East Quay Medical Centre

East Quay, Bridgwater, Somerset TA6 4GP

Telephone: 01278 444666
Prescriptions: 01278 446006
www.eastquaymedicalcentre.com
We are on Facebook: East Quay Medical Centre@Bridgwater NHS

Information Booklet

Please contact reception to register for on-line services
to allow you to:

- Order your repeat prescriptions
- Access your test results
- View your medical record

Cancel any appointments you no longer need by clicking on the link in your reminder or visiting https://eastquaymedicalcentre.com/cancel-appointment/

Dr Alexandra Glendinning - Dr Sophie Wood – Dr Jennifer Powell
Dr Sally Silsby – Dr Tim Horlock - Dr Nick Jestico – Dr Jess Dungworth
Dr Coral Stark

Practice Manager: Rachel Stark

Don’t ‘Google it’, instead look at the websites the GPs trust:
www.nhs.uk
www.patient.co.uk

Welcome to East Quay Medical Centre

East Quay Medical Centre is an innovative and forward thinking practice. We constantly strive to provide up-to-date appropriate services for our patients.

Since 1st April 2015 the NHS has formally adopted the personal list system. Now all patients are allocated a named GP - we have ALWAYS done this so there is no change for our patients and we really value the continuity of care this enables us to offer.

We have been a GP training practice since 1979. We usually have up to seven doctors training to become GPs. They stay for up to 18 months to gain experience in primary care.

In 2009 we opened East Quay Vision, the new optometrists at East Quay Medical Centre. This offers NHS and private eye testing, fashionable and classic frames, contact lenses for all and a dry eye clinic. We also see and treat patients with acute eye problems - as a CCG service (ACES) this is free to patients. We offer a private glaucoma monitoring service to save hospital appointments. We also screen patients for glaucoma and hope to develop more services in the future. Visit www.eastquayvision.co.uk or call 01278 440 440.

Patient's Charter

We aim to provide patients with the best quality care available. Our charter is a statement of what you can expect from the practice and what we feel we can expect from you in return.

1. You will be greeted in a polite manner at all times by the doctors, nurses and other members of the practice team.
2. The surgery will be clean and comfortable as far as facilities allow.
3. You will be referred to secondary care services acceptable to you when the doctor thinks this is necessary.
4. You have the right to confidentiality at all times.
5. The doctors aim to see patients within 45 minutes of their appointment time. If there is likely to be an additional delay, however, you will be told the reason by the receptionists.
6. You can expect to be given an urgent appointment with a doctor where you have a medically urgent need - although probably not your registered GP – Nurse Practitioner, or practice nurse within one working day.
7. You may have a copy of this booklet which contains information on the services we provide for our patients.
8. You are able to see your medical records subject to the limitations of the law.
9. Complaints will be dealt with by the practice manager or her deputy.

With these rights come responsibilities

1. To treat all practice staff with the same courtesy you expect of them.
2. Ensure that you attend your appointment on time.
3. If you need to cancel your appointment, give as much notice as possible and always let the practice know (remember you can do this online at our website or on the appointment reminder)
4. Requests for help or advice on non-urgent matters should be made during surgery hours.
5. Do not request a home visit if you are fit to travel to the surgery. Home visits are made at the doctors' discretion.
6. You should work with the practice to keep yourself as healthy as possible by following advice from the doctors and staff.
7. You should not expect a prescription at every consultation.
8. If you feel you will need longer than a single appointment, please ask for a double appointment.
9. Tell us if you change your address, e-mail address or telephone number.
10. After leaving hospital, ensure the doctor receives the discharge note given to you by hospital staff as soon as possible.
11. We try not to keep you waiting, but emergencies do arise and have to be given priority. We hope that in such an event you will understand and we are always happy to make a further appointment if this is more convenient.
12. Do not fail to attend your appointment. If you are unable to attend please let us know.- remember you can do this online on our website.

Please also read more about 'You and your general practice' here
https://www.england.nhs.uk/long-read/you-and-your-general-practice/

The Practice Team

THE DOCTORS

We are a group practice with two male and six female GP partners.
Dr Alexandra Glendinning
Dr Sophie Wood
Dr Jennifer Powell
Dr Sally Silsby
Dr Tim Horlock
Dr Nick Jestico
Dr Jess Dungworth
Dr Coral Stark

We also have list holding salaried GPs:
Dr Natashja Kasianczuk
Dr Sophie Harries
Dr Mujitaba Shaukat

PRACTICE MANAGER

Rachel Stark, Practice Manager, is responsible for all aspects of running the Medical Centre.

