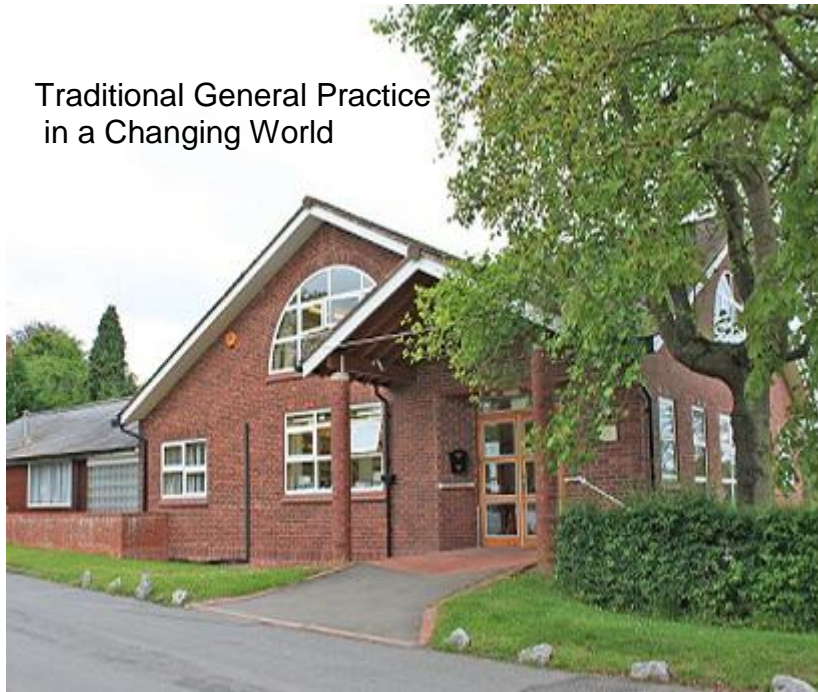


Drs Bywater, Salter & Hinton

Knightwick Surgery

Traditional General Practice
in a Changing World



**Bromyard Road
Knightwick
Worcester
WR6 5PH**

Tel: 01886 821279 / 821697

Fax: 01886 821516

Email: knightwick.surgery@nhs.net

Website: www.knightwicksurgery.co.uk

For over a hundred years Knightwick Surgery has provided a traditional family doctor service with the benefit of dispensing medicines at the time of consultation. Trainee nurses and trainee doctors sometimes sit in with the doctors. Please let us know at the time of the consultation if this is a problem to you.

There is wheelchair access to all surgery premises.

KNIGHTWICK SURGERY HOURS

Our Reception is staffed from 8:00am to 7:00pm on weekdays (8:00pm on Thursdays)

Our Dispensary is open to patients from 8:00am – 12:30pm and 2:30pm – 6:30pm

Consultations are by appointment at the following times:

| | |
|--------------|--|
| Mon | between 8:00am and 6:30pm |
| Tues | between 8:00am and 6:30pm |
| Weds | between 8:00am and 6:30pm |
| Thurs | between 8:00am and 6:30pm (6:30pm – 8:00pm Nurse appointments only) |
| Fri | between 8:00am and 6:30pm |

The availability of specific Doctors, Nurses and Health Care Assistants may vary

BRANCH SURGERIES

The Village Hall, Clifton-on-Teme

| | |
|-----|------------------------------------|
| Mon | 11:40am: surgery (by appointment) |
| Fri | 11:30am: medicine delivery service |

Heaton House, Martley

Mon 10:30am

SERVICES PROVIDED

Health Promotion • Maternity Care • Cervical Smear Testing • Family Planning •
Child Health Development • Childhood Vaccinations & Immunisations •
Chronic Disease Management • Minor Surgery & Cryotherapy
Hearing Aid Batteries • Carers Register • Links to Carers Association

OTHER CLINICS (by appointment)

Child Health Clinic with Health Visitor

Community Midwife Antenatal Clinic

Antenatal, child development and family planning appointments are usually within normal surgeries.



OUR STAFF

MEDICAL STAFF

Dr. Andrew BYWATER MA, MB, BChir, DA, FP(cert.)

