

Practice Information Booklet

www.firshouse.com



<https://www.facebook.com/firshouse.surg.1/>

Firs House Surgery
Station Road
Histon
Cambridge
CB24 9NP

Tel: 01223 234 286

Telegraph Street Surgery
42 Telegraph Street
Cottenham
Cambridge
CB24 8QU

Tel: 01954 251180



Practice Opening Times

Mon	08:00-13:00hrs	14:00-18:00hrs
Tue	08:00-13:00hrs	14:00-18:00hrs
Wed	08:00-13:00hrs	14:00-18:00hrs
Thu	08:00-13:00hrs	14:00-18:00hrs
Fri	08:00-13:00hrs	14:00-18:00hrs

We are closed on Saturdays, Sundays and Bank Holidays

Out of Hours Treatment and Advice

For all life threatening emergencies call 999

For non-emergency medical treatment
or medical advice call NHS Direct on 111



Please remember that A & E is not for minor ailments, bumps and bruises
or minor sickness. Visiting them unnecessarily can result in delays for
those genuinely requiring emergency treatment.

Our Doctors

Dr Emily Manning – Partner
MBBChir (Cantab), MSc, MA
(Cantab), BScHons, MRCP
(2013), PGCME, DFSRH
GMC Number: 7016910

Dr Claire Aho
MBChB
GMC Number: 6090462

Dr Simon Poole – Partner
MBBs, DRCOG
GMC Number: 3202630

Dr Emma Baldwin – Partner
MBBs, MRCP, DRCOG
GMC Number: 3539950

Dr Sally White
MBBs, DRCOG
GMC Number: 7138825

Dr Simon Robinson – Partner
MBBs, BSc
GMC Number: 4414478

Dr Sara Bastiani – Partner
MBBs, MRCP
GMC Number: 7150338

Dr Aoife Searle
MBChB, MRCP
GMC Number: 7526634

The Firs House Team

Doctors

You will find details of our regular GP's on the front page of this leaflet. From time to time we may also have locum doctors working in the practice to cover periods of annual leave or to run a specialist clinic, e.g. female health clinics.

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Poole	In	In	In	In	In	In				
Dr Baldwin			In	In					In	In
Dr Robinson	In	In			In	In	In	In		
Dr Manning			In	In	In	In			In	In
Dr Bastiani	In		In		In		In	In	In	
Dr Aho	In	In		In			In			In
Dr White	In	In			In	In		In	In	
Dr Searle	In	In					In	In	In	In
ANP Marie	In	In	In	In	In	In				

GP Registrar Training

The practice is an accredited GP Training Practice. This means the practice has attached to it qualified doctors who are training to specialise in General Practice. Doctors remain with us usually for a period of between 6 and 18 months. You may be offered an appointment with the GP Registrar. By the time you see a GP registrar they may well have been working as a doctor for 4 years.

Advanced Nurse Practitioners

Our Advanced Nurse Practitioners are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients. Patients with an acute or short term illness or flare up of a long term illness may be given an appointment with an Advanced Nurse Practitioner where appropriate.

Practice Nurse Team

Our nursing team consists of Practice Nurses, Assistant Practitioners, Health Care Assistants and Phlebotomists. Practice Nurses are registered nurses who offer a range of appointments for chronic disease management, immunisations, travel health, cytology etc. Assistant Practitioners are not registered nurses but are trained to do a full range of duties which includes bloods, blood pressure checks, ECG's, health checks, B12 injections, flu vaccinations etc.

Practice Management

The management team consist of a Practice Manager, Performance Manager and Office Manager are here to ensure the smooth running of the practice. If you have any problem with the service you have received or have any suggestions for improvements to the service, please contact the management team.

Receptionists, Administrators and Secretaries

Our admin staff are here to help you and have been trained to take essential details sympathetically and in complete confidence. Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. The Secretaries lead on patient referrals and with Administrators undertake a range of back office duties which are essential in the smooth running of our practice.

Services Offered at the Surgery

First Contact Physiotherapist

Musculoskeletal (MSK) health issues such as back, muscle and joint pains are the most common cause of repeat GP appointments and account for around 1 in 5 of all GP appointments. Most of these issues can be dealt with effectively by a physiotherapist without any need to see a GP.

What can physiotherapists help with?

- Diagnosing and treating muscular and joint conditions
- Advising on how to manage your condition
- Referrals on to specialist services

NHS Health Checks

If you are aged between 40-74 years you are eligible for a free NHS Check. This involves an appointment with the nursing team where they will take blood samples, weight and blood pressure measurements. We will then write to you outlining the results with interpretation, and if clinically required make a follow up appointment.