SURGEON

We currently have visiting surgeons who perform vasectomies on-site patients registered with a GP in Somerset.

GP RETAINERS, GP RETURNERS, GP REGISTRARS, F2 DOCTORS MEDICAL STUDENTS AND NURSE STUDENTS

We are an approved GP and Nurse training practice. Doctors who wish to specialise in family medicine join the practice for periods of up to 18 months. We also provide placements to doctors who have already worked in practices before but who have had some time out (for example working in a hospital) and want to return to working in a practice again. All of these are fully qualified doctors and are with us to gain additional experience.

We also host foundation doctors and medical students. All are supervised by one of our GPs. We like to encourage more doctors to become GPs as a way to secure the future of General Practice. We are also a training practice for student nurses via Plymouth University

NURSE PRACITITONERS

We have four Nurse Practitioners. Two work with the GPs in the on-call urgent care team, one undertakes holistic reviews for patients who are frail, vulnerable or have complex needs and one provides a hypertension management service.

PRACTICE NURSES

Our team of practice nurses are available for routine consultations, by appointment, Monday to Friday. They carry out a wide range of services such as dressings, vaccinations, cervical smears, treatment room and also run many of the health clinics – including running the long term condition management services.

We also have a nurse-run minor illness service which offers fast access to advice on minor illnesses. The nurses have had extensive training and are supported by a GP every day who they can ask for further opinions if needed.

HEALTH CARE ASSISTANTS
Our health care assistants undertake a number of procedures including blood tests, ECGs, blood pressure readings, audiograms, some injections and dressings.

SELF CARE AND PHARMACY CARE
Avoiding contacting the practice for minor illnesses that you can manage yourself or manage with the support of a pharmacist means that we can increase our availability for more serious conditions and can expand the range of services we offer.
You do not usually need to contact the practice for a simple cough and other minor ailments. If you need advice on minor ailments, log on to www.nhs.uk or www.patient.co.uk - these are the websites the GPs trust.
In Somerset there is also a new service called the Community Pharmacy Referral Scheme which refers you to a pharmacy for an appointment about your minor illness. This works in a similar way to the service our Practice Nurses run and we recommend its use to patients who are appropriate for the service. If we offer it to you, please accept as it means we can focus our resources on patients that only we can help. Read more about the Pharmacy First service here:
https://nhssomerset.nhs.uk/my-health/pharmacy-first/

RECEPTIONISTS AND OTHER ADMINISTRATION STAFF
Our receptionists will arrange appointments and answer your queries in complete confidence. Where possible, it is helpful to offer the receptionists an indication of your problem when making an appointment. This information will help ensure that you are given the correct type of appointment with the correct medical professional.

LINKED HEALTH CARE PROFESSIONALS
We have a number of health care professionals linked to our practice. For example our First Contact Physiotherapists who see adult patients with new musculoskeletal problems. We also have Health and Wellbeing Coaches who support people to make positive lifestyle changes too.

OPTOMETRISTS
East Quay Vision - 01278 440440
In 2009 the GPs set up an Optometrists Practice. East Quay Vision offers NHS and private sight tests to all patients – not just those registered at East Quay. They also have a wider range of frames, sunglasses and contact lenses. They also offer the NHS acute community eye care service (ACES) for patients with a new eye problem – this service is free to patients. Private glaucoma monitoring is also provided at the practice. The Service is now Led by Optometrists Gareth Dunn and Coraley Dunn. Find out more at www.eastquayvision.co.uk

Service Information

OPENING HOURS

Our opening hours are Monday to Friday 8.00am to 6.30pm.

Appointments can be made at the surgery or by telephoning 01278 444666 between 8.00am and 6.30pm.
You can also request here - but please do not use this for any urgent medical need.
https://accurx.nhs.uk/patient-initiated/L85035/flow/routine-care

If you work away all week, please ask at reception for more information on our evening and Saturday appointments.