Qualified in 1982 from Cambridge University and Westminster Hospital. He has a particular responsibility for our diabetic patients and minor surgery. He previously worked for 10 years as a Clinical Assistant in Dermatology and Gastroenterology at Worcester Royal Infirmary. He has developed a diagnostic ultrasound service for the practice.

Dr. Jonathan SALTER MRCGP

Qualified from The London Hospital in 1983. He completed his GP training in Worcester in 1989. He has spent considerable time working in Australia as a GP. His interests include minor operations and skin cancers.

Dr. Elizabeth HINTON MBBS, MRCGP, DFFP, DRCOG

Qualified from UCL Medical School in 1997. She has gained experience in various fields in hospitals both in London and Worcester. Her particular areas of interest are Genitourinary Medicine, Family Planning and Gynaecology.

Dr Kirsty WARD MbChb, MRCGP, DFRSH, DRCOG

Qualified from Sheffield University in 2005 and completed her GP training in Sheffield in 2010. She has a special interest in women's health.

- ✓ All Doctors provide maternity medical services (in liaison with the community midwives) and family planning advice.
- ✓ Dr Hinton offers coil and Implanon fitting.
- ✓ Drs. Bywater, Salter and Hinton also perform minor surgery and child development checks.

PRACTICE NURSES

Donna Till RGN (Lead Practice Nurse)
Ruth Cook RGN

HEALTH CARE ASSISTANTS (HCAs)

Sarah Williams
Tracey Hutchens
Gillie Stormonth Darling

Our practice nurses and HCAs are in the surgery every weekday morning and some evenings for ear syringing, injections, dressings, blood tests, health checks and foreign travel immunisations etc.

Please ring for an appointment.

OTHER PRACTICE STAFF

| | |
|-------------------------------|---|
| Practice Manager: | Kate Parkinson IHM, |
| Finance Administrator: | Netty Colley |
| Dispensary Manager: | Ann Garnett |
| Dispensing staff: | Alison Twinberrow, Nadia Avis-Lee, Caroline Thomas & Sahaj Uppal |
| Secretarial: | Karen Pattinson (Secretary Manager), Nadia Avis-Lee |
| Reception Staff: | Deb Arnold (Reception Manager) Sarah Williams, Karen Pattinson, Tracey Hutchens, Gillie Stormonth Darling, Wendy Cunningham, Barbara Kelly, Vanessa Fellows & Nicki Honey |
| Administration: | Caroline Fennell & Brian Hunt |

COMMUNITY HEALTH STAFF

| | |
|------------------------|---|
| Midwife | Mrs Sue Collins RN, RM, DN, HV cert, BSc Hons |
| Health Visitor | Mrs Ana Clarke RGN HV cert (01684 612662) |
| District Nurses | Mrs Fran Webster RGN (Team Leader), Caroline Berry RGN, Jenni Rastall RGN (direct line 01886 822103) Alison Riding RGN (PACT Nurse) |
| Gateway Workers | Pamela Brewster |

CONTACT INFORMATION

For general enquiries about any aspect of the Practice, or to speak to one of the Managers please ring Reception on 01886 821279 or 821697 and you will be connected to the appropriate person

The Practice Manager, Kate Parkinson can be emailed at knightwick.surgery@nhs.net or kateparkinson@nhs.net



MAKING AN APPOINTMENT

**Please telephone – (01886) 821697 or 821279
between 8.00am and 6.30pm**

Our appointment system is designed to ensure appointments are always available for those who need them.

Two thirds of appointments can be booked up to 4-6 weeks in advance. The remaining third are held back by the computer until the day of the appointment, when they are opened up for booking. This means that you may sometimes be advised to ring back the following day in order to book with a doctor.

We can always see you on the same day if your problem is urgent. We may ask for a few details in order for the doctor to decide how soon you need to be seen. Please inform the receptionist appropriately.

Urgent appointments should not be used for routine matters.

You may also book certain appointments via our website. You need to register for this service and agree to the terms and conditions. Please ask at reception for a registration form.