Chronic Disease Management

Patients with chronic diseases are provided with annual follow ups and care planning. This includes medication reviews and blood tests. We will send out reminder letters but please help us to help you by tracking your appointments and booking yourself in when your next appointment is due

Chronic Diseases include-

- High Blood Pressure
- Diabetes
- Kidney Disease
- Heart Disease
- Mental Health Problems
- Stroke or Mini Stroke (TIA)
- Asthma
- COPD
- Dementia or Alzheimer's Disease
- Epilepsy
- Vascular Disease
- Rheumatoid Arthritis

Cervical Screening (Smear Test)

If you are a woman, or someone with a cervix, you will be invited for your cervical screening at regular intervals:

- If you're aged 25-49, you'll be invited every 3 years
- If you're aged 50-64, you'll be invited every 5 years

It is advisable you have regular cervical screenings, but ultimately, it is your choice whether you attend. Please make an appointment with a practice nurse or, if you prefer, with one of the doctors

Diabetes Clinic

Marie Rouse, our Advanced Nurse Practitioner and Diabetes Specialist Nurse, runs diabetes clinics every Monday, Tuesday and Wednesday.

These take place at both our Histon and Cottenham surgeries. Please speak to reception to book an appointment.

Family Planning

Advice on all types of contraception. You can see any of the doctors or the nurse during normal surgery hours. Coil and implants need a special appointment. Reception staff will be able to advise on clinic availability.

Joint Injection Clinic

We offer joint injections for a number of conditions where you have not responded to other forms of treatment. We usually use a steroid and local anaesthetic mix and inject around the affected area/joint. The injection helps reduce pain and as a result improves mobility and function. Joint injections are done for a number of conditions – osteoarthritis, frozen shoulder, carpal tunnel and many other conditions.

Travel Clinics

It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. 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.

Non NHS Medical Examinations and Services

Some examinations and services, for example HGV/PSV medicals or firearm licences, are not covered under the NHS. You will need to make a specific appointment for these services, for which a fee is payable. Please contact the Medical Secretaries for further information.

Repeat Prescriptions

Can be ordered on our website, through one of the patient online apps (see page 9), or by placing your repeat prescription request in the box at the reception counter or by posting your request.

Please allow at least 48 hours (2 working days) excluding weekends and Bank Holidays, for your request to be processed. Some prescriptions may take a little longer, if they are not on your regular repeat list.

WE DO NOT ACCEPT ORDERS FOR REPEAT PRESCRIPTIONS BY TELEPHONE.

Community Services available to our Patients

District Nurses

The District Nurses offer a number of services at patient's home for those patients unable to attend the Surgery because of their condition. These services include end of life care, post-operative care, management of long term conditions, wound care, catheter care and medication management, including teaching self-administration of insulin and catheter care.

For further information or to refer to the CPFT team please phone: 0330 726 0077

Midwives

Most of the routine care and checks for our pregnant patients are provided in our buildings by fully trained midwives.

IVY TEAM

Tel: 01223 596 212

Email: add-tr.ivyteam@nhs.net

Community Diabetes Team

Diabetes specialist nurses and dieticians offer services community based clinics in various locations.

Newmarket Park & Ride Phlebotomy Drop in Service

Rather than booking a blood test with us, you can now access a convenient drive through phlebotomy service at Newmarket Park & Ride, no booking required. Please request a T-Quest form for a blood test form the surgery as directed by your clinician, and allow 24 hours for us to process this request.

Addenbrookes Outpatient Phlebotomy

To book a blood test required for a hospital clinic attendance, you do not need to wait for an appointment at the surgery, please call **01223 256 998** for the Addenbrookes Phlebotomy Service.

Other services available if you are unwell or when we are closed

Please think about which service is the most appropriate to offer you the best help, advice and treatment:

- **Self Care**

Did you know that one in five GP visits are for common conditions, such as backache, headache or cough? For most people, they are not serious health problems – you just want to know how to relieve it and you want a treatment that acts fast. You also want to know how long you're going to suffer or what you should do if your symptoms change.

The good news is that self care can help you manage most of these problems. It may mean you don't have to spend time waiting to see your GP but can get on and start tackling your symptoms. Self care for common conditions can also help free up some of your GP's time, making it easier to get an appointment when you have a more serious condition.