WHEN THE SURGERY IS CLOSED

When the surgery is closed, please contact NHS111 for urgent medical attention outside of surgery hours. The service will either provide telephone advice or pass your information to an appropriate healthcare professional who may arrange to see you in a treatment centre or at your home if appropriate.

ACCESS TO RECORDS

You can view your GP health record using the NHS App or by logging into your NHS account on the NHS website. You can create an account if you do not already have one.

To view your GP record online, you must be registered with a GP surgery and aged 16 or over.

You can view your health record and nominate someone you trust to access it on your behalf. See PROXY ACCESS.

If you want a family member to be able to speak on your behalf, order medications or book appointments, we need your consent. Please tell reception and we will record the consent. It is important that you tell us if this changes and you no longer consent to this.

APPOINTMENTS

We really value face to face appointments at our practice and feel these provide the best care. You can opt for a phone call if you do not need to be examined and your problem can be dealt with on the telephone.

When you call, our receptionists will ask you to provide a very brief indication of the problem so that they can find the best appointment for you in our new system. Please do provide a brief reason – it means you get the best appointment.

If you are unable to attend your appointment, we need you to contact the surgery to cancel your appointment. You can do this by clicking the link on your reminder, or online at https://eastquaymedicalcentre.com/cancel-appointment/ or by calling on 01278 444666.

CAR PARKING

We have a car park for patients calling at the surgery. There is considerable pressure on parking spaces at busy times, so please avoid leaving your car for longer than is strictly necessary. A limited bus service operates to and from the medical centre.

CARERS
A carer is someone who provides help or support to a partner, relative, child, friend or neighbour who could not manage without their help due to physical or mental illness, disability, frailty or addition. There are thousands of unpaid carers in Somerset. Anyone can become a carer - children, parents, daughters, sons, spouses, partners and friends. Many people don't think of themselves as carers; they just look after someone close to them. Caring often just happens to you, as you find that someone close to you gradually needs more help.

It is important that we know if you are a carer so that we can make sure you receive information, services and the help that is available. If you are a carer, or have a carer, please do tell us.

CERTIFICATES – FIT/SICK NOTES
Illnesses that last seven days or less do not need a medical certificate from the doctor. Self-certificate (SC2) forms are available from your employer or online at www.direct.gov.uk. If you are ill for seven days or more (including Saturday and Sunday) and you intend to claim sickness benefit, you will need to speak to your doctor or another authorised Health Professional for a medical certificate. You can request an ongoing sick note here: You can request a fit/sick note from your GP using the link below.https://accurx.nhs.uk/patient-initiated/L85035/flow/fit-note
The new ‘Fit note’ also changes the rules about returning to work before your sick note runs out. Log on to www.direct.gov.uk for more information.

CHAPERONES
If you are worried about an intimate examination and would like an impartial observer (a ‘chaperone') present these are available at the practice. Occasionally the doctor or nurse will request a chaperone themselves if they feel this is appropriate.

The chaperones will be on your side of the curtain with the doctor or nurse. They are not medically qualified but are familiar with the procedures involved in a routine intimate examination so that they can check that the examination is appropriate.

The chaperone will be sensitive and respectful of your dignity and confidentiality. They will be prepared to reassure you if they see signs of distress or discomfort. If they have any concerns during or after the examination they will raise this promptly.

Please tell the receptionist you wish to have a chaperone present when you book your appointment so we can ensure one is available. If you decide you want a chaperone when the consultation has already started, please tell the doctor or nurse before the examination starts. There may be a slight delay before one can be available and, if one is not available, or if you or your doctor is unhappy with the choice of chaperone, a further appointment may be made when a chaperone is available

COMPLAINTS PROCEDURE
If you are unhappy with the service we provide, please tell us. We have a full in-house complaints procedure as part of the NHS system for dealing with complaints. We make our complaints procedure as easy to access as possible. You can obtain information about this by contacting reception or asking any member of the team. You can complain by writing a letter, e-mailing in, using the contact us page on the website or telephoning in. The Practice Manager Rachel Stark will deal with your complaint.

If you wish to make a complaint but want assistance to do so and don't feel able to seek that from us, please contact the Complaints Advocacy Service at NHS Complaints, Advocacy Birmingham, Voice Ability, 3rd Floor, Cobalt Square, 83 Hagley Road, Birmingham B16 8QG.