Please cancel your appointment if you are unable to attend so it can be offered to someone else.

HOME VISITS

Please make every effort to see the Doctor at the surgery where the facilities and equipment enable the Doctors to give you the best attention. If you are too ill to leave home, please stay where the Doctor can examine you easily, preferably in bed.

If you need a home visit it helps us if you can telephone before 10:00am.

OUT OF HOURS COVER

When the surgery is closed you should dial 111 to be connected to the Doctors' Out of Hours Service, which will explain to you how to get help and attention. For medical emergencies dial 999

Clinics & Services

We provide the following services:

- Health Promotion
- Maternity Care
- Cervical Smear Testing
- Family Planning
- Child Health Development
- Childhood Vaccinations & Immunisations
- Chronic Disease Management
- Minor Surgery & Cryotherapy
- Hearing Aid Batteries
- Carers Register
- Links to Carers Association
- Diabetes management

All Doctors

- Provide maternity medical services (in liaison with the community midwives) and family planning advice.
- Dr Hinton offers coil and Implanon fitting.
- Drs Bywater, Salter and Hinton also perform child development checks.

***** We also offer a Minor Injury service *****

Please consider using your GP for Minor Injuries before going to A&E.

A recent review of A&E attendances has shown that many of these are inappropriate and could be dealt with in Primary Care.

For further information please visit the website: www.isaandeforme.com

Our Nurses

Our practice nurses are in the surgery every weekday morning and some evenings for:

- ear syringing
- injections
- dressings
- cervical smears
- health checks
- foreign travel immunisations
- medication monitoring

Please ring for an appointment.

Other Clinics (by appointment)

- Child Health Clinic with Health Visitor
- Community midwife Antenatal Clinic

Patient Access and Facilities

- ✓ The Surgery has suitable access for disabled patients.
 - Please ring the bell by the front door if you require assistance entering the building.
 - All the patient areas including waiting room & consulting rooms have wheelchair access.
 - A disabled toilet is situated in the main corridor.
 - Should you need a wheelchair for use whilst at the surgery please ask at reception.

- ✓ There are baby changing facilities in the toilet situated in the main corridor
 - If you require nappies, please ask at reception
 - Please ask if you would like somewhere private to breast feed

- ✓ We have a loop system for our hard of hearing and deaf patients
 - We can supply batteries for your NHS hearing aid
 - Please let us know if you require help from a member of staff who can sign

- ✓ We offer a Chaperone service to patients wishing to have someone else present during their consultation or examination
 - Please ask a reception or when you see the doctor / nurse
 - Occasionally, the doctors may also ask for a chaperone to be present.

- ✓ This booklet and our surgery newsletter can be supplied in a large print format if required

- ✓ If you require information in an alternative format, for example large print or easy read, or if you need help communicating with us, for example because you use British Sign Language, please let us know. You can contact us on 01886 821279 or email knightwick.surgery@nhs.net

- ✓ Please ask at Reception if you require a glass of water or tissues while waiting for your appointment

- ✓ If you or a member of your family has any special requirements in order to allow them to access our services, please discuss this with the staff.

- ✓ Information relating to various services and medical conditions can be found in the waiting room and there is a Community notice board in the foyer.
 - Please help yourself to leaflets
 - Our digital display screen and notice boards carry lots of information

Please let us know if there are ways we can improve our services

Please fill in the Friends & Family Test forms

Or email kateparkinson@nhs.net





Prescriptions

Knightwick Surgery is a Dispensing Practice and will dispense medication to patients who live more than 1.6km from a chemist. We will issue 1 month's supply of medication at a time. If you are going on holiday and will require an additional supply, please let us know. Please note that holiday supplies will be issued (and therefore charged) separately.

You can order your repeat medication securely through our website www.knightwicksurgery.co.uk by clicking on the button on our Home Page. You will need to register using details in your registration letter which will be generated for you by Surgery staff on request. Once you have registered, you will be given a user ID and asked to set up a password. You can then order medication as required.

All orders require 2 working days from time of receipt to be processed. Please note that orders sent after 6pm on Fridays or at weekends are not received by us until Monday morning.

Alternatively use repeat slips to order your repeat medication and allow two working days from receipt to collecting. These can be handed in at Reception, left in our post box or posted to us. (Allow extra time in case of postal problems).

Please avoid telephoning for repeat prescriptions, as emergency calls may be trying to get through.

IF YOU REQUIRE MEDICATION URGENTLY WHEN WE ARE CLOSED, PLEASE CONTACT YOUR LOCAL COMMUNITY PHARMACY OR CALL 111 Follow this link to find your nearest Pharmacy:

<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

Periodically you will be asked to see the Doctor if you are on regular treatment.

Sometimes a medicine may have to be sourced from a pharmacy on your behalf. If you are unhappy with this please let us know.

Medicines can be collected from Knightwick Surgery during opening hours. Collections can also be made from Clifton-on-Teme village shop and Martley shop by prior agreement.

Prescriptions Charges and Exemptions

NHS charges

From 1 April 2016, the charges are:

- Prescription (per item): £8.40
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for two or more prescription items in three months or more than 13 items in 12 months, you may find it cheaper to buy a PPC. Telephone advice and order line **0845 850 0030**
If you have a valid exemption, you must complete the back of the prescription form when you collect your medicine. We have a right to charge you if you cannot provide proof of exemption, so please bring this with you when you collect medication. You can ask for a receipt in order to claim payment back. If you are not sure if you are entitled to an exemption, please ask at Reception for advice.



Your Medical Record Online

You are now able to view part of your medical record details online. This includes a list of your medications, any adverse reactions you may have experienced, and any allergies you may have. Once you have signed a consent form issued by the practice, you will then be sent registration details, which will enable you to access the information online. More details on this service are available from Surgery staff.



Test Results

Please ring for test results **Tuesdays to Fridays after 2pm** one week after your test. Our reception staff will have more time to deal with your request between these times.

Specimens (Blood tests, urine samples, etc.) go to the hospital via a courier service which leaves the surgery at 11:30 am on week days.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate, unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.



New Patient Registration

The doctors welcome new patients who live within our practice area (See map at back of booklet).

If you have recently moved into the area and would like to register with the practice please contact the surgery for appropriate forms or fill them out on the Surgery website. Photo ID will be required in order to register.

If you already live within the area and are registered at another GP Practice and wish to transfer to Knightwick Surgery, please ask at Reception for a transfer form. If you are moving from within our area to an address just outside our boundary and wish to stay registered with us, please put your request in writing. These requests will be discussed by the GPs and a decision made based on your address, medical needs and reasons for wishing to transfer/remain. Each case is judged on its own merits.

When you register with the practice you will be nominally registered with one of the three doctors, who will be your named accountable GP. Please ask if you would like to know who this doctor is. This does not mean you have to see this doctor. You can ask to see the doctor of your choice for any consultation. If you have already discussed a problem with one of the doctors it would seem sensible to try to see that doctor for follow up. For a new problem, please feel free to see any of the doctors.

All patients over the age of 75 are assigned a named accountable GP and invited for a health check.

You will be asked to complete a New Patient Questionnaire and offered a Health Check when you join the practice. Medical treatment is available from the date of registration.

If you are in the area temporarily (i.e. for less than 6 months of the year), we can see you as a Temporary Resident. Please contact Reception for further information.



Confidentiality & Access to Patient Information

All patients' records and information will be handled in the strictest confidence in accordance with NHS regulations and codes of practice. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Patients' access to medical records is arranged in line with the Access to Medical Records Act 1991 and the Data Protection Act 1998. Each patient's address and contact information is held on the computer within the Health Authority. This is to ensure accurate information and a quick response to out-of-hours cover for patients of this and other practices in the Worcester area. South Worcester Clinical Commissioning Group (SWCCG) staff are bound by the same rules of confidentiality as the practice staff. Patients' medical records will sometimes be examined by officers of the SWCCG undertaking financial audits. These officers are bound by strict rules of confidentiality and the protection of patient information.

Freedom of Information – Publication Scheme The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on request.

