

FEB 2017

INFORMATION FOR PATIENTS

'We aim to help each patient improve their health and well being'

MARKYATE SURGERY

1 Hicks Road, Markyate, St Albans, Herts, AL3 8LJ

TARIFF FOR NON-NHS SERVICES OFFERED

Certificates

Statement of fact	£36.00
Private Sick Note	£36.00
Vaccination Certificate	£30.00
Fitness to Travel Certificate	£36.00

Reports

DVLA Medical Report	£68.00
Private Health Insurance Claim Form	£60.00 VAT N/A
Medical Examination with report	£300.00
Private Consultation Fee	£75.00 every 15 mins
Private Cytology (nurse)	£60.00
HGV, LGV,PCV,TAXI,Elderly Driver, Racing Driver Examination	£120.00 onwards

Travel Medicine/Vaccines

Holiday Cancellation Form	£68.00
Hepatitis B Full	£120.00
Rabies	£240.00
Japanese encephalitis	£240.00
Meningitis A C	£70.00
Cholera	£60.00 –full course

All fees include VAT unless otherwise stated i.e. VAT n/a

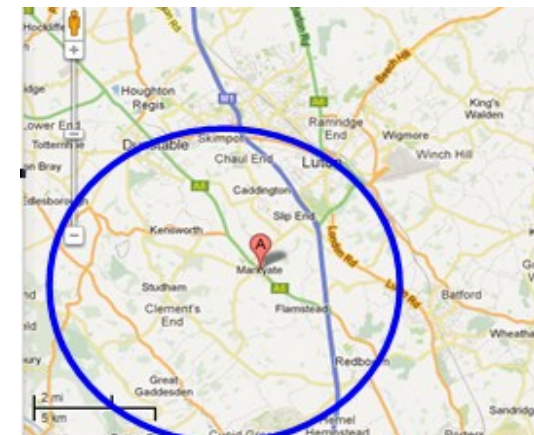
Charges inclusive of VAT effective from 1/10/2016

NHS Appointments 01582 841559

PRIVATE PATIENTS 01582 841718

Fax 01582 840083

**www.markyatesurgery99.co.uk
(we have 104 languages on the website)**



Help us to help you

WELCOME TO OUR PRACTICE

Markyate Surgery is a traditional general practice, carrying out all essential and a range of additional enhanced services, to bring as much medical care for patients in the practice.

This leaflet explains how you may request these medical services.

PATIENT REGISTRATION

New patients moving into the area may register by visiting the surgery. The receptionist will provide a new patient questionnaire and registration form. Please return the completed form to the reception, along with proof of identification, by way of a driving licence or a passport and a utility bill of your current place of residence, without which you will not be able to register.

If you would like online access to send us your repeat prescription request or book an appointment with a doctor or a nurse, please ask for your online password at reception.

We would recommend that all newly registered patients book a health check with the healthcare assistant.

Temporary Patients

You can be registered as a temporary patient for up to maximum three months. This will allow you to be on our list and still remain a patient of your permanent GP. After three months you will have to permanently register with Markyate Surgery.

You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Appointment Cancellations- Please inform the Surgery as soon as possible at least 24 hours notice if you are unable to keep your appointment, so that it may be made available to someone else. We will take action on frequent non-attendees, who may not have a genuine reason.

Before your appointment

Write down your two or three most important questions.

List or bring all your medicines and pills - including vitamins and supplements.

Write down details of your symptoms, including when they started and what makes them better or worse.

Ask for an interpreter or communication support, if needed.

Ask a friend or family member to come with you, if you like.

During your appointment

Don't be afraid to ask if you don't understand. For eg, 'Can you say that again? I still don't understand.'

If you don't understand any words, ask for them to be written down and explained.

Write things down, or ask a family member or friend to take notes.

Before leaving your appointment

Check that:

you've covered everything on your list

you understand, for example 'Can I just check I understood what you said?'

you know what should happen next - and when.

Ask:

who to contact if you have any more problems or questions, about support groups and where to go for reliable information, and for copies of letters written about you. You are entitled to see them.

After your appointment, don't forget the following

Write down what you discussed and what happens next. Keep your notes.

Book any tests that you can and put the dates in your diary.

Ask what's happening if you are not sent your appointment details.

Ask for the results of any tests and what they mean.

You can view your records on line, if you have registered for this.

You can book a telephone consultation with your doctor to discuss your test results.

Non NHS Work

There are a number of reports that may be done on the behalf of agencies and organisations that are outside of the statutory General Practice contract. GPs do not have a contractual obligation to fill in these reports and all attract a fee. Fees are charged according to BMA (British Medical Association) guidance.

Please ask at Reception if you are unsure about any of the charges which can be found at the end of this booklet.

OSTEOPATHY

Osteopathy (private only) is offered in the Practice on Tuesday & Thursdays (1:00 – 7:00pm) by Mr David. Leach who can be contacted on Tel : 07931 511797.

Clinical Staff

Doctors

Dr Tehmton Sepai– he works 4 sessions per week.

Dr.Elizabeth Walter- she works all morning sessions.

We always have locum doctors covering at the Surgery, they would be aware of your condition and history.

The clinical rota weekly list is on the waiting room boards.

Nurse Andrea– Wednesday all day and Friday all day, also sees Minor Illness patients.

Healthcare Asst : Amia Hemmens, works 4 sessions per week

Dispenser: Lindsay Larman

Health Visitor Emma Bacon (Tel: 01442 255882)

Midwife

Hertfordshire/Bedfordshire - Nicky Ward

Practice Manager- Mrs A Sepai (B.Com in management-1999)

The Surgery is well supported by non– clinical , administrative staff.

You will find further information on our website which is :

www.markyatesurgery99.co.uk

SURGERY OPENING TIMES

When are we open?

Doors open at 8:00 am and close 6.30 pm -Monday to Friday. You can phone to make an appointment between 8:00am – 6:30pm. We have an afternoon break from 1-2 PM for administrative duties and training.

We are open for dispensing from 8:30am– 6:00 pm each working day.

Doctors /Nurse Surgery Hours - This a guide only, as doctors may change their times of surgery, please check with reception.

The clinical rota weekly list is on the waiting room boards.

To make an appointment please telephone 01582 841559

Monday

09.00-11.30 Dr Sepai 16.00- 18.30 Dr Sepai

08.30-11.50 Dr. Walter

08.30-12.30 Amia

Tuesday

09.00 –11.30 Dr Sepai 16.00—18.30 Dr Sepai

08.30- 11.50 DrWalter 14.00-18.00-Amia

08.30-12.30 Amia

Wednesday

09.00- 11.30 Dr Sepai 16.00-18.30 Dr. Sepai

08.30-11.50 Dr. Walter

9.00-13.00 -Nurse Andrea 14.00-17.00-Nurse Andrea

Thursday

09.00 - 12.30 Dr Sepai 16.00- 18 30 Dr Sepai

08 30– 11.50 Dr Walter

08.30-12.30 Amia

Friday

09.00 - 11.30 Dr Sepai 16.00-18.30 Dr Sepai

08.30 - 11.50 Dr Walter

9.00-13.00 -Nurse Andrea 14.00-17.00-Nurse Andrea

To avoid delays in clinic, please note that only one issue is to be discussed per appointment.

Rights & Responsibilities

As a patient, you can expect

To be treated with courtesy and with respect at all times

To have details about you, including your medical records and anything you say treated in confidence by all members of the practice team. Confidentiality applies to all patient consultations including under 16s and to all patient data. All practice staff are bound by practice rules of confidentiality. To be given an explanation if your appointment is delayed

To be able to access information about your medical treatment

To be informed of services offered by the practice through the practice leaflet, website and newsletter

To be able to make queries, suggestions, compliments or complaints about the service and treatment you receive

As a patient, you have a responsibility

To treat the doctors and staff with the courtesy and respect which you may expect to receive yourself

To inform the surgery of any change of contact address or telephone number

To attend appointments on time or give reasonable notice of cancellation and attend follow up appointments as requested

To request repeat prescriptions in good time

To tell clinical staff if you are uncertain or don't understand any aspect of your treatment and need more information . To inform yourself about your health and keep up to date about your medication, illness and treatment

To take any medicines as advised and seek medical advice before stopping or changing treatment

To treat other patients with courtesy and respect

APPOINTMENTS AND ENQUIRIES

Complaints Procedure

If you have any complaints please either contact Dr. Sepai/ Practice Manager by telephone or by letter or ask for a form from reception. We will respond by acknowledging the complaint within 2 working days and within 28 working days, work towards resolving the complaint. A patient leaflet outlining the complaints Procedure is available on request.

Your complaint will be dealt with quickly and you will receive a reply to inform you of the outcome of your complaint

Suggestions/Comments

We are always pleased to receive your comments and suggestions. You may also go on the website and send us any comments or suggestions that you may have with any aspect of the services that we provide. We always strive and aim to provide the best service possible for our patients and would like to make your visit to the Surgery as pleasant as possible.

PATIENT PARTICIPATION GROUP

In addition to staff working at the Practice, we have members of the Public who have formed a Patient Participation Group affiliated to the Surgery and who are actively involved. Meetings take place at least thrice a year between the PPG and a representative from the Surgery, usually our Practice Manager.

The PPG members are representatives for our patients who are mainly based in Markyate and the surrounding villages of Flamstead, Studham, Kensworth, Slip End, Dunstable, Gaddesden Row and Redbourn.

We are currently looking for more Patient Representatives from Kensworth and Studham. If you are interested and can make a positive contribution to improve health services within the community, please contact Practice Manager
on : e82663.markyatesurgery@nhs.net

Our aim is to help you in 3 different ways:

You may wish to either see a Doctor, Nurse, or book a telephone appointment and the doctor will assess your situation. We have urgent slots throughout the day.

Pre-bookable – you can book up to a month or 6 weeks in advance with doctors and nurses (assuming slots have not all been taken). To ease the pressure on the telephone lines please ring after **11:00 A.M.** for these appointments.

Book on the day – these are appointments that CAN ONLY be booked by phoning in from 8:00 A.M. onwards on THAT day, **we keep some slots as 'urgent' if you have to be seen urgently.**

Online Booking : For your convenience, we offer the facility of booking and cancelling appointments and requesting repeat prescriptions on line. Please request a personal PIN number from our reception.

We cannot guarantee that we can give you an appointment with a named doctor but will attempt to accommodate ALL requests where possible.

Telephone Consultations

We offer telephone consultations for problems which may not require you to see the doctor. You will be advised of an approximate time when the doctor will call you back. All Telephone consultations will be dealt with within 24 hours.

Phlebotomy Service

We offer a phlebotomy service at the surgery for patients that would find it difficult to get to the hospital, for example—patients with a chronic disease, carers, parents of young children and the elderly.

Test Results

We would be grateful if you would telephone after 2pm for all test results. Although your result may be in the surgery in the morning.

CONTINUITY OF CARE

You have a choice to see any of our doctors or nurses.

However, we value continuity of care. This means dealing with, either seeing or by telephone, the same doctor or nurse for the same episode of illness. We know this leads to better care and it also helps the doctor or nurse to look after your needs appropriately. Therefore we encourage you to see the same person throughout a particular episode of care whenever possible.

Telephone Consultations and Advice

For many problems you may not need to have the inconvenience of coming to the surgery, but alternatively can arrange a telephone consultation with the doctor from the comfort of your home or office. You will be advised of an approximate time when the doctor will call you back. All telephone consultations will be dealt with within 24 hours

Telephone consultations can be used, for example, for:

- advice on minor illness
- discussion on results of tests or recent hospital appointments
- many medication reviews
- queries on medication

In addition, the doctor may ask you to book a telephone consultation for a follow up after a face to face consultation. We hope that you find telephone consultations a helpful way to access your doctor.

TEXT MESSAGE REMINDERS

You can now register to receive information by text message on your phone regarding appointments and health care.

If you wish to register for this messaging service please fill out the consent form found on the Surgery website.

The first gives patients the right to know whether the doctor holds personal data about them on a computer, and the right to be supplied with a copy of the data. These rights are known as ‘subject access’ rights (the subject being the patient). The second gives rights of access by a patient to medical reports which his/her own doctor has made on request from a third party for employment or insurance purposes. The third applies more generally to patients’ manual medical records (ie not computerised records) held by their own doctors, but only to records **created since 1 November 1991**. There are important procedures to be followed when patients make applications for access under any of these Acts, including time limits for action by the doctor usually within 28 days.

Rights and Responsibilities

As an NHS patient of the surgery you have a right of access to general medical services and for these to be delivered to a good standard. Correspondingly you also have a responsibility to use the service appropriately and to treat the staff with courtesy and respect.

Acts of Violence or aggression by a patient

Dr. Sepai at Markyate Surgery re-affirms his commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their zero tolerance of any incident that causes hurt, alarm, damage or distress, all incidents will be reported to the Police. Those behaving in this way may be removed from our Surgery list and also required to undergo treatment at a special unit.

Care.Data

The Health and Social Care Information Centre (HSCIC) can under certain circumstances, request personal confidential data from GP practices. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone. If you are happy for your information to be shared you do not need to do anything. If you have concerns or are not happy for your information to be shared, speak with our reception team. Leaflets are available in the surgery and on the surgery website.

LATEST NEWS!

OTHER INFORMATION

Private General Practice

If you wish to see Dr Sepai Privately, you will have to de-register with the practice as an NHS patient. Private patients can be seen at the practice by contacting reception on a separate private patient line 01582 841718. A list of private patient fees is available

Homoeopathic Complementary Treatment

Dr Sepai has specialised in homoeopathic medicine, and offers Homoeopathic treatment for acute problems and most chronic diseases such as asthma, arthritis, eczema, depression and anxiety on the NHS and to private patients.

Records

How we use your Personal Information

Computers and written records are used for keeping your medical record, recalls, repeat prescriptions, data collection and audit purposes. The practice is registered under the Data Protection Act and adheres to the Caldicott Guardian guidelines regarding release of patient identifiable information.

Confidentiality

Any information received by the doctors or staff is treated with the utmost confidentiality. If you wish to discuss any matter with the receptionist in private, please ask.

The first gives patients the right to know whether the doctor holds personal data about them on a computer, and the right to be supplied with a copy of the data. These rights are known as 'subject access' rights (the subject being the patient). The second gives rights of access by a patient to medical reports which his/her own doctor has made on request from a third party for employment or insurance purposes. The third applies more generally to patients' manual medical records (ie not computerised records) held by their own doctors, but only to records

Patient access to records Patients have certain statutory rights to have access to their own medical records, under the Data Protection Act 1998, the Access to Medical Reports Act 1988 and the Access to Health Records Act 1990.

Patient On-Line

By registering to use Sytmonline you can book appointments, request your repeat prescriptions and even request access to your medical records online. If you would like to take advantage of this service simply bring some form of ID to the reception team and you will be given your username and password.

Latest Markyate Monthly Articles

Please read our articles in the Markyate Monthly. The article is also available to read on our website.

Friends & Family Testing

We are continuing to gather feedback so we can continually review our service. It is based on one simple question "How likely are you to recommend our GP practice to your friends and family if they needed similar treatment?" you will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

Your response is anonymous and you can leave the postcard in the ballot box in our surgery downstairs waiting room.

Named Accountable GP

Dr Sepai is the named accountable GP for all patients at Markyate surgery. He has overall responsibility for your care. However, you are still able to see any doctor at the practice. Any queries please contact reception.

PREFERRED METHOD OF CONTACT

All organisations that provide NHS services, or publicly funded adult social care must have fully implemented and conformed to the Accessible Information Standard (1605) by 31st July 2016. This means we would like to record your preferred method of contact so that you can receive your health information in a format you can understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you suffer from hard of hearing or blindness that may not be suitable for you. If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing our reception team at the surgery. We will then record your needs by highlighting it on your medical records.