If you have raised a complaint with us but are unhappy with how we have responded please contact the Health Service Ombudsman on 0345 015 4033 or https://www.ombudsman.org.uk/

We also like to receive compliments! If you are impressed with any aspect of our service or a particular member of staff please let us know by letter, telephone or by popping in to see Rachel, the Practice Manager.

EQUALITY AND DIVERSITY
As aligned with the current legislation, we believe that every patient should be treated as an individual and with respect and dignity. As such, the services we provide will be fair and meet the needs of everyone, whatever their background or circumstances.

At East Quay we will ensure that whenever you receive healthcare or medical treatment from us we will uphold your right to be treated fairly and not to be discriminated against, regardless of any ‘protected characteristics'. Within health and social care service provision, the ‘protected characteristics’ are currently:
• race
• sex
• gender reassignment status
• disability
• religion or belief
• sexual orientation
• marriage and civil partnership status
• pregnancy and maternity
This also includes people who are at risk of discrimination by association or perception. This could include, for example, a carer who cares for a disabled person.

We are very aware that whilst we aim to structure policies, systems and procedures, as well as provide individualised care to ensure we do not discriminate and instead support equality, we are also aware that we are not experts in all of the protected characteristics. As such, we encourage you to tell us if we could improve any aspect of our care, access or systems as we may not be aware of a barrier that you feel exists. You – or your carers – can do this by speaking with

your GP, or can contact the Practice Manager, Rachel Stark, either by phone, in writing or by coming in to the surgery.

FRIENDS AND FAMILY TEST
The NHS has adopted the 'Friends and Family' test. This is a simple question which we ask you to answer each time you have an appointment. Please note, this isn't about us wanting more patients – it is purely a tool to see how we are doing and what you think of our service. We collate the results on a monthly basis and use this to see what we are doing well, where we need to improve and what is important to you. Please fill one in each time you
visit. You can also do this online – it is really easy – here:
https://eastquaymedicalcentre.com/friends-and-family-test/

HOME VISITS
Home visits are reserved only for those patients who, in a doctor's opinion, are unfit to travel to the surgery. This is because we have access here at the surgery to specialist equipment and investigations and this is where we are able to provide you with the best care. If you do think you need a home visit, please call the surgery before 10.00am. You will be asked to leave your telephone number so that the doctor can contact you if necessary. If you think an urgent visit is required, you will be asked to speak with a doctor who will assess your problem.

HOSPITAL PRE-ADMISSION FORMS
Prior to any hospital operation or procedure, the hospital will send you a form to be completed by your surgery. This form asks for details of your present medication etc. A GP appointment is not required – the receptionists are able to print off the information needed from your medical record. You can often access the information on the NHS app too.

MEDICAL EXAMINATIONS AND REPORTS
Fees are charged for examinations and reports that are not covered by the National Health Service. At a time when the NHS is facing the biggest financial pressures ever, we cannot use NHS resources to fund private reports and so on. Examples of these are:
• Insurance and life assurance policy reports
• HGV licence medicals
• PSV licence medicals
You are able to view any report written about you, within the limitations of the law, but you need to tell us that you wish to see it. Some of these reports are now subject to VAT. Ask at reception for more information.

MEDICAL RECORDS
Your medical records typically contain information from almost all consultations and contacts you have had with health professionals in the practice and information sent to the practice about you from others, such as hospital letters.
The information they contain usually includes:
- Why you saw a health professional;
- Details of clinical findings and diagnoses, investigations, tests and scans;
- Any options or recommendations for care and treatment, including evidence that you agreed;

- Details of actions health professionals have taken and the outcomes.
Please contact the Practice Manager for the Data Privacy Notice.

NEW PATIENTS
If you want to register at East Quay Medical Centre, please either visit https://eastquaymedicalcentre.com/register-at-the-practice/ or collect a new patient form from reception, complete it and return to the practice. If, for any reason, your registration is not accepted or if we need further information to process it, we will contact you. As a new patient, you will be assigned a named GP and we will text or write to you to confirm who this is. You can also find this on prescriptions or on letters we send you.

PATIENT GROUP
In 2004 we formed a patient group that helps us to highlight and 'troubleshoot' problems and informs of the development of new services and resources. We meet every six to eight weeks in the morning and afternoon. We welcome new members. If you would like to join, or know more, please contact Rachel Stark, Practice Manager.

