**HOLLYWOOD MEDICAL PRACTICE**

**Beaudesert Road, Hollywood**

**Birmingham B47 5DP**



**Not sure whether to dial 999, call your GP or visit your local ‘Walk In Centre?**

The following information is intended to help guide you on the appropriate use of NHS services:

**GP Services – Doctor or Nurse? Routine or Emergency?**

If you need to book a routine appointment or a follow up/review consultation with a clinician, then you are able to book appointments up to four weeks in advance. If you need an appointment ‘on the day’ we have appointments available on a daily basis from 8.30 am. If demand outstrips capacity and we are unable to offer you an on the day appointment, but you feel that your condition is such that it requires early assessment then we do offer emergency appointments, the receptionist will ask you for further information in order that we can triage the request appropriately – this is a requirement by the Doctor in order to prevent unnecessary delays or inappropriate use of emergency appointments.

If your appointment is for a minor cut which needs a dressing (not stitches) please ask to see a Nurse. Our Practice Nurses also offer Hypertension checks (blood pressure and blood test), Contraceptive Pill checks, Cervical Screening, all Respiratory Reviews (COPD and Asthma), Warfarin Monitoring (Anticoagulation), Well Being, NHS Health Checks, all Immunisations, Travel Advice, Wound Dressings and Wound Assessment. They provide advice on Chronic Disease Management, including diet and exercise. Please check when booking your appointment to make sure you see the most appropriate clinician.

The Practice can also provide information on self referral for Physiotherapy, Pathways to Recovery for support with alcohol and drugs misuse and Healthy Minds for stress and anxiety – Please ask at reception for more information (there is an interview room where we are able to provide details within a confidential setting).

If you develop a health problem outside of normal GP surgery hours which you consider to be urgent, but not life-threatening and you are unable to wait until your GP practice is next open, then you should call 111.

**When should I go to A&E?**

Accident and Emergency Departments, sometimes called A&E or Casualty, are hospital units where the public can attend without an appointment. This service is for **accidents, emergencies and life threatening urgent medical conditions** . Our nearest A&E is based at the Alexandra Hospital in Redditch please note that they do not attend to children under 16 years, the nearest A&E for children is Birmingham Children’s Hospital, the Queen Elizabeth Hospital Birmingham or Worcester Royal Hospital.

Examples of situations where going to A&E would be appropriate include:

* Suspected broken bones
* Major head injuries
* Severe blood loss
* Collapse
* Drug overdose
* Severe breathing problems
* Loss of consciousness
* Poisoning
* Major injuries such as injuries from traffic accidents
* Extensive burns
* Falls from considerable heights

**When should I dial 999?**

In an emergency, life-threatening situation where you are unable to get to your local A&E department, or where immediate medical attention is required.

Examples of situations when you should dial 999 without delay include:

* **Suspected heart attack (main sign is usually crushing central chest pain)**
* **Suspected stroke (symptoms may include facial weakness, arm weakness and slurred speech)**

**What sorts of conditions are not appropriate for A&E Departments?**

* Flu-like illnesses, coughs, earache, aching
* Sore throats
* Minor breathlessness or wheezing
* Abdominal pain (unless extreme or associated with collapse)
* Urinary difficulties (unless completely unable to pass water)
* Vaginal bleeding (unless very heavy and associated with faintness)
* Rashes (unless it appears like spontaneous bleeding under the skin or the person is very unwell)
* Backache
* Diarrhoea and vomiting
* Simple bites and stings
* Social problems
* Emergency contraception
* Dental problems (except major trauma)
* Minor cuts, bruises and sprains
* Repeat Medication
* Wound dressings

Such conditions can generally be safely managed by your GP, Practice Nurse, Out of Hours Services and Walk-in-Centres and your local pharmacy.

**What alternatives are there if the surgery is closed and it is not appropriate to attend A&E?**

There is an out of hours service available when the surgery is closed. If you contact the surgery number there will be a message to help direct you to our out of hours provider.

There is also a walk-in centre at 15 Katie Road, Selly Oak B29 6JG telephone 0121 415 2095

They are open 7 days a week 8.00 am – 8.00pm including public holidays.

