. If you have any doubts, please speak to a Receptionist.

You will need to call into the Surgery to pick up a registration form and a new patient health questionnaire, once these are filled out, we can register you at our Surgery.

If you have repeat medication, please provide us with a copy of your prescription and we will make you an appointment with a GP to arrange your repeat prescription.

Children under 5 are not required to complete a new patient questionnaire; but their information will be passed onto the Health Visitor for their information.

You will be asked to provide your NHS number; this can be found on your prescription or any hospital correspondence and is a 10-digit long number.

## Opening Hours

Borth Surgery is open 8:00am to 8:30am for emergency telephone calls **only**. The receptionists are available from 8:30am to 6:30pm Monday to Friday for patients wishing to make appointments, collect prescriptions etc.

## Appointments

All appointments (routine and emergency) can be made in person or by telephone. Appointments can be made from 8:30am onwards. Routine appointments are usually 10 minutes, but if you require a longer appointment please ask at reception and they will try and arrange this.



You can request to see a particular Doctor but you may have to wait longer for the consultation.

In order to be respectful to the medical needs of the community please be courteous and call the Surgery promptly if you are unable to attend an appointment. This time will be re-allocated to someone who is in urgent need of treatment. Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely medical care.

## Telephone Triage

This service was introduced to the surgery in 2016. If you have an urgent problem or require a Home Visit you will be placed on the Telephone Triage list. You will then be phoned back by one of the Doctors. After a discussion with you a decision will then be made regarding the most appropriate pathway for you. Some problems can be dealt with by a Telephone Consultation, but if you need to be seen you will be given an appointment.

Triaging urgent problems over the phone is now widespread in the NHS because it offers patients contact with a Healthcare Professional who can assess your needs quickly and efficiently.

**\*\*Please note that all our telephone calls are recorded for training purposes\*\***

## **Home Visits**

Home visits are for patients who are **'Housebound'** and genuinely cannot come to the Surgery. When you are ill, please make every effort to come to the Surgery if you possibly can. The Doctors can give you a much better service in the Surgery where it is easier to carry out a proper examination and there are other facilities and equipment to hand.

If you are housebound or too ill to attend the Surgery, please telephone the Surgery before 11:00am to arrange a home visit as this helps us plan our working day at the Surgery; unfortunately requests for visits after that time may be deferred to later in the day or the following day. When you are ill, we would be grateful if you could consider the following:

- Are you really housebound?
- Visits must be requested by 11:00am otherwise we cannot guarantee a visit the same day. We understand this is not always possible but if you are feeling unwell in the morning a call to the practice for advice may be sufficient.

## **Telephone Appointments**

Telephone appointments can be booked in advance. An example of when you might use this service is when you have had a blood test or an x-ray and want to discuss the results with your GP. The appointments are normally at the end of morning Surgery, the time you are given when booking these appointments are approximate.

The advantage of these appointments is you can have your consultation over the telephone without leaving home.

It is important that you provide us with the best contact number in order for the GP to call you back.

## **Text Message**

We are now able to offer text message reminders for upcoming appointments.

As well as reminding you about your future appointments we can also send you invitations for your annual medication review/chronic disease checks.

If you wish to register for this service, please ask Reception to provide you with the appropriate form and make sure that your contact information is always kept up-to-date to enable us to provide this service effectively.

## Repeat Prescriptions



Repeat prescriptions can be requested in the following ways:

- By **ticking** the items required on the prescription re-order form (white side) of your prescription and placing this in the box provided on the Reception desk
- By filling in a prescription re-order form available on the Reception desk and placing in the box
- By ordering the items online using NHS Wales App - see page 7
- Using the My Surgery App – see page 7
- Emailing [prescriptions.w92006@wales.nhs.uk](mailto:prescriptions.w92006@wales.nhs.uk)

### **\*\*PLEASE NOTE\*\***

**We do not take prescription requests over the telephone as this can lead to errors.**

To order your repeat medication online, you will need a login and password – please see page 7 for further information.

Patients are asked to give 48 hours' notice for a repeat prescription, where possible to allow for accurate prescribing. If you have sent your request in via post, please allow extra time for posting.

If you require medication which is not on your repeat slip, please complete a prescription request form available from Reception and the request will be passed onto the Doctor for their approval.