Self Care Conditions

- Coughs and colds
- Sprains and strains
- Sore throat
- Sinusitis
- Earache
- Constipation
- Headache



Medicine cabinet essentials include:

- painkillers e.g. aspirin, paracetamol, ibuprofen
- anti-diarrhoea tablets, rehydration powders
- indigestion treatment
- hayfever medication
- bandages and plasters
- antiseptic cream or spray
- first aid kit.

- **NHS Choices** – online advice and information www.nhs.uk

- **NHS 111** – You can call 111 when you need medical help fast but it's not an emergency. NHS 111 is a fast and easy way to get the right help whatever the time. Available 24 hours a day, 365 days a year – also visit www.nhs.uk/111/ for more information.

- **Pharmacy**

We can book you an appointment with a Pharmacist at your local Pharmacy, just ask our Reception team.

Local pharmacies can offer expert advice and treatment for a wide range of common conditions and minor injuries. They can help with a range of things including aches, hangovers, head lice, worms, thrush, insect bites, fungal nail infections, hayfever, colds, emergency contraception, and non-prescription medication. You can also buy your own over the counter medication to save yourself a trip to your GP and save the NHS money!

- **Minor Injury Units and Urgent Treatment Centres**

Minor Injury Units (MIU) and Urgent Care Centres (UTC) can treat a range of minor illnesses and injuries such as sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings and sports injuries.

- Peterborough Urgent Treatment Centre is on Thorpe Road in Peterborough.
- Ely Minor Injury Unit, Princess of Wales Hospital, Lynn Road, Ely, Cambs CB6 1DN.
- Doddington Minor Injury Unit, Benwick Road, Doddington, Cambs PE15 0UG.
- North Cambs Hospital Minor Injury Unit, The Park, Wisbech, Cambs PE13 3AB.

• **Minor Eye Conditions Service (MECS)**

The MEC service treats conditions which do not necessarily need specialist hospital examinations, in convenient locations for the patient, and is carried out by specially trained Optometrists. You may contact the participating Optometry Practice of your choice and they will offer you their earliest MEC appointment, which will be within a week of you contacting them or they will direct you to another participating Practice. Please see below link for list of services operating, link also on our website:

<https://www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/other-local-services/minor-eye-conditions-service/>

Conditions that can be seen under within the service include:

- Acute* red eyes;
- Acute* irritated or inflamed eyes;
- Sticky discharge or acute* watery eyes;
- In-growing eyelashes;
- Foreign bodies in the eye – urgent conditions will be redirected to A&E if treatment is required in under 24 hours;
- Recently occurring flashes or floaters.

• **Mental Health – 111 option 2**

If you're in Cambridgeshire and Peterborough there's a service which gives those in mental health crisis the opportunity to get access to help quickly, by calling NHS 111 and selecting option 2*. The new service allows patients or carers to speak to specially-trained mental health staff who can provide advice, support, and signposting to other services. The service is available 24/7, 365 days a year.

- **A&E/999** – should only be used in a critical or life-threatening situation. Examples of when to call 999 include (but not limited to): chest pains – unconsciousness, severe loss of blood, severe burns or scolds, severe breathing problems, concussion, fitting/choking, severe allergic reactions.

<p>Self-care</p> <p>Hangovers. Coughs. Colds. Grazes. Small cuts. Sore throats.</p>	<p>Pharmacy</p> <p>Diarrhoea. Earache. Painful coughs. Sticky eyes. Teething. Rashes.</p>	<p>GP Practice</p> <p>Illness where self-care and pharmacist care have not worked. Long-term medical conditions.</p>	<p>Minor Injuries</p> <p>Cuts. Sprains. Strains. Bruises. Itchy rashes. Minor burns.</p>	<p>A&E/999</p> <p>Severe bleeding. Severe chest pain. Strokes. Breathing difficulties. Loss of consciousness.</p>
 <p>Self-care is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	 <p>Pharmacy Teams advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	 <p>Doctors, nurses, healthcare assistants and paramedics working in GP Practices have an excellent understanding of general health issues and can deal with a wide range of health problems.</p>	 <p>Urgent Treatment Centres and Minor Injuries Units are for illnesses and injuries that need treating fast.</p> <p>Appointments are not essential, but it's best to dial 111 first.</p>	 <p>A&E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p>NHS 111</p> <p>NHS online</p>	<p>If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies dial 111 or visit www.111.nhs.uk</p> <p>You can also access health advice and guidance or find your nearest service online through the NHS website.</p>		 <p>24 hours a day 7 days a week</p>  <p>Visit www.nhs.uk</p>	

Appointments

We offer a range of appointments including routine pre-bookable appointments and same day appointments. We also offer a daily telephone triage service with a doctor on-call each day for any urgent problems.