**Hollywood Medical Practice**

Beaudesert Road
Hollywood
Birmingham, B47 5DP

|  |  |
| --- | --- |
| **Telephone:** | 01564 822642 |
| **Email:** | hollywood.adminteam@nhs.net |
| **Website** | www.hollywoodmedicalpractice.co.uk |

**When the surgery is closed call NHS 111**

**Hollywood Medical Practice**

The doctors and staff at the Hollywood Medical Practice in Birmingham are pleased to offer the highest standard of patient-centred healthcare.  We run many clinics for chronic disease care and offer a wide variety of other medical services such as antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

In addition to everything you need to know about the practice you will also find a wealth of health-related information on our website in the menu on the right hand side.

We are a well-established, fully computerised Health Centre. Our aim is to deliver a range of services to our patients.

We are involved in GP training and may have a GP Registrar working with us for up to 12 months. The Registrar is a fully qualified doctor who has chosen to become a General Practitioner and is gaining experience after completing hospital training.

Wheelchair Access

We have disabled facilities including a ramp at the front entrance for easy wheelchair access, a disabled toilet and lift.

Opening Times

The surgery is open at the following times:

|  |  |
| --- | --- |
| **Monday** | 8.30am - 6.30pm |
| **Tuesday** | 8.30am - 6.30pm |
| **Wednesday** | 8.30am - 6.30pm |
| **Thursday** | 8.30am - 6.30pm |
| **Friday** | 8.30am - 6.30pm |
| **Weekend** | *closed* |

We also offer extended access appointments for those patients who work or who are unable to attend the surgery during normal opening hours. Please contact Reception for further details and availability.

When We Are Closed

If you have an urgent medical problem outside working hours, telephone the surgery number 0300 1233211 and you will be given information regarding access to emergency care.  This is provided by NHS Worcestershire Out of Hours Service.  When you contact the centre details will be taken down and you will be passed to a doctor who can offer advice, assessment and treatment at the centre and only if necessary a home visit.

Walk-In Centre

There is an NHS Walk-In Centre located at South Birmingham GP Walk In Centre, Katie Road, Selly Oak, Birmingham.  It is open 7 days a week 8:00am - 8:00pm 365 days a year  They can offer a range of services, if you are unable to attend your own doctor.

NHS 111

In the case of urgent need when the practice is closed you can call NHS 111. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

**Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.**

SURGERY APPOINTMENTS

All consultations are by appointment and are available for morning and evening surgeries.  You should book by telephoning, calling at reception or via are online booking facility. **NOTE** only one patient may be seen at one appointment.    An appointment is for 10 minutes – if you feel you may need longer, please discuss this with the receptionists.

APPOINTMENTS FOR DOCTORS

Surgery times are as follows:-

|  |  |
| --- | --- |
| Morning Surgery | 9.00am - 11.30am |
| Evening Surgery | 3.00pm - 5.50pm |

APPOINTMENTS FOR NURSES

The practice nurses are available every weekday between 8:30am and 6:00pm. Nurse clinics and all other clinics can be booked in advance as available.

Home Visits

These are intended for the housebound, infirm and those who may be too ill to attend the surgery.

It is always preferable for patients to come to the surgery where we have better facilities for examination and treatment.

Requests for home visits should preferably be made before 11:00am for a same day visit. The reception staff will take details and a phone number and a doctor may phone to assess the need for a visit.

Repeat Prescriptions

Repeat prescriptions may normally be obtained without seeing the doctor. You should request these by bringing or sending the tear off slip from your last form, having ticked the items required. We also accept requests via email hollywood.adminteam@nhs.net

Please **do not** make telephone or verbal requests.

Please allow 48 hours (2 working days) notice for us to prepare your new prescription.

The nurse/doctor regularly reviews all patients on long-term medication and the review date is clearly marked on the tear off slip. If a review is due, please book an appointment when ordering your prescription, as we are unable to issue prescriptions where your regular review is still outstanding.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines.  Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

**From 1 April 2022, the charges are:**

* Prescription (per item): £9.35
* 12-month prepayment certificate (PPC): £108.10
* 3-month PPC: £30.25

If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC.  The charge for a single prescription item is £9.35, whereas a three month PPC will cost you £30.25 and a 12 month PPC £108.10

* Telephone advice and order line **0845 850 0030**
* General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website *(www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)*

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.

Practice Nurses

Our practice nurses provide a range of services which include – diabetic checks, cervical smears, blood pressure checks, travel vaccinations, childhood immunisations, dressings, ear syringing, asthma checks and new patient checks. Please make an appointment at reception.

Patients may be sent letters from time to time regarding Health Promotion clinics and are encouraged to attend these sessions.

Flu Vaccination

We advise vaccination to all those over the age of 65 and to those with chronic diseases such as asthma, diabetes, heart disease, renal disease etc.

Blood Tests

We have two Health Care Assistants who run phlebotomy clinics each morning Monday to Friday they are trained to take bloods as requested by the doctors.  Also for blood tests requested by University Hospital Birmingham or Alexandra Hospitals.

Clinics

MidWife

A Community Midwife has a clinic on a Tuesday.

Health Visitors

Based on site.

District Nurses

Based in Bromsgrove

Test Results

Please allow at least 2 working days for the results of any tests to be returned to the surgery.

You may telephone the receptionist for the results of your test in the afternoon between 1:30pm and 3.30pm.

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.

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.

Non-NHS Services

Certain non-NHS work attracts a fee as private work.  These include private sick-notes, insurance forms, HGV medicals, Fitness to Travel Certificates etc. These should be handed over to the reception desk.

A list of current fees for these services is displayed in reception.

New Patient Registration

All patients wishing to join the practice are required to complete a registration form and need to make an appointment to see a nurse when registering. This enables us to obtain a brief medical history until your medical records are received from your previous GP. It is important that you make and keep this appointment.

Please request a form from Reception or download the appropriate form from our website, fill it out and bring it along with you to the surgery when you come to register. You will need to provide proof of ID confirming your current address.

For those aged 5 years or more *(www.hollywoodmedicalpractice.co.uk/Registration\_Forms.doc)*

 For the under fives *(www.mysurgerywebsite.co.uk/Pre-Registration\_Form\_for\_the\_Under\_Fives.pdf)*

Please note: on registering at the practice you will be given the name of your ‘usual GP’, this will be your Named Allocated GP, however as we are a group practice you are free to see any of the Doctors.

Practice Area

The practice covers Wythall, Hollywood and the surrounding area. If you are unsure whether your address is in our catchment, please ask one of our receptionists.

**If you move outside of the area, you should register with another doctor immediately.**

Confidentiality

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. This requires your consent.
* When we have a duty to others e.g. in child protection cases anonymised 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.

If you do not wish anonymous information about you to be used in such a way, please let us know.

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.

Freedom of Information

The ICO has published a new Model Publication Scheme that all public authorities are required to adopt.

Model Publication Scheme - further information *(www.ico.gov.uk/upload/documents/library/freedom\_of\_information/introductory/freedom\_of\_information\_factsheet.pdf)*

Comments & Complaints

We are keen to provide patients with the best possible care. If you have suggestions for improving our service, please discuss this with our Practice Manager. We have an in-house complaints procedure and in the event that you wish to make a complaint please contact the Practice Manager.

The Health Service Ombudsman

The Health Service Ombudsman has published a booklet that describes the ‘six principles for remedy’ in relation to complaints handling and involves:

1. Getting it right
2. Being customer focused
3. Being open and accountable
4. Acting fairly and proportionately
5. Putting things right
6. Seeking continuous improvements

If you remain unhappy after everything has been done to try to resolve your concern or complaint you have the right to approach the Ombudsman.
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Write: Millbank Tower, Millbank, London SW1P 4QP.

Violence & Aggression

The practice operates a zero tolerance attitude towards any form of verbal or physical aggression.  Patients not adhering to this policy may be removed from the practice list.