PATIENTS WITH DISABILITIES
Our premises have been designed to meet all current requirements as established under the Disability Discrimination Act.

- Designated disabled parking bays are located close to the surgery entrance.
- There is level access to the building.
- The surgery has wide doors to allow for wheelchair access and there is good access for the disabled to all of our consultation rooms.
- There is an accessible toilet on the ground floor.
- A wheelchair is available for use during the course of your visit if required.

If you feel improvements can be made please let Rachel Stark, Practice Manager, know.

PROXY ACCESS
You may find it helpful if a trusted family member, carer, or close friend is able to access your online medical record on your behalf. This is known as 'proxy access' and can be used for tasks such as ordering repeat prescriptions, booking appointments, and more.

If you do not want someone else to have access to your GP health record, you can:
- Refuse to give consent when asked
- Withdraw consent at any time, even if you previously agreed

To remove or prevent proxy access, please contact the practice.

Children under 16
To enable proxy access for a patient 11 years or older, we may need to speak to the child directly to ensure they understand what access to the their records may entail.

Before granting you access, we may need to check:

- ID for you and the child, for example passports
- documents that help to prove you have parental responsibility, for example a birth certificate
- with anyone else that shares parental responsibility with you
- for safeguarding issues
- that the child consents to your access (agrees to it) or lacks capacity to consent, if they are aged 11 or over
- You can have proxy access for more than 1 child, and a child can have more than 1 proxy acting on their behalf.

Children's rights, capacity and consent
Children have the same legal rights over their personal health information as adults. This means we must speak directly with the child to obtain their consent before allowing someone else to access their online GP record—if the child is able to understand and make an informed decision. This is known as having capacity.

Children 11 or over are usually considered to have the capacity to consent to or refuse access, unless they have a medical condition or learning disability that affects their ability to understand.

If you believe your child may not fully understand what it means to give you access to their online GP services, please let us know.

In these cases, a GP will make a decision based on the best interests of the child. This will usually mean giving access to a parent or legal guardian to act on the child's behalf.

REFERRALS
We may want to refer you to another service. There are various ways we may do this – you may self refer, we may write a referral letter or fill in a referral form (online or on paper) or we may add a referral electronically. The clinician who refers you will explain what you need to do. Most referrals go through the e-referrals service. Read more here: https://www.nhs.uk/nhs-services/hospitals/book-an-appointment/

RESEARCH
East Quay is an active research practice and linked to the NIHR and the Medical Research Council's General Practice Framework. These are national and local groups of general practices interested in research. If the practice takes part in a study we might like to pass on your name, address and age, as recorded on our practice computer. If we do, the information will remain confidential and be used only to select a sample of patients whom we would then contact to ask whether they would consider helping with some research. If we contacted you, you would be free to refuse to help without your medical care being affected.
To choose the best sample, it is important that we are able to pass on everyone's details. However, you are free to refuse permission for us to pass on your details; if you wish to do so, please see your doctor.

SUMMARY CARE RECORD (SCR)
We also participate in the Summary Care Record (SCR). If you haven't opted out, it means your medications and allergies will be updated on a national database each

time we make a change. The local hospitals use this system so they can log on to your record to check your latest medication. If you want to opt out of this service, or have previously opted out and want to opt in, please write to the practice manager.

TEXT MESSAGING
We use text messaging as a routine way to inform patients of key information, call patients in for routine care and immunisations or advise you of services we think may be helpful for you.

We also use this to send test results and other key messages from your GP. If you are unhappy for us to do this, please contact us to let you know.

UPDATING CONTACT DETAILS
Please let us know as soon as possible if you change your address, telephone number or name. It is important that we have up to date contact details in case we need to contact you.

VIDEO RECORDING
As a training practice there are times when you may be asked to allow your consultation with a doctor to be recorded. This is done discreetly for training purposes only. The tapes are confidential and will be destroyed after use. They are required as part of a GP's training programme and assessment. We hope that you will feel able to allow your consultation to be recorded, but you may of course refuse either before, during or after a consultation is recorded, in which case any material will be deleted immediately.

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. Ask our Practice Manager for information.

ZERO TOLERANCE
We strongly support the NHS policy of zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises. This will mean that you are removed from routine NHS care and enter the Violent Patient Scheme.

