

The Bedford Park Surgery Patient Leaflet

STAFF

The Doctors

Dr John W Keen (male)	BM DRCOG MRCGP DOccMed (qualified 1983)
Dr Charlotte Mendes da Costa (female)	MBBS MRCGP DCH (qualified 1991)
Dr Giovanna Hornibrook (female)	MRCGP DFFP MBBS (qualified 2002)
Dr Elizabeth Stutters (female)	MRCGP,MBBS,DFSRH

The Nursing Team

Noko Masenya (female)	Diploma in General Nursing and Midwifery
Amran Chester (female)	Diploma in Nursing
Lorraine Darcy (female)	Health Care Assistant Locum

The Administrative Team

Sangeeta	Business Manager
Neha	GP Assistant

Reception Team

Theresa	Receptionist
Simone	Receptionist
Anisa	Receptionist
Ursula	Receptionist

OPENING HOURS

Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30

Clinicians on duty:

Dr Hornibrook – Monday, Wednesday, Thursday and Friday
Dr Mendes da Costa – Tuesday and Friday
Dr Stutters - Wednesday
Noko (nurse)- Thursday and Friday
Amran (Vicky) (nurse) –Tuesday
Lorraine (HCA)- Wednesday

APPOINTMENT STRUCTURE

Make an appointment

We offer a wide range of appointments at the surgery. We always try to offer you an appointment with a clinician of your choice, however this is not always possible, and you may need to see another GP.

Advance booked appointments	This can be done for an appointment for up to a month in advance with a GP of your choice (subject to availability) and can be face to face for issues that require examination or telephone / video calls for anything else. You can discuss your options with the receptionist when you call
On the day emergency	This is booked by phoning on the morning of the day of the emergency at 08.00am where you will be offered an appointment for the morning or the afternoon. This appointment will be with the duty GP on that day and you cannot choose who to see.
Telephone appointments	Appointments can be made with the GP for a telephone consultation to deal with issues such as blood test results and other highly urgent issues particularly related to a child.
Home visit appointment	For a home visit, we request that you phone before 10.00am and explain the reason for your home visit. The GP will call you before coming out to see you to ascertain if a visit is deemed necessary. We do however prefer if you are at first able to make it to the surgery, unless you are housebound.

E Consults	You can complete an econsult via the website which will be sent to the duty GP to process and respond to in 24 hours. These are for less urgent issues
Ealing Hub Appointments	You can be seen in one of the three Ealing Hub centres out of hours on weekends and Monday to Friday 18.30 – 20.00 should you wish to be seen in later hours. Please speak to reception for more information about this. This includes GP and Nurse appointments.

If you are unable to attend your appointment, please call the surgery to cancel and reschedule. Non attendance of a booked appointment means another patient has been unable to use our services. Continued non attendance of booked appointments may result in being asked to join another practice. Letters will be sent to patients who do not attend booked appointments.

HOW TO:

Request Repeat Prescriptions

If you are prescribed ongoing long-term medication, we operate a repeat prescription service. We need a written request either by email to admin.bedfordpark@nhs.net or by coming in and filling our form, and the prescription will be ready for collection in 2 working days. We are happy to send the prescription by post if you send us a SAE (self addressed envelope).

Prescriptions can also be requested via our online tool on the website www.bedford-park.co.uk. When you collect your prescriptions, please detach the counterfoil which lists your medication and use this for future requests.

We do not take any requests for repeat prescriptions over the phone.

Access to Medical Records

Patients are generally allowed access to their medical records. Please speak to the Practice Manager with regard to this. An appointment can be arranged and there will normally be a charge associated with accessing your medical records if a GP or a clinician is present with you to discuss these. Your medical records cannot be removed or taken away from the practice premises, unless you leave the surgery and register elsewhere.

Offer Comments and Complaints

We value your comments about the services we provide and our practice manager is always available to discuss matters should you wish. If you wish to make a complaint, you will be provided with a copy of our complaints procedure. In most cases complaints and concerns are resolved quickly. There are two stages to the complaint. When you write in with a written complaint, we will acknowledge receipt of the complaint and offer to discuss the matter in 3 working days. This complaint can be dealt with at this level and if no resolution is made, then the second and final stage is by going on to the Health Services Ombudsman. The original complaint can be made either to the Practice or PALs

Preference of Doctor or Nurse

You are welcome to consult whichever doctor or nurse you wish should you make the appointment in advance. However, in times of emergencies or annual leave, there may not be a choice, so please consider that you may be asked to see whichever clinician is available on the day.

Evening and weekends

Need urgent but non-emergency help when the GP practice is closed?

If you have an urgent medical problem which cannot wait until the surgery re-opens please call the NHS 111 Service by dialling 111.

NHS 111 is free to call from both landlines and mobiles.

When you call the NHS 111 Service you'll be asked some questions about your symptoms so that you can be directed to the local service that can help you best.

If, for any reason, you are unable to access NHS 111 by dialling 111, please call 020 3402 1111 instead. Calls to this number are charged at your network's standard rates.

You can obtain more information about NHS 111 by visiting www.nhs.uk/111

You can share your experiences of using NHS 111 by visiting www.patientopinion.org.uk

Cancellations

At all times, if you cannot make the appointment booked, please contact reception and cancel the booking. The appointment can then be used by another patient. By not showing up for an appointment on 3 occasions (DNA) without reasonable explanation, may result in your being asked to leave the practice.

Patient Participation Group

We currently have an active patient group who get together to discuss issues related to the surgery. Please go on our website or contact the practice manager on Sangeeta.kathuria@nhs.net if you are interested to be part of this group.

Abusive Behaviour

We have a **zero tolerance policy** with regard to violent and abusive behaviour from any patient at the surgery. We reserve the right to remove such patients from the practice list.

Chaperone

We offer the chaperone service for all patients. If you feel that you are not comfortable to be seen by a member of the clinical team alone, you may request at reception, to have a chaperone sit in on your consultation.

Practice Privacy Notice

The Bedford Park Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintains records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including The Bedford Park Surgery this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at admin.bedfordpark@nhs.net. GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller at The Bedford Park Surgery 55 South Parade Chiswick W4 5LH
3. Ask to speak to the practice manager Sangeeta Kathuria.

The Data Protection Officer (DPO) for The Bedford Park Surgery is Norman Ernest Williams who works for the Ealing CCG. To contact the NWLDPO service please email on nwl.infogovernance@nhs.net

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes.