

Carlton Group Practice

Carlton Street Surgery
Carlton Street
Burton-on-Trent
Staffordshire
DE13 0TE

Telephone 01283 563561 / 511387

King Street Surgery
King Street
Burton-on-Trent
Staffs
DE14 3AG

Telephone 01283 741177

Website www.carltonstreet.nhs.uk

Practice Booklet

Dr John J Cleary	M.B. B.Ch. D.Obs. D.Ch (Galway 1987)
Dr Wai Lim	M.B.B.S. Ba.O. M.R.C.O.G. (Belfast 1990)
Dr Afzal Mohammed	BMed Sci M.B.Ch.B M.R.C.G.P (Birmingham 2002)
Dr Anjali Bhaskar	M.B.B.S M.D M.R.C.G.P (Bombay 1995)
Dr Devaki Madan	M.B.Ch.B D.C.H M.R.C.G.P

We are a group of five experienced General Practitioners, part of the Primary Health Care Team who provides a high standard of friendly medical care. We work closely together and have no restriction on which of us you prefer to see.

Carlton Group Practice consists of, Carlton Street Surgery and King Street Surgery. Carlton Street being the main branch, situated on the corner of Carlton Street and Wyggeston Street, a short walk away from the Burton Queens Hospital and King Street Surgery is in the Broadway/Branston area.

Both premises been designed with the disabled in mind there is disabled parking and ramp access and all the rooms are at ground level and the toilets is specifically for use by disabled persons

Carlton Street Surgery is the only surgery in Burton to offer the vasectomy and carpal tunnel operations "in house" in our purpose designed operating suite

We are part of the East Staffordshire Clinical Commissioning Group The local office is situated at Edwin House, 2nd Avenue, Centrum 100, Burton on Trent, Staffs, DE14 2WF. The area office is based in Stafford, telephone 01889 571700

Our Practice Manager:

Mrs Julie Pickering and is responsible for the management, administration and day to day running of the Practice

Our Reception Teams

Headed by Mrs Alison Hollingworth, they will be pleased to answer any general queries you may have but are not able to deal with queries of a clinical nature

Our Practice Nursing Team

Sister Jane Campling	Specialist Practitioner in General Practice Nursing and Clinical Manager
Sister Lynda Evans	Senior Practice Nurse
Sister June Wallis	Practice Nurse/Diabetes Specialist
Sister Helen Hudson	Practice Nurse
Sister Kirsty Heathcote	Practice Nurse
Sister Maria Farman	Practice Nurse

Our Clinical attached staff

- District nurses
- Health visitors
- Midwifery
- Mental health nursing services

The surgeries are open

- Between 8am and 6pm, Monday to Friday every day except on Bank Holidays

The surgeries are closed

- Saturdays, Sundays and Bank Holidays

GP Appointments

- To ensure your privacy we will not disclose information over the telephone fax or email unless we are sure that we are talking to you
- Information will not be disclosed to family friends or spouses unless we have your prior written consent
- We do not leave messages with others

If you wish access to your health records

- You have a right to see your records if you wish
- To do so you must put your request in writing to the Practice Manager or GP Partner
- In some circumstances an administration fee may be applicable

Complaints

- If you have a complaint there is a formal complaints procedure. Details of this can be requested at reception
- We are happy to receive comments or suggestions to improve our service and a suggestion box is provided in the waiting area at Carlton Street Surgery, King Street will have one shortly.
- Alternatively comments and suggestions can also be made online via our website

relations and ethnic monitoring is important in making sure that race discrimination is not taking place.

- The standard 16 ethnic groups used are standard categories for collecting ethnic group information
- Using these codes will help us to compare information about the groups using our services with information from the census which tells us about our local population
- The list of these groups is designed to allow most people to identify themselves
- The list is not intended to leave out any groups of people, but to keep the collection ethnic information simple.
- It is important to us that you are able to describe your own ethnic group. If you need to complete any of the boxes labelled 'any other group' then please give some details so that we can better understand your needs.
- You do not have to complete the question but providing this information is very important
- It will help us with diagnosis and assessment of your needs and it will also help us to plan and improve our service

The information you provide will be treated as part of your confidential NHS notes and will not be shared with any other person or organisation

Data Protection Act

- We hold personal information about you on our computer system and in paper records to help us look after your health needs, your doctor is responsible for the accuracy and safe-keeping
- Please help to keep your record up to date by informing us of any changes to your circumstances
- Doctors and staff in the practice have access to your medical records to enable them to do their jobs
- From time to time information may be shared with others involved in your care if it is necessary
- Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss

In some circumstances we may be required by law to release your details to statutory or other official bodies for example:

- If a court order is presented to us
- In the case of public health issues

In other circumstances you may be required to give written consent before information is released such as for medical reports for insurance, solicitors etc

- We have a variety of routine appointments that can be booked up to 4 weeks in advance. We also 'release' routine appointments every day so that we can stagger the number of appointments available
- Please bear in mind that once appointments are filled, then we cannot guarantee an appointment with a specific doctor, so it is advisable to pre-book an appointment if you wish to see a particular GP

Nurse appointments

- Available to book Monday—Friday from 8.30am—17.30pm

There is a Nurse on the premises at all times

The Nurses also offer an extended hours service on a Tuesday evening at Carlton Street and Monday mornings at King Street Surgery, alongside the GP's for patients unable to attend during the day, please ring the appropriate surgery for timings.

The Nursing team cover a wide variety of key areas:

- Child and adult immunisation
- Flu inoculations
- Chronic disease management such as Asthma, respiratory disorders, Diabetes, heart disease and hypertension
- Cervical smears, coil checks and other well woman issues
- Contraception and family planning advice
- electrocardiography and ear syringing
- new patient checks, well-man/woman checks
- smoking cessation
- Diet and weight

If you have any of these conditions you will receive invites to attend for a review annually. It is important that you attend for your review as this could avoid un-necessary A&E visits and hospital admissions.

Making an Appointment

- Appointments can be made by telephone or in person
- Appointments are usually for 10 minutes and for one person only

Carlton Group Practice offers an online booking service.

To register to use the online booking service you will need to complete a registration form and provide proof of identity. You will then be issued with login details . Currently only non urgent routine GP appointments are available.

Be on time for your appointment

- We ask you to arrive to your appointment on time to allow our clinics to run as near to time as possible.
- Although we try to run to time, sudden emergencies or patients requiring more time than allocated can cause us to run late
- If you are delayed for these reasons your patience is requested

SMS text messaging

- We are able to send appointment confirmations and reminders via SMS text

message direct to your mobile phone

- In order for us to do this we will need your signed consent available from reception

Late Arrivals

- If you are late for your appointment it will only be possible to see you in exceptional circumstances and at the discretion of the clinician

Missed appointments

- Due to the number of patients failing to attend for their appointment this may mean that you may not be able to see the doctor on the day that you wish

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The practice follows the following policy regarding missed appointments:

- If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know
- If you repeatedly fail to attend for appointments you may be removed from the practice list and be required to find an alternative practice

Cancelling Appointments

- Please cancel any unwanted appointments so they can be used for someone else
- You can cancel your appointment by telephone or in person at the reception desk
- Carlton Street Patients can also cancel via the online facility (if registered www.carltonstreet.nhs.uk - This will be available to King Street patients following the migration of computers

Dental Problems

- We would appreciate you contacting a dentist rather than your doctor about any dental problems you may have

Extended hours

- We also offer some pre-bookable evening appointments between 6.30pm and 8.30pm at Carlton Street Surgery and early mornings between 7.30am-8am at King Street Surgery. These times may change

Home Visits

- For those too ill to attend the surgery home visits requests should be made before 11.00am
- You will be asked for details regarding the home visit and the GP may call you back before they visit

Ring Back Service

- Carlton Street Surgery offers a ring back service for patients not necessarily requiring an appointment. Routine ring backs can be booked with your doctor of choice up to 2 weeks ahead

Urgent Problems

- If you have an urgent problem please telephone the surgery before 11.45am and an urgent ring back will be offered (currently this is only

- Be courteous and polite to staff at all times
- Arrive on time for all appointments
- Inform us if you are unable to attend your appointment
- Request home visits before 11am
- Call for results after 12noon
- Inform the surgery staff of changes in personal details
- Inform reception if you have been waiting more than 30 minutes
- Make every effort to attend the surgery
- Only request visits when attendance to the surgery is not possible
- If requesting a visit be prepared to provide details to the reception staff
- Do not request a home visit due to lack of transport
- If requesting your prescription by post, please provide a stamped addressed envelope
- Do not use a GP appointment if only requesting a repeat of your regular medication
- Be aware of our beliefs on confidentiality
- Do not ask for information about anyone other than yourself

Physical Violence and Verbal Abuse

- We have a **ZERO** tolerance to violence and abuse
- Doctors Nursing and practice staff have the right to care for others without fear of being attacked or abused
- We expect that you will treat your GP and Practice staff properly without violence or abuse
- Violent and abusive patients will be reported to the Police and removed from the surgery list

Collecting Information about your Ethnic Groups

Everyone belongs to an ethnic group so all our patients are being asked to describe their ethnic group

We collect information to help the NHS:

- To understand the needs of patients from different groups and so provide better and more appropriate services for you
- Identify risk factors – some groups are more at risk of specific diseases and care needs so ethnic group data can help treat patients by alerting staff to high risk groups
- Improve public health by making sure that our services are reaching all of our local communities
- That we are delivering our services fairly to everyone who needs them
- To comply with the law as the Race Relations (Amendment) Act 2000 gives public authorities a duty to promote race equality and good race

during normal working hours

Accident & Emergency (A&E)

Burton Hospital's Accident and Emergency department is there specifically to deal with the more serious illnesses you should only visit A&E or call 999 / 112 for issues such as:

- Loss of consciousness
- Acute confused state
- Persistent severe chest pain
- breathing difficulties
- Serious Physical Injury

Reasons **NOT** to go to A&E

- Minor coughs and colds
- Long-term back or joint problems with no clear history of injury
- Toenail problems
- Dental/facial pain
- Urinary infections
- Tummy upsets
- Skin complaints
- Earaches / sore throats
- Running out of medication (contact the surgery)

Finally, patients under the care of a family GP in the last week, for any condition, should in the first instance try to speak to the GP before contacting A&E

Rights and Responsibilities

The GP's nurses and administration staff at Carlton Street Surgery are committed to giving the highest possible standards of care to all

Our responsibility to you

- Members of staff will act courteously towards you and treat you with respect
- We endeavour to answer the phone as soon as possible
- The staff member dealing with you will identify themselves to you on answering the call
- We offer an appointment system. Our aim is to see each patient at the time designated
- You will not be kept waiting for longer than 20 minutes after your appointment time without an explanation from staff
- In an emergency you will be seen on the same day
- Home visits will be carried out on the day of request if appropriate
- Visits are normally done following morning surgery unless urgent
- Visits will be undertaken by GP's available
- We will respect our patient's privacy, dignity and confidentiality at all times

Your responsibility to us

available at the Carlton Street branch)

Medical Emergency

- For medical emergencies during the day please telephone 999

What to do when the practice is closed

- For medical advice when the surgery is closed please telephone 111 or for 999 if you have a life threatening emergency

Chaperones

- Please make reception aware at the time of booking your appointment if you feel that you may require a chaperone to be present in order that arrangements can be made
- Alternatively bring along a member of your family or friend to your appointment

Minor Injury

- The Practice also provides a minor injury service from 8am—6pm
- Please telephone for advice before attending

Test Results

- Please telephone between 12:00 noon and 4:00pm to enquire about results
- For reasons of confidentiality the Receptionists can only give results to the patient in question

Repeat Prescriptions

- You can hand in via reception or post your computer slip with the required items clearly marked
- If you have access to the internet and signed up for online services repeats can be requested online
- They will be ready for collection within 48 hours after receipt
- If you enclose a stamped addressed envelope we will post your prescription back to you
- Allow yourself a full week to arrange your next prescription
- Also please allow time for the Postal Service to handle your letter
- Prescription requests cannot be taken over the telephone fax or by e-mail

Always keep an eye on your medication so you can ask for a repeat prescription in plenty of time

Travel Clinic

Carlton Group Practice provides a complete service for all your travel needs

- Please telephone the surgeries for up to the minute advice on the correct vaccinations
- Advice is also available on disease prevention
- Some injections have specific requirements so talk to us early

- You should start to consider your requirements at least twelve weeks before you travel
- Please note that there will be a charge for all travel vaccinations

Non NHS Work for GP's

Some services requiring your doctor attention such as;

- Insurance forms
- Holiday cancellation forms
- Ofsted reports
- Heavy Goods Vehicle and Light Goods Vehicles (HGV/LGV) medicals
- As these are unrelated to the NHS these will attract a charge

All fees are in line with that suggested by the British Medical Association

New Patients

- If you are not sure if you live within our practice area please do not hesitate to contact reception and they will check for you
- To register with the Carlton Street Surgery or King Street Surgery we will need confirmation of who you are and where you live
- Newly registered patients will be asked to complete a GMS1 form and a health questionnaire these can be found on our website or by dropping into the surgery

To confirm your **identity** one of the following would be an acceptable form of ID:

- Full UK passport.
- Full foreign passport & copy of VISA if required
- UK driving licence
- A current Blue Disabled driver's pass
- European Union member state identity card.
- Police warrant card
- Armed Forces ID card

If you have changed your name you must have a supporting document regarding the change or name, e.g. marriage certificate, Decree Absolute or Deed Poll Document

To confirm where you **live** one of the following would be acceptable:

- Driving licence with your current address
- European Union member state identity card (if not used as ID)
- Current Utility Bill
- Current Local authority council tax bill
- Current Council rent book

If you have recently moved to the area and have yet to receive any of the above

- A confirmation letter from either your solicitor or the council stating your new address may suffice

We currently ask that all patients requesting to register with us are present

when registering

In order for us to be able to process your request please attend the surgery between 10am and 5.00pm

The Telephone System (Carlton Street patients only)

Carlton Street operate an options telephone system please listen carefully to choose the correct option:

Option 1

- **If you need to make or cancel an appointment**
- **Or you have been asked to call-back to speak to a GP or one of our Practice Nurses**

Option 2

- **For test results and other enquiries**

Option 3

- **If you need to contact the district nursing team (Please note that these are not our practice nurses)**

Option 4

- **To contact the Health Visiting Team**

Option 5

- **To hear about the surgery services**

Difficulty in hearing

If you have difficulty hearing the options do not select anything and your call will be directed automatically at the end of the message to one of the receptionists

- Please note the call back (press 5) service available by telephone suppliers is not a service offered by our practice.
- If all lines are engaged please try again

Get the Right Treatment

Your Local Pharmacist can offer advice on some minor health problems and general advice which can be treated over the counter without an appointment. Such as:

- Coughs
- Colds
- Aches and pains
- Mild Eczema
- Athletes foot
- Healthy eating
- Obesity
- Smoking cessation

Consult your doctor if the illness continues or becomes more severe

When the surgery is closed

- If you require urgent medical attention please telephone 111. Calls to 111 are free.
- If you do not require urgent medical attention please call the surgery