We have increased our appointment times to 15 minutes to allow clinicians to provide the best care for our patients and complete any necessary admin work associated with your appointment. Clinicians are able to deal with one problem only during this appointment time and only for the patient who is booked into that appointment.

Please inform us immediately if your appointment is an emergency e.g. Chest pain, shortness of breath or bleeding. ***Please note if you have an emergency that is life threatening, you will need to call 999***

Routine appointments

Routine appointments may be booked up to 4 weeks in advance. These appointments are for ongoing care, please do book well in advance; this is particularly recommended if the doctor has asked you to make a follow up appointment.

Same day appointments

A proportion of our appointments are kept for same day booking. These appointments are predominantly for new or acutely worsening health problems and you need to see a doctor that day. We realise children and babies become ill at short notice and we endeavor to see a sick child/baby the same day.

Telephone appointments

These are useful if your problem can be dealt with by phone rather than having to come in to the surgery and/or to discuss test results with the doctor. You can pre-book a telephone appointment or ring on the day to request one.

Telephone triage appointment

If you call the surgery with an urgent problem and all bookable appointments have been taken, you will be offered a call back from the on-call doctor for that day. The doctor will call to discuss your problem and agree with you the best way forward, whether this be an urgent appointment, prescription, onwards referral to an alternative service etc. Where possible you should call the surgery before 10:00hrs if you feel you have an urgent problem which needs to be discussed that day.

Practice Nurse and Health Care Assistant appointments

Practice Nurse and Health Care Assistant appointments are available Monday to Friday during normal opening hours. Due to the specific nature of these clinics you will be asked to give some brief details of your requirements when booking an appointment so that we can ensure you are booked in with the correct person and for the correct length of time.

Home visits

If possible please try to telephone before 10:00hrs. A doctor or nurse will phone you back, as it may be that your problem can be dealt with by telephone advice, or it may be more appropriate to arrange a hospital attendance. Home visits are only available for patients who are too ill to attend the surgery. Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we

ask our patients to come to the practice if at all possible. There are also better facilities for examining and treating patients at the surgery.



OPEN later. **OPEN** longer.

Enhanced Access Appointments

To increase the number and accessibility of appointments available, we fund the provision of routine appointments with other surgeries across Cambridgeshire in the evenings and at weekends. These surgeries are:

- Milton Surgery, 87 Coles Rd, Milton, Cambridge CB24 6BL
- Over Surgery, 1 Drings Cl, Over, Cambridge CB24 5NZ
- Nuffield Road Medical Centre, 10 Pippin Drive, Cambridge, CB4 1GL
- Comberton Surgery, 58 Green End, Comberton, Cambridge, CB23 7DY
- Royston Health Centre, Melbourne Street, Royston, SG8 7BS
- Cornford House, 364 Cherry Hinton Rd, Cambridge CB1 8BA
- Trumpington Clay Farm, Clay Farm Centre, Hobson Square, Trumpington Cambridge, CB2 9FN
- Huntingdon Road, 1 Huntingdon Rd, Cambridge CB3 0DB

You will be given a choice on when you would like to book your appointment and information on where to go. You can book an appointment through Reception on **01223 234 286** who will give you the time, date and venue for your appointment.

These are for non-urgent, routine appointments only. Services we can offer within the Extended Access are -

- GP Consultations
- Advanced Nurse Practitioner consultations.
- Nurse appointments offering dressings, asthma and diabetes reviews, contraception reviews, etc.
- Health Care Assistant appointments offering ear irrigation, wound care, blood test, etc.
- Phlebotomy: Routine blood tests are available within our Extended Access Clinics.

More information on Enhanced Access appointments can be found on our website.

Please note that your consent for our clinician to view your medical record will be required in order for an appointment to be booked for you.

To change or cancel your evening or weekend Extended Access appointment, please call **0330 0130 030**.

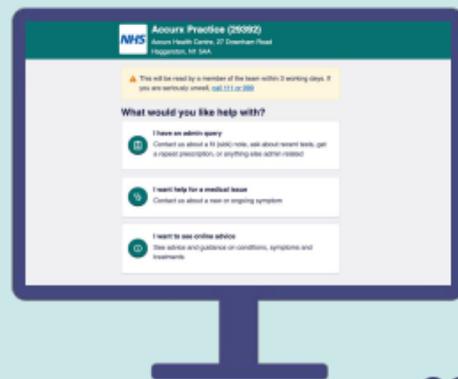
Booking Appointments

We're now using **Patient Triage** for online consultation

This means if you have an admin or medical query, you can contact the practice online!

How do I use Patient Triage?

- Open the link from our practice website
(There's no need to download an app or create an account!)
- Select either admin or medical request
- Confirm this is a non urgent request
- Write the request to the practice, giving as much information as possible
- Tell the practice how you want to be contacted
- Enter your details
- Press submit!



You can access Patient triage via our website (<https://www.firshouse.com/>) or using the below link:
<https://florey accurx.com/p/D81028>

FAQs

What if I do not have access to the internet or struggle to complete forms?

We recognise that there will be patients for whom use of the internet is challenging and for those patients, they can call the surgery on **01223 234 268** and the receptionist will fill in the form over the phone during a discussion with the patient, and this will then be triaged in the same way by the duty doctor. It is for this reason that patients are required to provide the Receptionist with information as to why they are requesting clinical support.

Why do I need to complete a form or answer the questions the reception team ask me?

We will no longer be able to submit a request to the triaging clinician without some basic information as to why you are calling. This will ensure that appointments are allocated based on clinical risk and need.

The clinicians who look at all the information submitted can provide you with the appointment or advice you need with the right person in the right time period. Firs House Surgery now has a number of additional practitioners working alongside the GP's. These include First Contact Physiotherapists and a Clinical Pharmacist. It may be more appropriate for you to see or speak to them.

Please rest assured that all surgery staff abide by confidentiality rules and strict surgery policies regarding data handling.

Can reception make me an appointment instead?

From now on, whether you visit in person or contact them by phone, they will no longer be booking you an appointment. They will help you complete the form for medical query if you struggle to do it yourself.

Will I get an appointment quicker if I speak to reception instead?

As per the previous answers, the reception team will no longer be making routine GP appointments with patients directly. All methods of completing the triage forms, either online, in person or over the phone and these will be assessed equally.

If you contact the surgery and say you want an urgent appointment what happens next as you will no longer be making appointments?

We will continue to have a duty doctor every day to deal with urgent clinical requests. There will be an option of booking **urgent** appointments with the duty doctor on the day, but if not medically urgent, the doctor will ask the patient to fill in the triage form & attend to your query within given turnaround time. The triage tool will list the types of emergencies that will need you to attend A&E before you submit the medical query so to avoid delay.

How long will it take to fill in the form?

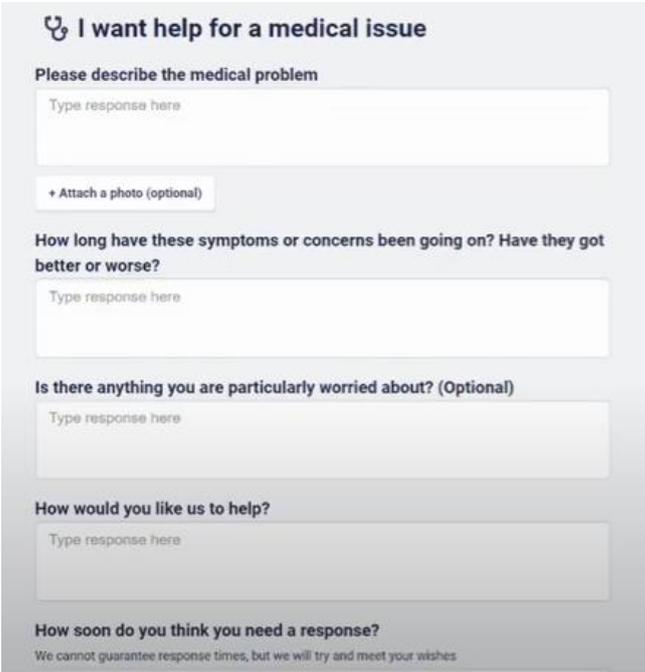
For medical queries it will take 5-7 minutes. For administrative or simple issues it is shorter

- Examples of admin issues are – to ask about recent tests, to get a repeat prescription, to ask about a fit (sick) note.
- Examples of simple issues are – change of contact details such as a mobile number

How long will it take to hear from the practice?

For all medical issues the practice will get back in touch within 2 working days after you submitted your query, but much quicker in urgent cases.

When the surgery contacts you it will either be by text, email or by a phone call. You may be offered either an appointment, advice, or help direct and arrange your care from appropriate healthcare services in the community that we work with, such as a social prescriber, pharmacist, nurse etc.