Data Protection Act The practice is computerised and we are registered under the Data Protection Act 1998

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you (e.g. from district nurses and hospital services).
- To help you get other services (e.g. from the social work department).
- When we have a duty of care to others (e.g. in child protection cases).
- Anonymized patient information will also be used at local and national level to help the Health Board and Government plan services (e.g. for diabetic care).
- We will ask for your consent whenever we need to share data.
- Under certain, rare circumstances, we are legally required to share data without your consent.

Data Collection by other Agencies

The Health and Social Care Information Centre (HSCIC) has responsibility for collecting data from across the health and social care system. There are currently two systems that use data extracted from the information we hold about you. These are the **Summary Care Record** and **NHS England care.data**

The Summary Care Record

From March 31st 2015 other medical establishments such as A& E departments will be able to view basic information about you through the Summary Care Record. This is limited to information concerning Medication, Allergies and Adverse Reactions. Your consent will be sought each time this information is required and only Healthcare professionals will have access to your record.

If you **do not** wish this information to be made available, please ask at Reception for an opt out form.

What is care.data?

The care.data service is a new, advanced data service for the NHS that will provide citizens, patients, commissioners and researchers with rich, accurate and secure information.

How does this help patients?

- A key priority for the NHS is to improve health outcomes and services by putting patients at the heart of every decision that the health service makes. To do so, the NHS needs high quality information.
- Services will be assigned to areas that will need them most to ensure the best possible level of care based on local needs.
- Having better data and information to hand has a positive impact on practice working processes - e.g. fewer appointments needed or more efficient ways of dealing with a particular situation.
- Ensures patients are given the correct level of care and treatment and thus reduce attendance at A&E departments.

If you **do not** wish information about you to be used in such a way, please let us know. There is no form to complete for opting out of care.data. For more information, visit www.hscic.gov.uk/collectingdata

Information Governance at the Practice is overseen by Kate Parkinson who can be contacted via the usual surgery number or email kateparkinson@nhs.net

We are obliged to nominate a Caldicott Guardian who has a duty to oversee all procedures affecting access to person-identifiable health data.

The Caldicott Guardian for our Practice is Kate Parkinson

Comments & Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong on occasion and this may result in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager Kate Parkinson, who will deal with your concerns appropriately. Further written information concerning the complaints procedure is available from Reception.

We are continually striving to improve our service. Any helpful suggestions are much appreciated. Please also help us by filling in the **NHS Friends & Family Test** forms whenever you visit.

The Health Service Ombudsman in England

The Parliamentary and Health Service Ombudsman website www.ombudsman.org.uk contains detailed information on raising a complaint about any aspect of the NHS in England.

Miscellaneous Information

Parking



There is a car park for patient use outside the surgery. Patients with mobility problems may be dropped off outside the entrance. Please ask if you require assistance or a wheelchair.

Please do not park opposite the entrance as this could lead to the road being blocked. Ambulances and non-mobile patients need access to the entrance area.

There have been concerns raised about the **speed of traffic** in the lane outside the Surgery.

➤ **Please take extra care by driving slowly and looking out for pedestrians – especially during dark evenings and in bad weather.**

➤ Please have consideration for our patients, staff and local residents

Safety



There are three **fire exits** at the Surgery, located at the main entrance, the rear door to the garden and the door at the far end of the building.

If the alarm sounds while you are visiting, please make your way to the nearest exit and wait in the far car park by the Fire Collection Point sign.

Follow instructions given to you by staff and do not re-enter the building until you are informed it is safe to do so.

There are **security lights** in the car park, by the steps and at the front porch. Please inform a member of staff if these are not working.

Our **groundskeeper** visits every Wednesday. Please be aware when in the grounds or driving into the car park.

Please discourage **children** from playing in the car park during Surgery hours in order to prevent injury to themselves or others.

Please do not exercise your **dogs** in our garden or orchard. If you walk your dog while visiting the Surgery, please do not allow them to foul surgery premises and please clear up after them along the roadway.



If you will require assistance at any point during your visits, please call us beforehand to arrange this.