Home visits

The Doctor will visit patients who are medically bedbound or too ill to attend Surgery. However, most cases can be best dealt with at the Surgery, including children with temperatures and rashes who can be isolated. This makes best use of the Doctors' time.

Visits must be requested before 10.00 am by calling on 01582 840988 so that they can be allocated to the Doctors before they start their rounds. Any late visit requests will be dealt with by the Duty Doctor who may already be occupied with routine work. Therefore these requests should be for urgent problems that cannot wait until the following day. Medical problems are best dealt with in the surgery where equipment and medication are at hand. Most sick people, including children, can be brought safely to the doctor by car or taxi.

Out of Hours

To contact a doctor out of surgery hours please telephone **01582 841559**. A recorded message will tell you how to contact the Out of Hours service. This service provides basic medical treatment or advice for problems requiring immediate attention outside normal surgery hours.

You can call the Out of Hours Service provider HERTS URGENT CARE on 111

Before calling the out of hours services please consider if the problem would be better treated at a more appropriate time during surgery hours.

In cases of emergencies, such as sudden unexpected severe chest pain, or severe breathlessness, unconsciousness or serious accidental injuries, it would be quicker to call an ambulance by dialling 999.

TEENAGE PATIENTS

For our teenage patients, please see our new teenagers section on the Surgery website for information on drugs, alcohol, bullying, mental health and confidentiality.

We do not take repeat prescription requests over the telephone; either send in your repeat slip or call in at the surgery and place your request in the box in the waiting room.

To order your prescriptions online you must be registered with Systonline. If you have not used this service before simply ask at reception for your username and password. Please bring a form of identification with you. EG passport or driving licence. You can order your prescriptions via our website by clicking on the link.

The right hand slip on your prescription shows the authorised repeats available. Tick each item you require, please do not tick items for which you still have a supply. You can post or deliver the slip to the surgery. Prescription can be posted provided you enclose a stamped self-addressed envelope. We do not take repeat prescription requests over the telephone due to strict confidentiality issues, either send in your repeat slip or come to the surgery and place your request in the prescription box kept in the waiting room downstairs.

Your medication must be reviewed six monthly, or annually with either the doctors or Nurses. When your review is due a message will appear on your repeat medication slip. Please make an appointment before you require a further prescription.

If you do not make an appointment we may not be able to issue your medication.

If there are no medical problems, your medication can be reviewed on the telephone with any of the doctors.

If you do not provide the above correct information, we may not be able to issue/dispense your medication.

Local Pharmacies:

Lambert Chemist—Tel :01582 840602

Medigreen Chemist—Tel: 01582 457800.

Crown Pharmacy—Tel: 01582 792203

West Street Pharmacy—Tel: 01582 663651.

In-House Counselling:

The Counsellor Mrs. Laura Lo Bianco has a clinic on Fridays between 1:00 and 6.00 P.M at the Surgery, by referral and appointment only.

IAPT– Improving Access to Psychological Therapy

For the treatment of depression and anxiety disorders. You can be referred by one of our GP's or you can self-refer by calling 0300 777 0707.

Cervical Cancer Screening

Our female patients will receive a letter from the Health Authority when they are due for a routine smear and asked to make an appointment with the practice nurse. The screening is a relatively painless and simple, quick procedure carried out every three to five years, depending on age, or more frequently if clinically indicated. The results usually take about 2 weeks to be processed from the Laboratory.

Patients whose results are normal will receive a letter from the Health Authority and results which are abnormal will be dealt with by the Nurse or the doctor in the most appropriate way.

Some Patients are advised and reminded to have their smear if it is overdue. The Surgery sends Reminder letters to these patients, we would appreciate patients to be good enough and respond appropriately.

DISPENSARY

Opening Times: 08.30 am- 6.00 pm

Monday to Thursday and Friday closes at 5 pm

If you live more than one mile from a chemist we can dispense prescription drugs to you. Please ask at the dispensary for further information.