NHS CONTRACTS
We hold our contract for NHS Services with NHS England, Wynford House, Lufton Way, Yeovil, Somerset BA22 8HR. We are also members of the Somerset Integrated Care Board (ICB) which commissions and oversees all NHS care in Somerset.

TRANSPORT
Slinky is a flexible bus service operating across 6 regional areas in Somerset.
To use the Slinky, you will need to register and become a member. You must be over the age of 16 to register. Parents, guardians or carers once registered can book

for their dependents. Passengers under the age of 5 need to be accompanied by an adult.

It can be used for many things. It can take you to health appointments or exercise classes, help you visit family and friends, go shopping, or attend social events. You can also use it to connect to other public transport options. Find out more here: https://www.somerset.gov.uk/roads-travel-and-parking/slinky-services/

BRIDGWATER BAY PRIMARY CARE NETWORK

The Bridgwater Bay Health Federation has formed a co-operative organisation in Bridgwater and the surrounding area in 2007. It is now Bridgwater Bay Primary Care Network and consists of 9 practices in the area and together we have a history of leading clinical service development. We want services in the area to protect what is best about general practice in the town, to assure patients continue to benefit from good patient care. We also want to move from an illness-based service towards a focus on health and independence and see disease prevention and health promotion as a fundamental tool in achieving sustainable improved health and lifestyles in the town.

SOMERSET PRIMARY HEALTHCARE LIMITED/GP SUPPORT UNIT

The practice, along with all other GP practices in Somerset, is a shareholder in Somerset Primary Healthcare Ltd (SPH), also known as the GP Support Unit. This was set up in 2014 to enables practices to work together as one organisation where new services cannot be managed in single practices.

Prescriptions

If your GP has authorised repeat prescriptions for you, please set up the NHS app so you can order online. Please ask at reception for your personal log in details. We really recommend this service as it is now available 24 hours a day, 7 days a week and is really easy to use.
If you can't use this service, you can order in these alternative ways:
1) By placing the tear-off portion of your last prescription in the prescription box in reception
2) By posting the tear-off portion of your last prescription to the surgery
3) By telephoning the prescription desk on 01278 446006 weekdays only between 10.30am and 5.30pm.
Note that this line is very busy - especially on Mondays and Tuesday morning.

Electronic Prescription Service
Most prescriptions are now signed, sent and processed electronically. You have 2 choices for how this works.

1. You can choose a pharmacy or dispenser to dispense all your prescriptions. When you get a prescription, it will be sent electronically to the dispenser you have chosen. You can collect your medicines or appliances without having to hand in a paper prescription. To do this, tell us when ordering which pharmacy you would like the prescription to go to. We will record this on our computer and all future prescriptions will be marked for that pharmacy until you tell us otherwise.
2. You can decide each time you are issued a prescription where you would like it to be dispensed. When you are issued a prescription, you will be given a paper copy that you can take to any pharmacy or other dispenser in England. The paper copy will contain a unique barcode that will be scanned to download your prescription from the secure NHS database.

You can change or cancel your choice of dispenser at any time. Simply speak to your GP or pharmacist before you order your next prescription.

You should allow time for the update to take place to avoid your next prescription being sent to the wrong place.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will be processed electronically. These prescriptions can be collected from the reception desk.

We recommend you leave 7 working days between ordering and collecting your medication. If you do this, when you come to collect your items they will be ready for you.

Medication Reviews
At the bottom of your slip is a 'review date'. This is when the GP needs to review your on-going medication. This will often mean arranging the routine blood tests you need around your medication review date and then your GP can update your review, sometimes they can do this without an appointment, other times you need an appointment with your GP or the Nurse. Please follow the GP or Nurse advice on

organising your medication review - especially if you have a long-term condition such as asthma or diabetes.

What to do with old medicines
Return the medication to the pharmacy you got it from. Do not put it in your household bin or flush it down the toilet or bring it to us.

Prescriptions Charges and Exemptions
Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication. If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a prepayment certificate (PPC).

Telephone advice and order line 0300 330 1341
General Public - Buy or renew a prepayment certificate online https://buy-prescription-prepayment-certificate.nhsbsa.nhs.uk/start

NHS England - Help with Health Costs
To find out whether you can receive help with covering health costs, take a look at NHS website https://www.nhs.uk/nhs-services/help-with-health-costs/ The practice is unfortunately unable to print copies of these guides for you and we do not hold copies of the claims forms that you require.