Knights Wick Surgery Values

OUR RESPONSIBILITIES TO YOU

- ✓ We are committed to giving you the best possible service. This will be achieved by working together. You will be treated as a partner in the care and attention you receive.
- ✓ You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.
- ✓ Following discussion, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.
- ✓ We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you.
- ✓ We will try to ensure that you are seen on time but some consultations take longer than others and we have no way of knowing about this in advance. If there is a patient with an emergency or a serious problem we will give them priority. When there is a prolonged delay an explanation will be given by the receptionist.
- ✓ We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services; we will therefore welcome any comments you have.
- ✓ We will try to answer the phone promptly and to ensure that there are sufficient staff to do this.
- ✓ Results of investigations are important. You will normally be told how you will be informed of results. If you do not know, please check with reception to see whether you should make an appointment.
- ✓ We will give you full information about the services we offer. Every effort will be made to ensure that you receive information which directly affects your health and the care being offered.
- ✓ It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you.
- ✓ The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

WHAT WE ASK FROM YOU IN RETURN

Help us to help you. Please:

- Read the leaflets we give you when you register.
- Tell us if your personal details, address, etc. change.
- Tell us, as soon as possible, if you cannot keep an appointment.
- Only ask for home visits if you or the patient is too ill to come to the surgery.
- Ask for more than one appointment if you want more than one patient seen.
- If we are running late please be patient; on other occasions it might be you that needs the extra time. Please do not blame the receptionists.
- Follow our lifestyle advice for best results.
- Treat all our staff courteously.
- Note that if anyone threatens, abuses or assaults our staff we may inform the police and, acting within NHS guidelines opt to remove that patient from the practice list.



Zero Tolerance Policy Any violence, abuse or aggression directed towards any member of staff by a patient is instantly reported to the Practice Manager. If necessary, we will inform the police and legal action will be taken. The Practice has the right to remove the patient from the Surgery list.



The Care Quality Commission is making inspections of GP Practices throughout the country and in this area. Their website <http://www.cqc.org.uk/> states that they 'inspect GP practices and other primary medical services in England to check that they are meeting the national standards of quality and safety'. When they visit a practice, the inspectors seek the opinions of patients, visitors and staff about the services provided. This means that you could be questioned about the care you receive at Knightwick, the way we deliver services and how we keep you informed about relevant issues. We receive 48hrs notice of an inspection and when we are due to be inspected we will advertise the date in the waiting room.

You can have your say about Knightwick Surgery and the services we provide by following the 'Your Experience' link on the CQC website. Simply select Doctors/GPs from the drop down menu in the Service Type box and enter WR6 5PH in the postcode box. Click on Search and you will be taken to Knightwick Surgery.

We have been given a rating of GOOD and you can view the results on the CQC website <http://www.cqc.org.uk/location/1-570600014>

USEFUL INFORMATION

Surgery Address: Drs Bywater, Salter & Hinton

The Surgery
Bromyard Road
Knightwick
Worcester
WR6 5PH

The Village Hall
Hope Lane
Clifton-on-Teme
Worcester
WR6 6DH

South Worcestershire Clinical Commissioning Group

The Coach House, John Comyn Drive, Perdiswell, Worcester WR3 7NS

Tel: 01905 681999 Email: swccg@worcestershire.nhs.uk Website: www.southworcscg.nhs.uk

Worcestershire Royal Hospital 01905 763333

South Bank Hospital 01905 350003

Bromyard Hospital 01885 488080

Hereford County Hospital 01432 355444

NHS Choices - Your health, your choices www.nhs.uk

Information from the National Health Service on conditions, treatments, local services and healthy living