Repeat Prescriptions

All prescriptions will be available within 48 hours, if you are a dispensing patient, repeat prescriptions take **72 working hours to process**. Please give enough time to the prescription is issued, try not to turn up at the last minute before collecting your prescription. You will be given a prescription or medication to last for one month, as per the Department of Health guidance.

Baby Vaccination and Childhood Immunisation Clinic

Held every Monday between 11.00 and 12.00 P.M.

The doctor carries out the 6-8 week health check of newborn babies. Please remember to always bring your child health surveillance red record book when you attend the clinic, and also when consulting with the doctor with regards to your child.

Our Health Visitor is Emma Bacon who visits families with children aged up to five years. She liaises with the practice and she can be contacted on 01442 255882.

Minor Illness: Nurse Andrea also undertakes minor illness alongside her nursing duties. For a full list of minor illnesses, please go to our website or have a look on the waiting room boards.

General Ante-natal Clinic

The Midwife Adele Connelly routinely sees expectant mothers between 2pm and 4pm every Wednesdays. If you are pregnant for the first time, or have had problems during previous pregnancies, please make an appointment with the doctor.

Alternatively, if you have had normal pregnancies and are sure of your needs and the course of the pregnancy, the nurse can easily book you into the antenatal care system.

Normally after your consultation at the surgery, a referral is made to the relevant midwife.

For births in the Luton Dunstable Hospital, **Nicola Ward**, will be acting as your midwife.

For births in Watford **Mrs McCracken** will attend to you. The midwife will act on our referral on Wednesday when she arrives. Presently the first booking is performed by the midwife who will visit you at home.

VACCINATIONS

Influenza epidemics tend to occur most winters and can give a very unpleasant illness to most people which normally settles without special treatment by using simple measures such as staying warm, drinking plenty of fluids and a regular dose of a medicine such as Paracetamol.

Certain groups of people are at risk of developing complications of the ‘Flu’ and for these groups a vaccination is recommended.

The At Risk Groups are : over 65 year olds and those with diseases such as Diabetes, Asthma and Heart Disease, liver disease, carers and pregnant women.

We actively vaccinate from late September to February/March the following year. If you receive an invitation to attend the surgery to have a flu vaccine we strongly advise that you attend.

Pneumococcal Vaccine

Please ask the doctor or practice nurse if it is advisable for you to have this vaccine.

TRAVEL IMMUNISATIONS AND TETANUS

Anytime by appointment **at least 8 weeks before travel**. A Travel form, is available from the website should be completed before this appointment is booked. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

Tetanus booster injections are advised every 10 years for full protection or sooner if a wound is sustained which is a special risk.

CHRONIC DISEASE MANAGEMENT CLINICS

Asthma, Chronic Lung Disease Management:

All Doctors and the Nurse have a good understanding of the modern management of respiratory diseases. Advice is available for assisting newly diagnosed asthmatics and patients with COPD and the review of patients.

Diabetes Management: There are available appointments for all Diabetic patients who are not followed up by the Hospital. Our Nurse can see you for your annual Diabetic Review and Doctors can follow up by monitoring your Diabetes every few months. We would urge you to attend for your annual review.

Coronary Heart Disease /Hypertension Management Stroke, Depression , Mental Health, Cancer

Family Planning : A range of contraceptive care and advice is provided by appointment including advice and the prescription of the different types of pills.

Minor Surgery :These procedures which include minor skin tags, Excision of warts or a warty lesion, are carried out by appointment , with Dr.Sepai who also provides joint /shoulder injections, if necessary.

Smoking Cessation Clinics: Our Nurse and Healthcare Assistant can provide advice and support as well as helping you access nicotine supplements on prescription. Book now to see either one of them. Alternatively you can call the Herts ‘STOP SMOKING’ Free phone Helpline on 0800 389 3998

Patients suffering the above or any other chronic complaints are expected to consult the doctor or practice nurse at least once annually or when they are advised to make an appointment, to discuss the progress and benefit of the treatment.

Minor Illness: Nurse Andrea also undertakes minor illness alongside her nursing duties. For a full list of minor illnesses, please go to our website or have a look on the waiting room boards.