Important numbers that you may need to contact for help with health costs:

- Phone 0300 330 1348 for the dental services help line
- Phone 0300 330 1343 for the Low Income Scheme help line
- Phone 0300 330 1341 for queries about medical exemption certificates.
- Phone 0300 330 1341 for queries about PPCs.
- Phone 0300 330 1349 for the prescription services help line
- Phone 0300 330 1347 for queries about tax credit certificates
- Phone 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms
- For all other queries call 0300 330 1343

Questions about prescriptions
If you have questions about your medicine, your local pharmacists can answer these. They can also answer questions on medicines you can buy without a prescription.

The NHS.UK website has information on how your medicine works, how and when to take it, possible side effects and answers to your common questions.

Test Results

Test results go directly to the clinician or service that requested them. It is their responsibility to interpret the results and inform you of the outcome.

If your test or investigation was arranged by a hospital specialist, the results will be sent back to them—not your GP.

Once a doctor has reviewed your results, you can access them in the following ways:

- Via your NHS account (through the NHS website or NHS App)
- By calling us on 01278 454560 during opening times, and a member of our team will inform you of the results
- By text message or email, if you have given consent and it is appropriate to do so

Please note - Test results are usually available within 7–10 working days, but this can vary depending on the type of test.

Some specialist-requested tests, including X-rays, MRI scans, and other hospital-based investigations, may take up to 6 to 8 weeks to return to the surgery.

We do not contact every patient with the result of each test. Unless there is a reason for the doctor to contact you, your GP will ask for the result to be filed in your electronic notes. We recommend getting set up the NHS app so you can view your results 24/7 – this includes the comments the Doctor has made on your results. You can also telephone the reception for your results, as specified by the nurse or health care assistant, usually after seven to ten days. To protect your confidentiality we will not give your results to anyone other than you, unless you have already given your permission for us to do so.

We do strongly encourage you to access your results online if possible. If you look online, you will be able to see the results and the comments from the doctor who has checked your results (all results are seen by a doctor). If you want to be set up for this please e-mail, call or ask at reception.

Please be guided by the comment that the doctor has made. The doctor will have reviewed the result and applied their medical knowledge and their knowledge of you to tell you what is OK and what may need further tests or treatment. The doctor will take into account a number of things such as:

- What is an acceptable abnormality. It is rare that tests are completely normal and we do not want you to be worried unnecessarily. Whilst numbers are exact things, in terms of results, numbers outside the “normal range” are not always important.
- What is normal for you individually taking into account your previous results and the effects of any treatment you are taking or medical conditions you may have.
- How your result may be affected by any illness at the time of the result.

If your doctor has said your test results are normal, satisfactory or stable, you can be reassured. If you have further questions and have an appointment planned, please discuss this at this appointment.

If your doctor wants you to book an appointment or have treatment, they will ask this on the comments on the results. Please follow these instructions. If the doctor wants you to have any tests or treatment urgently, they will tell you this. All other requests aren’t urgent and should be the next available routine appointment. Hopefully this has been helpful. If you have further queries please discuss these with your GP or Nurse routinely.

Services

BLOOD TESTS
A blood test is often done to check your health, or to find out why you're having certain symptoms. It involves having a small amount of your blood taken for testing. To have a blood test a Doctor needs to authorise this – either following a consultation or as part of your routine monitoring. We do blood tests at the surgery for bloods tests we have requested. If you need a blood test for hospital care, you need to attend Victoria Park Health and Wellbeing Hub who take bloods for the hospital.

CERVICAL SMEARS
Cervical screening, which used to be called a smear test, is a test to check the health of the cervix and help prevent cervical cancer.

All women aged 25 to 64 are invited for cervical screening every 5 years.
Everyone with a cervix should be offered screening.
Cervical screening is carried out by a practice nurse.

You'll receive an invitation through the NHS App, by text or by letter asking you to make an appointment. You can book an appointment as soon as you get an invitation.If you missed your last cervical screening, you do not need to wait for an invitation to book an appointment.