Staff Details

|  |  |  |
| --- | --- | --- |
| **Doctors**

|  |  |
| --- | --- |
| Dr Ian Haines | MB ChB (Manchester) 2008, DGM, DRCOG, MPharm (Hons) Full time partner |

 |
| Dr Safdarali Siwji |  MRCGP, DRCOG, MRCP, MMED(MED), MD  Full time partner |
| Dr Saher Zakai |  MRCGP, DRCOG, DFSRH, Part time partner |
| Dr Claire Cunningham BSc, MSc, MBChB (hons) DGM, MRCGP Part-time partner**Nurses** |
| Hazel Megahey | RGN, Dip COPD, Dip Asthma |
| Claire Hamilton | RGN |
| Lauren Murdoch | RGN |
| Abigail Turner | RGN  |
| **Healthcare Assistants** |
| Maria CoxAngela Knight |  |
| **Practice Management** |
| Melanie PotterJanet Harmer | Practice ManagerAssistant Practice Manager |
| **Secretary** |
| Jenny Chance  | Our trained medical secretary deals with requests for referrals to hospital consultants, letters to other agencies and private referrals. |
| **Reception Team** |
|  | Our receptionist team provides the communication link between the patient, doctor, hospital, insurance companies, health authorities and other agencies.  They will help you with arranging appointments and also by dealing with any queries you may have about the services we are able to offer, whilst respecting your confidentiality at all times.  **They have a difficult job – please help them to help you.** |

**Dr I Haines Hollywood Medical Practice**

**Dr S Siwji Beaudesert Road**

**Dr S Zakai Hollywood**

**Dr C Cunningham Birmingham**

 **B47 5DP**

 **Tel: 01564 822642**

[**www.hollywoodmedicalpractice.co.uk**](http://www.hollywoodmedicalpractice.co.uk/)

**email:** **hollywood.adminteam@nhs.net**

Dear Patient,

**NHS Blood and Transplant Register**

If you would like to register as a blood or transplant donor it is now very simple to self-register on the NHS Blood and Transplant website [www.nhsbt.nhs.uk](http://www.nhsbt.nhs.uk) and by doing so you have a greater choice and options. If you would prefer to talk to someone or require more information about your options then you can telephone the NHS Blood and Transport helpdesk on 0300 123 2323.

**Hollywood Medical Practice**

HOLLYWOOD MEDICAL PRACTICE

**PRE-REGISTRATION SURVEY FOR THE FIVES AND OVER**

|  |  |
| --- | --- |
| **SURNAME AND TITLE**  | **FORENAME MALE/FEMALE** |
|  |  |
| **DATE OF BIRTH** | **NHS NUMBER** |
|  |  |
| **TOWN WHERE BORN** | **OCCUPATION** |
|  |  |
| **PRESENT ADDRESS** | **ADDRESS WHILST WITH PREVIOUS GP** |
|  |  |
| **HOME TELEPHONE** | **PREVIOUS DOCTOR** |
|  |  |
| **TELEPHONE WORK**  | **ADDRESS OF PREVIOUS DOCTOR** |
|  |  |
| **MOBILE TELEPHONE**  | **TELEPHONE (of previous GP)** |
|  |  |
| **EMAIL ADDRESS** |
|  |
| **HOW DO YOU CONSENT TO BE CONTACTED? (please tick)** |
| **Home Phone** |  | **Email** |  |
| **Mobile (Text Message)** |  | **Post** |  |
| **Mobile (Call/Voicemail)** |  | **Other – please state** |  |
|  |
| \*Please note we will not text or email sensitive data or results |
|  |
|  |  |  |  |
| **FIRST LANGUAGE** |  | **INTERPRETER REQUIRED** |  **YES / NO** |

|  |
| --- |
| **ETHNIC GROUP – please tick Not Stated**  |
| **WHITE** | **MIXED** | **ASIAN or****ASIAN BRITISH** | **BLACK or****BLACK****BRITISH** | **OTHER ETHNIC GROUP** |
| **BRITISH** | **WHITE & BLACK****CARRIBEAN** | **INDIAN** | **CARIBBEAN** | **CHINESE** |
| **IRISH** | **WHITE & BLACK AFRICAN** | **PAKISTANI** | **AFRICAN** | **ANY OTHER****ETHNIC GROUP** |
| **ANY OTHER****WHITE BACKGROUND** | **WHITE & ASIAN** | **BANGLADESHI** | **ANY OTHER****BLACK****BACKGROUND** |  |
|  | **ANY OTHER****MIXED****BACKGROUND** | **ANY OTHER****ASIAN****BACKGROUND** |  |  |

|  |
| --- |
| **DO YOU SMOKE – (please tick)** |
| **NEVER ( ) EX ( ) CURRENT ( ) HOW MANY (daily) ……………….** |
| **DO YOU DRINK ALCOHOL – (please tick)**  |
| **NO ( ) YES ( ) HOW MUCH (daily intake) …………………** |

|  |
| --- |
| **IMMUNISATION RECORD** |
| **IMMUNISATION** | **DATE GIVEN** |
| **TETANUS** |  |
| **POLIO** |  |
| **RUBELLA** |  |
|  |  |
| **DATE OF LAST SMEAR**  |  |

|  |
| --- |
| **PAST MEDICAL HISTORY** |
| **LONGSTANDING ILLNESSES** |
|  |
| **HOSPITAL ADMISSIONS** |
|  |
| **OPERATIONS** |
|  |
| **MEDICATION** |
|  |
| **ALLERGIES** |
|  |
| **SIGNIFICANT FAMILY HISTORY (E.G. DIABETES, HEART ATTACK, STROKE)**  |
|  |
| **ANY OTHER RELEVANT INFORMATION** |
|  |

|  |
| --- |
| **PERSONAL DETAILS** |
| **ARE YOU A CARER YES ( ) NO ( )** |
| **DO YOU HAVE A CARER YES ( ) NO ( )** |
| **NEXT OF KIN****(person who can be****contacted in case of emergency) ……………………………………………………………..****Relationship to Patient ……………………………………………………………..****Contact Number ………………………………..…………………………..** |

|  |  |
| --- | --- |
| **EMIS ACCESS****(online facility to book Doctors appointments and** **request repeat prescriptions)** | **YES ( ) NO ( )** |

|  |  |
| --- | --- |
| **MEDICAL BOOKED FOR;** | **DATE** |
|  | **TIME** |
|  | **BY** |

**(For those patients aged 16 years and over, we would be grateful if you could take the time to complete the attached screening test.)**

**Patient signature ……………………………………………………………………………………**

**Or signature of parent/guardian ………………………………………………………**

**Print name of parent/guardian …………………………………………………………**

**Today’s date ………………………………………….**

**PLEASE NOTE ON PRESENTATION OF THIS FORM PROOF OF ID WILL BE REQUIRED GIVING DETAILS OF CURRENT ADDRESS**

|  |  |
| --- | --- |
| FOR OFFICE USE ONLY |  |
| Proof of address seen Yes / No | Seen by ………………………………………………………….Date: |

**Please complete the following Alcohol Audit Score Chart**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Scoring System** | **Your Score** |
|  | **0** | **1** | **2** | **3** | **4** |  |
| **How often do you have a drink containing alcohol?** | **Never** | **Monthly or less** | **2-4 times a week** | **2-3 times a week** | **4+ times a week** |  |
| **How many units of alcohol do you drink on a typical day when you are drinking?** | **1-2** | **3-4** | **5-6** | **7-9** | **10+** |  |
| **How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |

 /12

 **SCORE**

**Scoring**

**A total of 5+ indicates increasing or higher risk drinking. If you score 5/12 or over please complete the following questions:-**