The screenshot shows a web form with the following sections:

- I want help for a medical issue** (with a heart icon)
- Please describe the medical problem** (with a text input field labeled 'Type response here')
- + Attach a photo (optional)** (with a plus icon)
- How long have these symptoms or concerns been going on? Have they got better or worse?** (with a text input field labeled 'Type response here')
- Is there anything you are particularly worried about? (Optional)** (with a text input field labeled 'Type response here')
- How would you like us to help?** (with a text input field labeled 'Type response here')
- How soon do you think you need a response?** (with a text input field labeled 'Type response here')
- At the bottom, a note states: "We cannot guarantee response times, but we will try and meet your wishes"

Will I have to fill in the same questionnaire every time I need an appointment?

For each new contact you will be asked to fill in an online questionnaire. We are, however, making changes to the way follow up appointments are arranged. Currently clinicians will often ask patients to speak to reception to book subsequent appointments for relevant investigations such as blood tests and then, following that, book a follow up appointment with the GP or other clinician. Instead we aim to be booking these for you during your first contact avoiding the need for you to contact the surgery again just to make the appointments we have already agreed.

Will the patient still have a choice of which doctor they see?

There is an option to specify which doctor the patient would like to see. We will try to meet this request, doctor's availability permitting. We will also ask the patient if they are happy to wait for the consultation with the requested GP, but this may mean that the patient will have to wait longer than 2 days for their query to be dealt with.

What if the time/day of the appointment doesn't work for me?

There is a section on the form where you can write down the times that you aren't available, which our team can avoid when getting in touch with you.

Will my request be saved to my record?

Any request you submit about a medical issue will be saved to your record so that whoever calls you or sees you about your problem has your information to hand. If you send us a question about an administrative issue we will only save this to your record if we think it would be helpful to do so (or if you ask us to).

Why Does the Receptionist ask about your symptoms?

The Reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'.

Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care from the most appropriate health professional at the most appropriate time.

The receptionists are asked to collect brief information from patients to help:

- doctors prioritise who to see sooner based on clinical need
- ensure patients receive the appropriate level of care
- direct patients to see the nurse or other health professionals rather than a doctor where appropriate.

The Receptionist may suggest other professionals that may be in a better position to help you, such as:

- Nurse
- Physiotherapist
- Advanced Nurse Practitioner
- Community Pharmacist
- Optician
- Dentist



Reception staff, like all members of the team, are bound by confidentiality rules:

- Any information given by you is treated strictly confidentially.
- You can ask to speak to the receptionist in private, away from the reception desk.
- However, if you feel your issue is very private and do not wish to say what this is, then this will be respected.

How you can help your Practice Team

- Offer the receptionist full and accurate information when calling for an appointment so they can book you in with the most appropriate clinician.
- Please inform us immediately if your appointment is an emergency e.g. Chest pain, shortness of breath or bleeding.
- Understand that your GP is not the only person who can provide health care.
- Understand that the GP is not the first port of call for all symptoms.
- Understand that you may have to wait longer for an appointment if you wish to see a particular GP.
- Understand that the clinician will only be able to deal with one problem in each 15 minute appointment.
- Understand that the clinician may not be able to provide an instant cure or diagnosis.
- Understand that your appointment is for you - Should another member of your family need an appointment, please make a separate appointment.
- Get to your appointment on time.
- Cancel your appointment if you are unable to attend.
- Ensure we have your up-to-date telephone number so we can contact you.
- Appreciate that your GP and team work hard in stressful situations.
- Learn about your own health and how to take care of it.

Checking in for your appointment

It would be helpful if you could arrive a few minutes before your appointment time. Please let us know if you are going to be delayed. We are sorry, but we would not see a patient who is over 5 minutes late. It is important that you check in at reception so the Clinician can call you when it is your turn.

You will be asked to fill in a short 'Friends and Family' questionnaire once you have seen the Clinician which is appreciated. You may also be asked to fill in a longer patient questionnaire – again this is appreciated.

An appointment is only for the named patient and not for other members of the family who do not have their own appointment

Chaperones

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

Interpreter Services

The purpose of the Interpreting and Translation Service is to provide equity of access to health services for patients whose first language is not English. This service is completely impartial and aims to offer an accurate and confidential communication between health professionals and patients.

If you require an Interpreter at your appointment, please inform reception and they will ensure an interpreter is booked.

Missed Appointments

Missed appointments, or DNA's, degrade our service by depriving us of a valuable resource. If you are unable to keep an appointment, please notify the surgery in good time so that we can offer the appointment to another patient. You can cancel your appointment using Patient Triage on our website, or by calling Reception on **01223 234 286**.

