



# Ball Tree Surgery

[www.theballtreesurgery.co.uk](http://www.theballtreesurgery.co.uk)

## Our Mission

The Medical Team at Ball Tree aims to provide all our patients with access to high-quality, evidence-based personalised care.

We believe that prevention of illness is better than cure. We actively educate and encourage our patients to make healthy choices and where possible, share responsibility for improving their wellbeing to help reduce the risks of developing or worsening longer term conditions.

We operate a zero tolerance to discrimination policy. Patients applying to join the list are not discriminated against on grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition.

Our duty of care extends widely and we believe that every child and vulnerable adult has the right to be safe. We are committed to safeguarding all our patients and staff. If you have personal concerns or would like to share concerns about welfare of child or adult, we have a dedicated member of our team who, supported by our partner organisations, can work with you.

We aim to treat you with respect. We expect the same in return.

Please read through the guidance. Remember that NHS resources are very limited.

Do not demand the impossible – manage your expectations and work with us and not against us

## Ball Tree Surgery - Sompting

By phone	In person – reception desk is open	All Day
<b>08:00 – 18:30</b> Monday – Friday <b>01903 752 200</b>	<b>Monday</b> <b>Tuesday – Friday</b> Ball Tree Surgery Western Road North, Sompting, Lancing, BN15 9UX	<b>08:00 – 20:00</b> <b>08:00 – 18:00</b>

## Ball Tree Surgery – Kingfisher site - Lancing

By Phone	In person – reception desk is open	AM	PM
<b>08:00 – 18:30</b> Monday – Friday <b>01903 768 348</b>	<b>Monday, Thursday, Friday</b> <b>Tuesday</b> <b>Wednesday</b> Ball Tree Surgery – Kingfisher Site 19 – 21 Culver Road, Lancing, BN15 9AX	<b>08:00 – 13:00</b> <b>07:30 – 13:00</b> <b>07:00 – 13:00</b>	<b>14:00 – 18:00</b> <b>14:00 – 18:00</b> <b>14:00 – 18:00</b>

If you are making an urgent call, please tell us if you are in a phone box or are running low on credit on your mobile. We will call you back if you provide the contact number.

## GP Appointments

	AM	PM	EVE
<b>Monday</b>	<b>08:00 – 12:00</b>	<b>15:30 – 18:00</b>	<b>18:30 – 20:00</b>
<b>Tuesday</b>	<b>07:30 – 12:00</b>	<b>15:30 – 18:00</b>	
<b>Wednesday</b>	<b>07:00 – 12:00</b>	<b>15:30 – 18:00</b>	
<b>Thursday</b>	<b>08:00 – 12:00</b>	<b>15:30 – 18:00</b>	
<b>Friday</b>	<b>08:00 – 12:00</b>	<b>15:30 – 18:00</b>	

## Online services - [www.theballtreesurgery.co.uk](http://www.theballtreesurgery.co.uk)

Information and forms to register for our online services can be found on our web site.

Booking GP appointments, requesting repeat medication, viewing a summary of your medical notes and updating your details.

## App Service – [www.ilovemygp.com](http://www.ilovemygp.com)

Download Free App – Apple or Android – Book Appointments online

## When we are closed..

### When we are closed, please call **NHS111**

- If you need medical help fast but it's not a 999 emergency
- If you think you need to go to A&E or need another NHS urgent care service
- If you don't know who to call or you don't have a GP to call
- If you need health information or reassurance about what to do next



**NHS 111 is available 24 hours a day, 365 days a year. Calls are free from any phone.**

You can also talk with your local pharmacist for help and advice

ONLY If you have a medical emergency call 999 or attend A&E

### Helping us to help you

All our receptionists are required by the GPs to ask you questions about why you are calling. Please always answer them – they are not being nosy – and there is nothing that they have not heard before. Many calls to the GP are for personal reasons – we understand that – however we do need to ensure that we are directing people to see the right person at the right time.

Did you know that recent surveys have shown that a quarter of all GP appointments could have been seen by another clinical professional such as nurse or pharmacist or by self-care or another non-NHS organisation? Reception treats everything that they see and hear as confidential – you will not be judged in any way – do always tell them a little about why you are calling – they may well find a better faster solution for you that you had not thought of!

### Named GP

All patients at Ball Tree have a 'Named GP' who will act as the central doctor supporting and coordinating your care needs. Please ask at Reception if you would like to know who your named GP is. Your official registration is however with the practice, rather than an individual GP. All our patients are able to book appointments with any members of our clinical teams.

If you prefer a particular type of doctor e.g. female for a female patient, we will note this and do our best to respect your choice. However, this may not always be possible if we are short of staff on particular days. Please note that we operate a zero tolerance to discrimination policy and would ask you to register elsewhere if you would like to base your choice upon discriminatory factors.