NHS England www.england.nhs.uk Oversees the running of the NHS in England

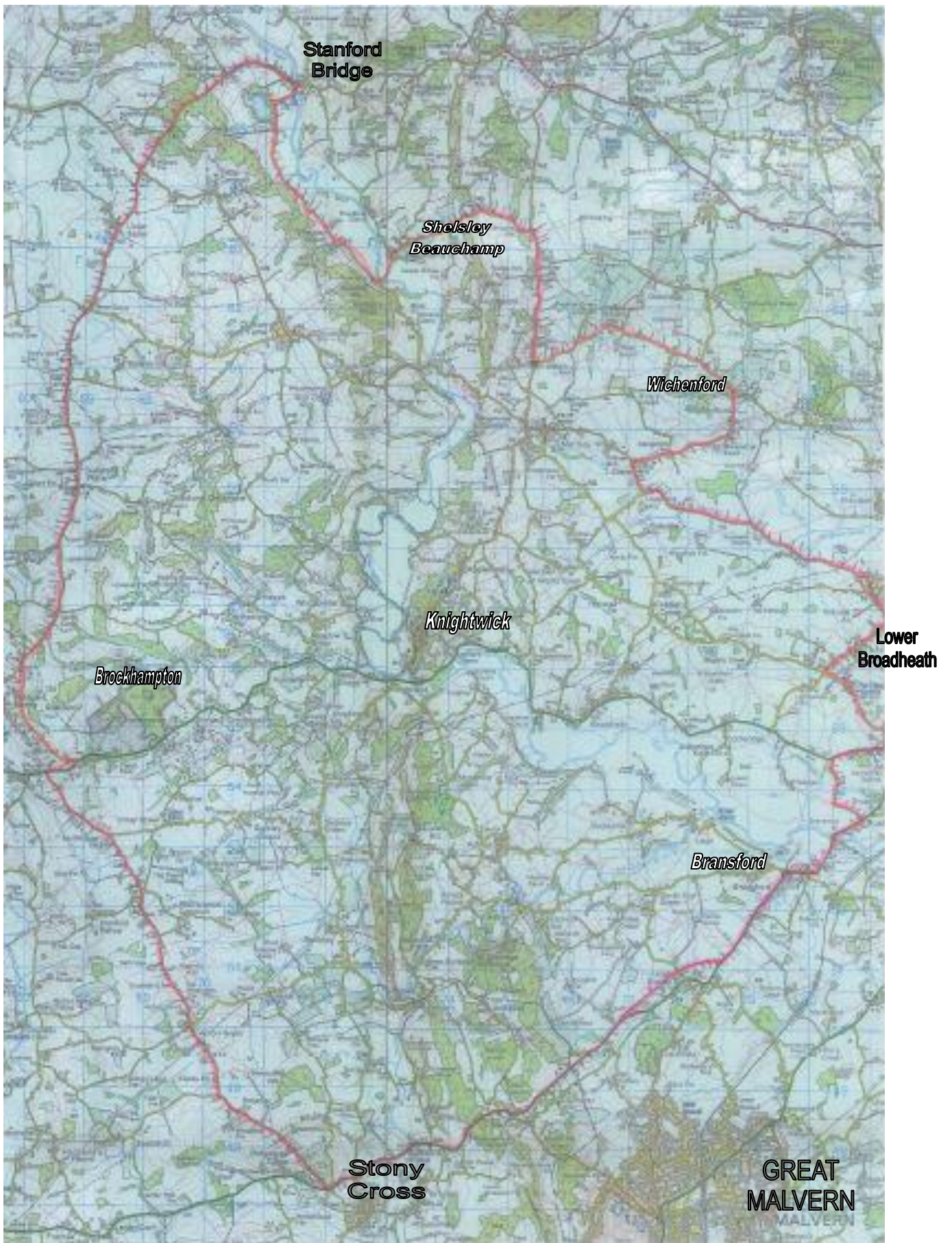
Care Quality Commission <http://www.cqc.org.uk/> The independent regulator of all health and social care services in England. The Care Quality Commission inspects hospitals, care homes, GP surgeries, dentist and other services

Health & Social Care Information Centre (HSCIC) www.hscic.gov.uk National provider of information, data and IT Systems for Health and Social Care

SW Healthcare www.swhealthcare.org.uk Federation of GP practices across South Worcestershire. SW Healthcare currently comprises 31 general practices serving over 292,000 patients in the region.

KNIGHTWICK SURGERY PRACTICE BOUNDARY

For a more detailed view please visit our website





Follow us on Twitter @knightwickgp



Visit us on Facebook