Patients who persistently miss appointments will be asked to find another practice.

'Fit Notes' (Sick Notes)

Under current legislation a Patient can "self certificate" for the first 7 working days of any illness. The self-certificate (Form SC2) is available from the DSS office or your employer. We do not issue doctors certificates for the first week. After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor. Form SC1 (Incapacity Benefit Claim Form) is available from this Practice for people who have an illness or disability and are unable to work.

Test Results

When you are referred for a test, you will be told the timeframe of when the practice would expect to receive the results. We will, of course, make every effort to contact you should your returned result need urgent action. Your Doctor will discuss how your results will get conveyed to you in your consultation as it may vary depending on your clinical situation.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing. Please do not expect our Reception Staff to relay any information regarding the test results as they will not be aware of which results are back and which are not. If the doctor needs to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries, which is upsetting for both the doctors and our patients.

Registering at the Surgery

How to register as a new patient

To register, complete a patient registration form (GMS1) form and a new patient questionnaire (downloadable from our website or available from our Reception Staff). You will need your NHS number and details of the last practice you were registered with, and two forms of identification including one photographic and one with your current (within the last month) address. Two forms of identification are usually required; one to prove who you are - this would normally be some form of photo identification, (such as a passport or driving licence); the other, to prove where you live, (this could be a utility bill or a bank statement). Our receptionists will be happy to help you.

In the case of a new baby, bring their NHS Number (obtainable from Child Health or the Maternity Ward) or the child's red book.

Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need. You will be registered with the Practice rather than a specific doctor, but you have a right to ask to see a particular doctor, if you wish.

We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

The Practice Area



The inner red line on the map is our practice area. Patients living in this area are welcome to register with the practice. We cover Histon, Impington, Cottenham, Oakington, Westwick, Landbeach and Rampton. We also cover parts of Girton.

We were asked to add a new outer boundary. If a registered patient moves out of our practice area, but now lives within the outer boundary (which is marked by the shaded light blue background) they are able to stay registered with the practice. Please note - the new outer practice boundary is for our existing patients only.

The Rights & Responsibilities of Patients

Practice Charter

We will:

- ❖ Treat you with courtesy and respect and as an individual at all times.
- ❖ Maintain confidentiality at all times
- ❖ Endeavour to see you as near to your appointment time as possible – should there be any delays we will inform you.
- ❖ Deal with prescription requests within 2 working days.
- ❖ Address all suggestions or complaints about our service and feedback findings in a transparent and efficient manner.
- ❖ Make Firs House Surgery as accessible as possible. If you have language, hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

We ask that you:

- ❖ Treat our staff with courtesy and respect.
- ❖ Keep us informed of any changes of name/address/telephone number.
- ❖ Let us know if you are unable to keep an appointment
- ❖ Keep appointments to one problem only due to time constraints, multiple issues will require multiple appointments.
- ❖ Do not call the surgery at peak times if not wanting an urgent appointment.
- ❖ Remember that you share responsibility for your own health and that of your children.

Our policies and procedures are published on the Practice website. Any questions should be addressed to the Practice Manager.

Zero Tolerance to abuse

As responsible employers we have a duty to protect our staff in their working environment. If a patient is abusive or aggressive towards any member of the practice team, or any other person on the practice premises, we shall reserve the right to remove them from our list and the police may also be informed.

Instead of posting abusive, derogatory or hurtful comments about the practice or any staff on social media, we ask patients to put their comments in writing to the surgery, giving us the opportunity to respond. Repeated negative or derogatory comments on social media may result in removal from our patient list as it could be seen as a potential breakdown in the doctor-patient relationship.

Patient Participation Group (PPG)

Our PPG is made up of patients from our patient list and meets monthly. The group represents patients' interests and encourages interaction between the surgery and the community it serves. The PPG is part of a wider network of patient groups from Cambridgeshire GP Practices.

If you are interested in joining the group, please contact the Practice Manager.

Confidentiality & Patient Records

Patient Confidentiality

NHS Digital is the national custodian for health and care data in England and has responsibility for standardising, collecting, publishing and sharing data and information from the health and social care system, including general practice.

NHS Digital has collected patient data from general practices using a service called the General Practice Extraction Services (GPES) for over 10 years and is now being replaced by General Practice Data for Planning and Research (GPDPR).

The records we keep about you are used to ensure that the care we provide is appropriate and effective, and it is therefore in your interests to give us full information about yourself.