### Continuity of Care

If you have an ongoing medical condition or medical problem, we strongly recommend that wherever possible you book in to see the same GP who is supporting your care for that issue. This will help us get to know you better and save you repeating yourself during consultations. There is research to show that where patients see the same GP they have an improved health and care experience. This is particularly true for patients with long term medical conditions such as diabetes or chest disease, for those with longstanding mental health problems, and for the elderly and frail.

Where you have an urgent medical issue or a more straightforward medical issue then it may be better to come and see any GP that is available.

### Appointment Booking

We aim to have our diary available for booking for up to 4 – 6 weeks ahead.

There are times however when unfortunately for various practical reasons this is not possible. You are able to book appointments via our Reception Team and also Online. We strongly encourage you to book online for Blood Tests and for Routine (non-urgent) GP appointments. Most of our Routine appointments for GPs are available online.

We aim to have Routine GP and Nurse appointments available within 3 working days, though you may have to wait longer if you would like to see a specific GP. Please note that each GP works to an individual pattern and that these may vary.

Please ensure that you provide a mobile number so that we can text you a reminder for your appointment.

Please note that children under 14 should usually be accompanied by an Adult.

## Access to services and appointments

We are able to provide support for patients who may need assistance accessing our services

### Languages and Communications

Please let our team know if you need us to book an interpreter for another language including sign language. It is very important to let us know some time in advance so we are able to arrange for interpreters and also ensure that you have a longer appointment time.

### Written Information

Please let us know if you would like us to provide documents in PDF format so that they can be enlarged on a computer or tablet device. Also we are able to provide a version of most documents with larger font sizes although the formatting will likely be different from a standard document. We will need a little time to arrange this as will need to be done on an individual basis. Also, please let us know if you would like one of the Reception Team to help you by reading through documents and help with completion of forms. Depending on staff availability, we may need to book a specific appointment time to help with this. We hope that we are able support you through the options above. Please do talk to us if you have other specific needs.

### Please let us know...

When you register for the surgery, please ensure that you complete the sections relating to access so that we know your needs as soon as possible. Our computer system will flag your needs to Reception and Clinicians so that we are aware you may need additional support.

## Please help our Reception and Administration Teams

- **Please ask for your repeat prescriptions on time** and not at the last minute or when you have run out (it causes a strain in our systems for reception and GPs)
- **Always cancel your appointments well in advance** if you are not going to make it (you can do this online if you have registered for the service – talk to our reception team who will be happy to assist). It costs the surgery a HUGE amount of money each year due to wasted appointments and stops others seeing a Nurse or GP sooner. This is especially the case if someone doesn't attend for a 30 minute nurse appointment for example – three others could have had 10 minute appointments! Please make sure that you are signed up to receive text messages with reminders for when your appointment is.
- **Always reply to the FIRST letter, email or text that we send to you** when we invite you to come to Flu vaccination clinics or for Annual Reviews.

Under NHS Guidance we have to invite everyone at least 3 or sometimes 4 times for appointments. This costs the surgery many thousands of pounds in staff time and postage which could be invested in more clinical time or improved facilities.

If you really don't want to attend the appointment – there is a [very quick online form](#) to say no-thank you – then we will not have to write to you again that year. You can also use the reply slip on letters or telephone the surgery in the *afternoon* to say no thank you.

- **Please don't use urgent on the day appointments for routine matters** such as repeat medication or requests for sick notes.
- **Please always help reception by answering their questions**
- **Please be a patient patient** – NHS systems are incredibly complicated and our teams work really hard to provide a caring and efficient service every day. If something isn't quite right – we need to know so that we can help fix it – however being rude, abusive and aggressive is not going help us to help you faster
- **We are unable to take requests for repeat medication over the telephone** – please complete our medication request slips / use the white repeat side of your prescription or use the online service.

### How you can help with keeping us on time

- Please be on time for your appointment – bring something to read in case there are delays
- **Call for a home visit or urgent appointment before 10am if possible**
- **Call for the results of tests after 2pm** as our phones are a little less busy then.

Sometimes we may run late due to medical emergencies or unforeseeable complications. We are sorry if this occurs and will endeavour to keep you informed as much as we are able.

## Appointment types

### **Do you really need an appointment with a GP? (or could self-care or someone else help)?**

For many common problems, the best care is Self-Care and rest at home!

We have run surveys and one in five of our GP appointments could have been dealt with through self-care, a pharmacist, NHS 111 for advice, a hospital or other health or care service. **Please always think – ‘do I really need to see a GP?’**

Many medicines can be bought over the counter from the supermarket or your local pharmacy. Your local pharmacist is also able to provide information and guidance for a wide range of common issues. **Please do not ask for antibiotics** or assume that every appointment needs to have a prescription. Antibiotics WILL cause harm if taken unnecessarily, to you and to future generations. The NHS needs to reduce its prescribing - sometimes taking medicine is not needed as you will get better in time. Trust the experience of the GP that you are with!