## Pharmacy prescription ordering and collection/delivery service

If you have repeat medication, you can nominate a local Pharmacy to order your prescription for you. The Pharmacy will usually retain your repeat slip and should discuss your requirements with you before placing your order. Delivery may be available at your request, but this is something you should discuss with your nominated Pharmacy.

## Medication Reviews

You will be invited to see a Doctor annually to review your medication. This review has to be carried out by the GP as a duty of care to patients who are taking repeat medication. A reminder appears on your prescription when you are due a review and you will need to make an appointment for this and we advise that you do this at least two weeks in advance, to prevent you running out of medication.



## NHS Wales App

We are pleased to offer our patients the opportunity to use NHS Wales App which provides patients with the facility to order their repeat medication online, amend personal details, book and cancel appointments and view parts of your medical record, without the hassle of coming into the Surgery.

To have access to the app, you must

- Be aged 16 or over
- Have photo ID
- Have your own individual email address

Download the NHS app from the Apple App Store:

<https://apps.apple.com/gb/app/nhs-wales-app/id1636689276>

Download the NHS app from the Google Play Store:

<https://play.google.com/store/apps/details?id=com.dhcw.nhswapp>

If you wish to use the web version of the app:

<http://app.nhs.wales/>

If you need any advice regarding the NHS Wales app, please visit <http://apphelp.nhs.wales/>

The app is **NOT** managed by the surgery, so we will be unable to help.

## My Surgery App

We can also offer our patients the opportunity of downloading and using My Surgery App for your smart phone or tablet that allows you access to a number of different resources.

My Surgery App is available to download FOR FREE from the Play Store (Android based phones and tablets) or Apple Store for (iPhones/iPads etc).

<https://apps.apple.com/us/app/id1531847382>

<https://play.google.com/store/apps/details?id=uk.co.mysurgeryapp.app>

When using the My Surgery App you will be able to;

- Access the NHS Symptom Checker
- Gain access to eConsult (online triage system)
- Request administrative assistance
- Order repeat medication
- Complete a contraception/HRT medication request form
- Notify us of change of name and/or address
- Complete an Online medication review form
- Nominate a pharmacy
- Tell us you are a Carer

You will also be able to receive notifications from the Surgery – to keep up-to-date with any service changes, or announcements that we need to circulate to patients.

## **Surgeries and clinics**

We hold a range of clinics as listed below. All of our clinics are by appointment only.

### **Annual Recalls**

Annual recalls are arranged by the month of your birth. You will receive a letter asking you to make an appointment for your blood tests; during this appointment the clinician will make you a follow-up appointment with the appropriate clinician.

### **Diabetic Clinic**

You will receive an appointment to make arrange a blood test. During this appointment the clinician will go through all the other Diabetic checks with you including foot assessment, they will then make a follow-up appointment for you who will then carry out the annual Diabetic medication review, by this time your blood test results will be back.

### **Asthma & COPD Clinics**

The invitation for your asthma or COPD review will be sent out to you and these are also sent out for the month of your birthday and are carried out annually.

### **Coronary Heart Disease/Stroke/Hypertension Clinics**

These clinics are held weekly and offer advice, general health check-ups and support.

### **Well Woman Clinics**

All women aged 20 – 65 are called for cervical smear tests.

### **Well Man Clinics**

All men are welcome to attend this clinic. Half an hour appointments with the Practice Nurse includes a general check-up, lifestyle advice, risk assessments with emphasis on male health issues.

### **Travel Clinic**

Please contact the surgery at least six weeks before you are due to travel. You will be asked for information regarding the nature of your travel, destination, length etc.

The more information provided the better as this will allow the Nurse to allocate an appointment time. She will advise on the immunisations that are required for your specific travel. A fee may be payable but you will be advised of this when you see the Nurse.



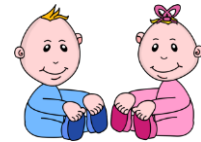
### **Minor Surgery and Cryotherapy Clinics**

These clinics are held once a month and can treat warts, verruca's and other skin lesions. Appointments in this clinic are by referral from a GP and often there is a waiting list. You will be contacted with an appointment time and date by letter.



## Childhood Immunisation Clinics

These clinics are held in the surgery by our Practice Nurse, she will be in contact to book the appointments when needed.