All staff sign the Confidentiality Agreement contract. We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. There are times when it may be beneficial to you if we pass your information to other health professionals who will contribute to your care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records please contact the Practice.

You have a right under the GDPR Act 2018 to ask for a copy of all records about you. Under the Freedom of Information Act 2000, you have the right to access all types of recorded information about you held by the Practice.

You can choose to stop your confidential patient information being shared with GPDPR, whilst your confidential information still being used for your individual care.

If you do not want your identifiable patient data to be shared for purposes other than your own care, you can opt-out by registering a **Type 1 Opt-out**. If you do not want your data shared with NHS Digital please [register your Type 1 Opt-out by filling out](#) the form on our website now. For further information about GPDPR and opting out please see our website.

GMS / PMS 2015-16 Contractual Requirement for Patient Online Service

Firs House Surgery offers the facility for patients to view online, export or print detailed coded information held in their own records as soon as our Clinical System Provider (EMIS) provide this facility. The functionality for detailed record access to coded data has now been released.

This practice currently offers the facility for patients:

- to book, view, amend, cancel and print appointments online
- to order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
- to view online, export or print summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient
- to view detailed coded record including blood results, x-ray results and coded data

Call Recording

Firs House and Telegraph St Surgeries are keen to monitor our services to improve patient experience. To support with this,

We do advise callers that their call will be recorded via a pre-recorded message within the telephone system, and an information notice on our waiting room TV, and practice website.

Monitoring of the call recordings will be undertaken by the partners and/or senior staff (Practice Manager, Office Manager, Reception Manager). Any playback of recordings will take place in a private setting and where applicable, individuals should be given the opportunity to listen to the relevant recordings to receive feedback and developmental support.

All recordings and call recording equipment will be stored securely, and access to these will be controlled and managed by senior staff as detailed above. Recordings will be accessed by logging into a dedicated, password protected computer system.

Calls will be retained by the Practice for up to 36 months.

Patient Feedback & Complaints

If you are happy with the service you receive at the practice, please tell your friends and perhaps share your review of our service online at <https://www.nhs.uk/services/gp-surgery/firs-house-surgery-firs-house-partnership/D81028/ratings-and-reviews>.

If you are unhappy, then please tell us directly so that we have the opportunity to address the issues you are experiencing. We recognise that despite our best efforts, sometimes things can go wrong. If you have a complaint about the Practice, please ask to speak to a Manager and hopefully the problem can be resolved quickly and informally. Should you wish to make a formal complaint you can do this via the surgery website, calling us and speaking to the Practice Manager, or emailing us at cpicb.complaints.firshouse@nhs.net.

We will usually acknowledge receipt of your complaint within three working days and fully investigate it in a timely manner. If there is likely to be a delay in forwarding a comprehensive response we will explain the reason for the delay and keep you informed as the investigation progresses.

Where your complaint involves more than one organisation (e.g. Hospitals) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete a final response will be sent to you, including details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Further information on our Complaints process can be found on our website and leaflets are available in the surgery.

NHS England Complaints

Should you feel that you cannot raise your complaint with us, NHSE Complaints is the organisation who manage complaints for Primary Care.

- Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding bank holidays)
- Email: england.contactus@nhs.net
- Write to: NHS England, PO Box 16738, Redditch B97 9PT

PALS (Patient Advice and Liaison Service)

This service is available to any patient giving advice of your rights and services. If you would like more information about PALS, the functions it is intended to provide and the standards it should strive to achieve, they can be contacted on –

CCG Patient Advisory Liaison Service at <http://www.pals.nhs.uk>

Box 53
Cambridge University Hospitals
NHS Foundation Trust
Hills Road
Cambridge
CB2 0QQ

01223 216756

pals@addenbrookes.nhs.uk

Ombudsman

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can contact the Ombudsman on:

0345 015 4033

<http://www.ombudsman.org.uk>

The Parliamentary and Health Service
Ombudsman
Millbank House
Millbank,
London
SW1P 4QP

CQC

Contacting the Care Quality Commission If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616 161, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>;

Cambridgeshire and Peterborough Integrated Care System

NHS Cambridgeshire is responsible for providing information on primary care services in the area. You can obtain information from NHS choices at www.nhs.uk or by telephoning 03300 571 030.

FIRS HOUSE MEDICAL PARTNERSHIP

Dr S B Poole • Dr E C Baldwin • Dr S T Robinson • Dr E Manning • Dr S Bastiani



Primary Care Services Provided By NHS England

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)