**Remaining AUDIT questions**

|  |  |  |
| --- | --- | --- |
| **Questions** | **Scoring System** | **Your Score** |
|  | **0** | **1** | **2** | **3** | **4** |  |
| **How often during the last year have you found that you were not able to stop drinking once you had started?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |
| **How often during the last year have you failed to do what was normally expected from you because of drinking?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |
| **How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |
| **How often during the last year have you had a feeling of guilt or remorse after drinking?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |
| **How often during the last year have you been unable to remember what happened the night before because you had been drinking?** | **Never** | **Less than monthly** | **Monthly** | **Weekly** | **Daily or almost daily** |  |
| **Have you or somebody else been injured as a result of your drinking?** | **No** |  | **Yes, but not in the last year** |  | **Yes, during the last year** |  |
| **Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested that you cut down?** | **No** |  | **Yes, but not in the last year** |  | **Yes, during the last year** |  |

**Scoring:**

**0 – 7 Lower risk**

**8 – 15 Increasing risk**

 /40

**16 – 19 Higher risk**

**20+ Possible dependence COMBINED TOTAL**

TERMS AND CONDITIONS OF REGISTRATION

At

HOLLYWOOD MEDICAL PRACTICE

I will at all times treat the Practice Staff with courtesy and I understand that I will no longer remain as a patient on the practice list if I use verbal or physical abuse or intimidation against any member of staff.

I will try and use the Practice’s services efficiently by not calling outside of the normal working day except in cases of real emergency and by trying to be punctual and letting the surgery know if I cannot attend an appointment.

I understand that if I request a same day appointment I may be booked with the on call doctor and not necessarily the doctor of choice.

I understand that 48 hours should be allowed between request and collection of repeat prescriptions and that my doctor will not be able to continue to prescribe medication unless I attend for regular review when requested.

I understand that home visits will only be conducted if the duty doctor feels that travel would be harmful to my medical condition or if I am bed bound or terminally ill.

I understand that the Practice does not prescribe Methadone, sleeping tablets or Tranquillisers for problems related to drug abuse and I will not request medication in these circumstances.

I agree to the storage of my personal information on the practice computer database and understand that this may be accessed by Health Authority Staff conducting administrative checks. I understand that my information may also be shared when I am being referred within the NHS or to the private sector.

I understand that I always have the right to transfer to another practice if I wish.

I agree to the above terms and conditions.

Name……………………………………… Date of Birth ……………………………..

………………………………………………. ………………………………………………….

Signed (Patient and on behalf of minors) Date

**The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.**

**What does this mean for you?**

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

**Is this service right for you?**

Yes, if you have a stable condition and you:

* Do not want to go to your GP practice every time to collect your repeat prescription.
* collect your medicines from the same place most of the time or use a prescription collection service now.

This service may not be right for you if you prefer to pick up your medicines from different places.

**How can you use EPS?**

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination.* You can choose a pharmacy and a dispensing appliance contractor (if you use one).

**If you would like to nominate a pharmacy please complete your information below**

**Name…………………………………………………………………………………………**

**Date of birth………………………………………………………………………………….**

**Pharmacy…………………………………………………………………………………….**

**Town………………………………………………………………………………………….**

If you would like to use an appliance contractor (if applicable) please speak to the receptionist who will be able to advise which companies offer this service

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**email:** **hollywood.adminteam@nhs.net**

Patient Name…………………………………………..

NHS Number *(if known*)……………………………….Date of Birth........................................

Hollywood Medical Practice offers its patients the choice of having a Summary Care Record.

The new NHS Summary Care Record is being introduced to help deliver better and safer care and give you more choice about who you share your healthcare information with.

**What is the NHS Summary Care Record?**

The Summary Care Record will contain basic information about any **allergies you may have, unexpected reactions to medications and any prescriptions you have recently received**. The intention is to help clinicians in Hospitals, Accident and Emergency Departments and ‘Out of Hours’ health services to give you safe, timely and effective treatment.

Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary and this will not affect the standard of care you will receive.

**Children under the age of 16**

Patients under 16 years will not receive this letter, but will have a Summary Care Record created for them unless their GP surgery is advised otherwise. **If you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf.**

You do not have to have a Summary Care Record, although you are strongly recommended to consider this choice. If you decide to proceed, but at any time in the future you, or a child you are responsible for, change your mind and choose not to have a Summary Care Record, all you need do is write to your Surgery informing them of your decision to “Opt-out”. If you have already told your Surgery that you wish to “Opt-out” and you wish this to remain in place you need take no further action.