## Investigations

After you have seen a Doctor you may be asked to have some investigation which could include any of the following:

<b>Blood Tests</b>	These will be requested by the GP and booked at Reception in the appropriate Clinic.
<b>X-Ray, Ultrasound, MRI &amp; CT</b>	If an x-ray is needed the Doctor will arrange a referral. You will then hear directly from the Hospital with an appointment date and time.
<b>24-hour blood pressure monitor/ECG</b>	The GP will arrange for an appointment with our Health Care Assistant who will fit the monitor and provide further instructions.

## Results

Please telephone the Surgery after 10:00am for any results, please note that you will be contacted if any urgent follow-up or treatment is required.

Please allow 5 days for results and note that it may take longer for some results to come back.

Our reception staff are not medically trained and therefore cannot give out any information until the results have been seen by a Doctor and they will not be given to anyone other than the Patient unless we have received permission in advance.

# **PRACTICE INFORMATION**

## **Out of Hours Agreements**

If you or a family member have an **urgent** healthcare problem when the surgery is closed, that cannot safely wait until the surgery is next open, please call the surgery number (01970 871475) and it will connect you through to the Out of Hours service.

The Local Health Board is responsible for commissioning this service. When the surgery is closed a Doctor from the Out of Hours service is always available (including nights, weekends and Bank Holidays) for visits/advice and emergency care.

The local Pharmacies offer a range of services including advice and medicines for relief of symptoms of minor ailments.

In the event of a **genuine emergency**, please dial 999 and ask for an ambulance.

## **NHS Direct**

NHS Direct is a health advice and information service that is available 24 hours a day, every day. From April 2007 they became part of the Welsh Ambulance Services NHS Trust.

You can call NHS Direct on **0845 46 47** if you are feeling ill and are unsure what to do, or for health information on a wide range of conditions, treatments and local health services. Calls are recorded for patient safety and are charged at local call rates.

NHS Direct also have a website [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk) and this has a very useful A-Z encyclopaedia that lets you learn more about your health. The website also has a facility for you to find in your own time services that are local to you such as; dentists, pharmacies or support groups in the area.

## **Chaperones**

If you would like a chaperone present whilst being examined, please ask and we will endeavor to provide one. Please be aware this may delay the examination until an appropriate staff member is available.

## **Access and Parking**

The surgery has two large car parks to the rear of the property with a designated disabled parking space providing easy access. There are full facilities within the surgery including a specially equipped toilet and waiting area for patients who are wheelchair bound.

There is also an induction loop in the reception area for patients who have hearing aids. Please let the receptionist know if you wish to use this.

## **Staff Training**

Occasionally it is necessary for us to close the surgery on a Wednesday afternoon for staff training, this only happens for eight months of the year. There's an information poster located on the front entrance door to the surgery giving details of the dates.

At 12:00pm telephone calls are transferred over to the Out of Hours Service; please follow the instructions given.

## **District Nurses**

The District Nurses are based at the surgery and work closely with the Doctors and are led by a Community Nursing Sister. The District Nursing team provide treatment at home for housebound patients. Patients that they see must have a health problem that requires an assessment by a District Nurse such as;

- Wound care (trauma, surgical wounds, leg ulcers)
- Complex Nursing needs (spinal injury, chemotherapy, IV infusions)
- Palliative Care and End of Life Care

The District Nurses aim to effectively treat and care for our patients in the Primary Care setting. This may involve communicating with other services on a collaborative basis where appropriate.

This service does not carry out social care such as; bathing, washing and dressing or nail cutting but they will signpost you to the services that are available to meet these needs.

To contact the District Nursing team directly 0300 430 7993 they also have an answering machine facility.

## **Additional Services**

Some of our services are chargeable – why? You may ask...

...this is because additional services such as completing insurance forms, carrying out medicals etc are not classed as general medical services and the Doctors can charge a fee for carrying out these tasks. The guidelines used are set out by the British Medical Association.

If you require an additional service, please ask at Reception for a price. Payment must be made prior to any additional service being carried out.

## **Carers**

Do you look after an ill or disabled relative, friend or neighbour at home?

Please tell a member of staff that you are a carer as we may be able to offer extra help and advice. The Surgery holds a list of patients who agree to be on the register. This enables the practice to provide information on local and national support and help.

We recognise that as a carer you may need extra consideration and support and we aim to offer a flexible approach to consultations and obtaining prescriptions.

## **Confidentiality**

We respect your right to privacy and your personal information is treated in the strictest of confidence. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.