CONTRACEPTION AND FAMILY PLANNING
We are happy to offer full family planning services including long-acting reversible contraception such as coils and implants and the contraceptive pill. We also offer pre-conceptual advice. Please book a routine GP appointment for contraception and family planning advice.

ECGs
An ECG (electrocardiogram) is a test that records the electrical activity of your heart, including the rate and rhythm. It's usually quick and painless. A doctor or nurse will ask you to book one when needed. ECGs take about 15 minutes and are available daily.

If you'd like someone else to be in the room with you (a chaperone). This could be someone you know, another nurse or a trained member of staff, please let our reception team know when you arrive for your appointment.

FIRST CONTACT PHYSIOTHERAPISTS
We also have First Contact Physiotherapists working in the surgery. They are here to see adults with new musculoskeletal pain or problems. The aim being that prompt assessment and treatment is successful to resolve the symptoms. If you are suitable for this service, reception will offer this to you when you call.

HEALTH COACHING
Our aim is to keep our patients fit and healthy. Prevention is far better than cure, and many conditions can be prevented or improved by a healthy lifestyle. We have Health Coaches, funded by the NHS and provided by SASP, working from the

surgery. They offer one to one as well as group sessions – really listening to you and helping you make improvements in your health, wellbeing and lifestyle. Refer yourself here: https://www.sasp.co.uk/forms/view/hwc

IMMUNISATIONS
Our practice nursing team offers routine childhood and adult immunisations to protect you and your family.

Read more here: https://www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them/

It's important for all adults, children, and babies to be fully immunised. If you're unsure about your vaccination status, please contact the surgery for advice.

LONG TERM CONDITION MONITORING
Our aim is to keep our patients fit and healthy and this includes supporting patients with long term conditions such as asthma, COPD, hypertension and diabetes.

Our practice nurses support patients with asthma and COPD by reviewing inhaler technique, providing personalised action plans, and offering advice to help prevent flare-ups. Please ensure you book and attend your annual review.

We support patients with type 1 and type 2 diabetes by offering regular reviews, advice on blood sugar control, and guidance on managing medication and lifestyle changes. Please ensure you book and attend your annual review.

We advise patients with high blood pressure to buy a blood pressure monitor for home so that home readings can be done every year. These readings are more reliable than readings taken in the surgery. Please take the readings as prompted and return them to us and we will review these and confirm any further action needed in your annual review.

MATERNITY CARE
As soon as you know you are pregnant, you can self-refer to your local midwifery team. Your midwife will contact you to arrange your first appointment. This is usually between 8-10 weeks of pregnancy. A separate leaflet is available on maternity care; please ask at reception.

PATIENTS OVER 75 YEARS OF AGE
If you are 75 or over you are welcome to book for a health check. Please call reception and ask for a routine appointment with your own GP.

TRAVEL VACCINATIONS
If you are planning to travel, ask for a travel form from reception and complete, returning it to the practice nurses at least 8 weeks before you travel. If you need vaccinations, please ensure your appointment is at least 6 weeks before travel.

We now only offer NHS travel advice and vaccinations. Some travel vaccinations are not included in the normal services provided under the NHS and are therefore deemed 'private' (chargeable). Due to Government changes with effect from 31st

July 2019 our nurses will no longer be able to administer any private (chargeable) travel vaccinations. If private vaccinations are suggested the nurse will signpost you to an appropriate private provider to enable you to obtain these vaccines.

If you travel at short notice we may not be able to offer you an appointment and will refer you to other services.

WARFARIN MONITORING
Warfarin is a type of medicine called an anticoagulant. Some people call these blood thinners.It's used to treat and prevent blood clots, including in the veins (deep vein thrombosis) and the lungs (pulmonary embolism).

While you're taking warfarin, you'll need regular blood tests to measure how quickly your blood clots. This is called an international normalised ratio (INR) test. We host dedicated INR clinics every week at the practice.

EAST QUAY VISION 01278 440440 www.eastquayvision.co.uk
In 2009 we launched the new service within East Quay Medical Centre to offer both private and NHS eye examination, a selection of frames and contact lenses. We have developed new services such as our dry eye clinic. We also see and treat patients with acute eye problems and those who need screening for glaucoma – as Clinical Commissioning Group services, these are free to patients.
We believe in providing the best level of care and attention, individually tailored to you.