**Please tick box if you DO NOT want a Summary Care Record:**

**No** I would not like to have a Summary Care Record [ ]

If you **want** a Summary Care Record **you do not have to do anything**, it will automatically be created for you.

If you are Opting Out of having a Summary Care Record please sign below.

Signed by Patient………………………………… Dated …………………………………………..

**CONTROLLING YOUR MEDICAL RECORDS**

You have the right to control how medical information about you is shared, disseminated or sold, for purposes other than your direct medical care – so called secondary uses (or purposes).

Secondary uses include projects involved in risk stratification, “population health management”, national clinical audits, research, healthcare planning, commissioning of healthcare services by Clinical Commissioning Groups (CCGs), commercial and even political uses.

You can control you personal confidential information by expressing an objection or opt-out which is known as a Type 1 opt-out (sometimes referred to as a 9Nu0 opt out).

A Type 1 opt-out, when present in your GP records, should prevent identifiable information about you being extracted from your GP records and uploaded to any other organization, for purposes other than your direct care.

A Type 1 opt-out should then prohibit extraction an uploading for all of the following secondary uses:

* Risk stratification schemes
* National clinical audits (such as the National diabetes Audit)
* Extraction of de-identified information about you concerning any eMed3 Statement of Fitness to Works reports (i.e. sick notes), uploaded to NHS Digital and subsequently passed by NHS Digital to the Department of Work and pensions
* All extractions and uploading of identifiable information about you to NHS Digital for any secondary purpose (so call GEPS extractions)

A Type 1 secondary use objection will in no way affect how healthcare professionals provide you with direct medical care or prevent them from accessing your medical record if an when appropriate, and with your explicit consent.

Secondary uses are not about information sharing between healthcare professionals.

A Type 1, secondary uses opt-out:

* Will have no effect on anonymised or aggregate (numbers) information being shared with the NHS to help medical research
* In no way prevent you from agreeing, with your explicit consent – to partake in high-quality medical research at your GP surgery/local hospital/other health organization, where you have given your explicit consent to be involved (i.e. you have been asked first).

It will in no way prevent you from

* Giving blood
* Joining the NHS Organ Donor Register
* Signing up to the Anthony Nolan Register to donate your blood stem cells or bone marrow
* Donating your DNA for medical research
* Contributing to UK Biobank
* Joining the 100k Genomes project
* Taking part in clinical drug trials
* Donating your body to medical science after your death
* Giving money (in a tax efficient way) to a medical charity
* Being contacted by your GP to invite you to take part in any research

It will have no effect on your GP surgery and the way that it is paid by the NHS or on the services that it provides (e.g. via CQRS).

It will have no effect on the away that any hospital is paid by the NHS for treating you (e.g. payment by results)

It will have absolutely no effect whatsoever on any of the following:

* The Electronic Prescription Service
* Choose & Book/E Referrals
* The Summary Care Record
* EMIS Web (Clinical Software) data streaming
* GP2GP transfers
* The NHS Cervical Screening programme
* The NHS Bowel Cancer Screening programme
* The NHS Breast Screening programme
* The NHS Abdominal Aortic Aneurysm Screening programme
* NHS Diabetic Retinopathy Screening
* Information being provided to the National Disease/Cancer Registries (run by Public Health England)
* Uploading or aggregated information via The Quality and Outcomes Framework
* Uploading of aggregated information via QSurveillance

You can express National Data Opt-Out (NDOO) as well (see separate factsheet) and with both the Type 1 and National Data opt-outs in force:

* No record-level information whatsoever will be uploaded from your GP record to NHS Digital
* NHS Digital will have no information from your GP record to release or sell, in any format, to any organization, for any purpose
* NHS Digital will only continue to hold information extracted from your hospital records, as well as aggregate information (i.e. numbers) from your GP practice
* NHS Digital will not be able to release or sell any information that clearly identifies you from the information extracted from your hospital records

Information about the “National Data Opt Out”, can be found in our factsheet

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical records , confidentiality, or about any other aspect of NHS data sharing or your medical records, then please contact the surgery.