You may be receiving care from other agencies, such as Social Services. To give you the best care we may need to share some information with them. We will only pass on information about you, if others in your care have a genuine need for it. In such cases only relevant information will be passed on.

You have a right to know what information we hold about you. If you would like to see your medical records please put the request in writing to the Practice Manager.

We will not disclose any information to third parties without your express permission, unless there are exceptional circumstances, such as when the health and safety of others is at risk. We are required by law to report certain information to the appropriate authorities. Occasions when we are obliged to pass on information include:

- Notification of new births
- Infectious diseases which may endanger the safety of others such as Meningitis or Measles (but not HIV/Aids)
- A formal court order has been issued

Only with your agreement may your relatives, friends and carers be kept up-to-date with the progress of your treatment.

## **Medical Records**

In order that your medical records are kept up-to-date, please inform us of any changes to your circumstances, i.e. change of telephone number, address or if you are a carer for another person or if you have a carer.

If you move outside the Practice boundary area, you should register with a more local doctor.

## **Access to Medical Records**

The Data Protection Act 1998, which came into force on 1<sup>st</sup> March 2000, allows you to find out what information is held about you on computer and in certain manual records. This is known as the 'right of subject access' and applies to your health records.

If you wish to see the information that we keep about you, please put your request in writing and we will deal with your request accordingly. Please note there will be a wait for the completion of your request, you will be given an approximate completion date when you hand in your request.

# **GENERAL DATA PROTECTION REGULATION (GDPR)**

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. The regulation applies from 25th of May 2018, and will apply even after the UK leaves the EU.

## **What GDPR will mean for patients**

**The GDPR sets out the key principles about processing personal data, for staff or patients;**

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be collected for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and kept up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

**There are also stronger rights for patients regarding the information that practice hold about them. These include:**

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

**GDPR will supersede the Data Protection Act, and applies to the UK, EU and anywhere in the world in which data about EU citizens is processed. This will strengthen many of the Data Protection Act principles (which the practice already complies with). The main changes are:**

- ✓ Practices must comply with subject access requests
- ✓ Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- ✓ There are new, special protections for patient data
- ✓ The Information Commissioner's Office must be notified within 72 hours of a data breach
- ✓ Higher fines for data breaches- up to 20 million Euros

## **What is 'patient data'?**

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

## **What is consent?**

Consent is permission from a patient - an individual's consent is defined as "any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed."

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for clinical records.

Individuals also have the right to withdraw their consent at any time.

For further information on GDPR please contact the surgery directly or call in to collect a patient information leaflet specific for GDPR (also available in a child and a young adult version).

## **Compliments and Complaints**

We aim to provide a friendly and professional service to all our patients. However, there are times when we don't always get it right and there may be times when you feel we could have done better. We do have a complaints policy but you can also choose:

- To put it in writing to the Practice Manager by letter or e-mail
- Come and talk to a Receptionist or Practice Manager, if they are available

We try to address your concerns promptly and provide you with an explanation. We will discuss any action needed to improve our service we provide. As a practice we are here to help you and will work within the remit we have to provide you with an excellent service.

## **Violent and Aggressive Patients**

The practice has a zero tolerance policy for violent or aggressive patients.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful manner. We take any threatening, abusive or violent behaviour very seriously.

If a patient is violent or aggressive in any way they will be warned to stop, but if this persists we may exercise our right to take action and you may be removed from the practice list with immediate effect if necessary.



## **Useful Phone Numbers**

Further information on Primary Care Medical Services can be obtained from:

Hywel Dda University Health Board (GMS) Corporate  
Offices, Ystwyth Building  
Hafan Derwen, St David's Park Job's  
Well Road  
Carmarthen Carmarthenshire  
SA31 3BB                      E-mail: HDUHB.GMS@wales.nhs.uk

Borth Pharmacy – 01970 871 225

Talybont Pharmacy – 01970 832 297

Boots Pharmacy – 01970 612 292

Morrisons Pharmacy – 01970 617 108

Jhoots Pharmacy (Penglais Hill) – 01970 612 694

Bronglais Hospital – 01970 623 131

## **Finally.....**

In registering with this practice, our relationship must be based on mutual trust. We regard our relationship as a contract, whereby we endeavour to provide you with optimum medical care in an efficient manner, but we expect that you in turn will help us to do this by using our services appropriately.

## **Disclaimer**

The information in this booklet is as accurate as possible when going to print. We will endeavour to update the information on a regular basis.