**OPT OUT FORM – MEDICAL RECORDS**

Dear Hollywood Medical Practice

I do not wish to allow my medical records to be used for any purpose other than my medical care.

Please ensure my dissent to secondary uses is recorded by whatever means possible, which includes adding the following codes to my GP record:

**Uploading information from my GP record**

**Type 1 objection : 9Nu0/XaZ89**

I understand that I can opt back in to any or all of these at any time in the future

Name: ………………………………………………………………………………..

Signature: ………………………………………………………………………………..

Date of Birth: ………………………………………………………………………………..

Your name/signature & relationship if applying on behalf of another person (e.g. parent/legal guardian):

…………………………………………………………………………………………………………………………….

**Privacy Notice for General Practice**

**Hollywood Medical Practice Patient Personal Information**

**How we use your personal information**

This fair processing notice explains why the GP practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

 NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records which this GP Practice holds about you may include the following information;

 • Details about you, such as your address, carer, legal representative, emergency contact details

 • Any contact the surgery has had with you, such as appointments, clinic visits and emergency appointments etc.

 • Notes and reports about your health

• Details about your treatment and care

 • Results of investigations such as laboratory tests, x-rays etc

 • Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent **before** releasing the information for this purpose.

 **Risk Stratification**

 Risk stratification data tools are increasingly being used in the NHS to help determine a person’s risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by EMIS, and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

 The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices within the Redditch and Bromsgrove Clinical Commissioning Group.

**How do we maintain the confidentiality of your records?**

 We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

 • Data Protection Act 1998

 • Human Rights Act 1998

 • Common Law Duty of Confidentiality

• Health and Social Care Act 2012

• NHS Codes of Confidentiality, Information Security and Records Management

**Information: To Share or Not to Share Review**

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott’s information sharing review (Information to share or not to share) where “The duty to share information can be as important as the duty to protect patient confidentiality.”

 This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

 **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

• NHS Trusts / Foundation Trusts

• GP’s

• NHS Commissioning Support Units

 • Independent Contractors such as dentists, opticians, pharmacists

• Private Sector Providers

 • Voluntary Sector Providers

• Ambulance Trusts

 • Clinical Commissioning Groups

 • Social Care Services

 • Health and Social Care Information Centre (HSCIC)

• Local Authorities

 • Education Services

 • Fire and Rescue Services

• Police & Judicial Services

 • Voluntary Sector Providers

 • Private Sector Providers

 • Other ‘data processors’ which you will be informed of

 You will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required. We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

 **Access to personal information**

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate.

 **In order to request this, you need to do the following:**

• Your request must be made in writing to the GP – for information from the hospital you should write direct to them

 • There may be a charge to have a printed copy of the information held about you

 • we are required to respond to you within 40 days

 • You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

**Objections / Complaints**

Should you have any concerns about how your information is managed at the practice, please contact our Clinical Services Manager. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

 If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

 **Change of Details**

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

**Notification**

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information. This information is publicly available on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)

The practice is registered with the Information Commissioners Office (ICO).

 **Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is: Hollywood Medical Practice

**Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

**Hollywood Medical Practice, Beaudesert Road, Hollywood, Birmingham B47 5DP**

 If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk

**Your Data Matters to the NHS**

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

**You can choose whether your confidential patient information is used for research and planning.**

**How your data is used**

Your health and care information is used to improve your individual care. It is also used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

 **What is confidential patient information?**

Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address, is not considered confidential patient information and may still be used: for example, to contact you if your GP practice is merging with another.

**Who can use your confidential patient information for research and planning?**

It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

**Making your data opt-out choice**

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people’s health. You can also still consent to take part in a specific research project.

**Will choosing this opt-out affect your care and treatment?**

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

**What should you do next?**

You do not need to do anything if you are happy about how your confidential patient information is used. If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

**You can change your choice at any time**

 To find out more or to make your choice visit

 [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678