### **Please answer the questions from our Reception Team when you book appointments**

If you do need to arrange an appointment, please talk with our Reception Team about your issue whenever this is possible, as they are trained to provide you with access to the best clinician for your issue. The GPs and Nurses have asked the team to ask you some initial screening questions, please help them – they are not being nosy! The Reception Team are able to see your medical history when you book and so you will not be telling them anything new. Each receptionist takes about 100 calls per day and so they will not remember your specific details in any case. All your information is kept strictly confidential. Please help protect your local NHS and only use our services wisely and appropriately as guided by our teams.

### **GP Appointment - Routine 10 minute GP appointment**

Before you come to the appointment, please plan what you would like to talk with the GP about. Ideally, please bring a list if you have more than one issue and give this to the GP at the beginning of the appointment. The GP can then help to make sure that they talk with you about the most important issue first. If you know that you will need to discuss several issues or one complicated issue then please request a double appointment. It may be that they advise that you book a further appointment to discuss other issues on your list. We would prefer that you have a double appointment or a few appointments that each help to address each of your issues in full, rather than an unplanned long appointment which means that the surgery runs overtime.

### **GP Same Day – Urgently Unwell - ‘waiting appointments’**

Only to be requested if you are **URGENTLY** unwell. We have urgent appointments at the end of our morning and afternoon clinics. Given the nature of these appointments you will likely need to wait for a considerable time as the patient before you may have needed admission to hospital or other immediate care. This means that rather than our usual 10 minute appointment it may take a much longer period to help resolve their issue.

We are sorry that we are unable to provide exact times for urgent appointments and realise that it can be frustrating not to know how long you may wait. Please remember that next time it could be you that is in need of a long appointment in order to provide you with the correct care. Whenever possible, if there are long waits, other GPs will help each other out to try and reduce waiting times.

Please use these appointments only if you are in immediate need of medical care. Please call as early as possible in the day so that we are able to plan our clinics according to the demand for our services.

### **MIAMI – Minor Illness - Clinics**

For non-urgent – but pressing appointments for more minor illness we may offer you an appointment at the local ‘MIAMI’ clinic. These are supported by GPs and Advanced Nurse Practitioners. Clinicians at this service will have access to your records and we can see the advice that they provide for you. If you are offered this service please do attend if you are able as this helps us to better manage the workload of our GPs and frees up time for them to support patients with complex ongoing problems. Our workload is very high and the MIAMI service is designed to provide additional capacity to help ensure that we are able to continue to function. Please use this if we suggest it to you as an alternative.

## **GP Message – leave us a note or call us with a message**

Rather than book an appointment – if you just want to update your GP it may be better for you to contact reception and ask to leave a message for a GP.

You can also leave us a note at the reception desk. This will then be passed on to your GP when they are next running a surgery.

## **GP Home Visits**

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 (including by taxi / arranging a lift from family, friends, and neighbours).

However, we can visit you at home if your condition means you cannot attend the surgery.

Please ring before 10am to arrange a visit if possible and let us know if your condition is urgent. Should your condition worsen before the doctor arrives please telephone us again or ring 999 if the situation is life-threatening.

It is likely that a GP will telephone you before coming out on a visit – please make sure that you are available to take a call. Please make sure that we have all your correct contact numbers and any information about key safes or access requirements for us to be able to visit your home

## **Advanced Nurse Practitioner Clinics**

These are held most days of the week AM and PM

Our Advanced Nurses work alongside our GP Team

## **Nurse Appointment**

Our Nursing team are able to provide a wide range of services helping you with managing long-term conditions, dressing wounds and providing support, advice and education to help you with your care. We can also provide ECGs.

## **Health Care Appointment**

Blood tests, urine tests, blood pressure, stopping smoking, wound dressings, new patient checks

**Weekend Advice** Please telephone NHS 111

## **Evening Appointments**

We have non-urgent Nurse and GP appointments available on Monday evenings until 8PM.

We have some non-urgent GP evening telephone appointments available.

If you need urgent access to a GP during the evenings please call NHS 111 for advice and access to our Out of Hours GP service.

## **Accident and Emergency – 999 Ambulance**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment

**ONLY Use Accident and Emergency – WHEN it is an Accident or an Emergency**

## **Home Care – suggestions for items you may wish to keep at home**

Anti-diarrhoeal medicines	Tweezers and sharp scissors
Rehydration mixture	Thermometer
Indigestion remedy	Selection of plasters
Paracetamol and aspirin	Elastic bandages and dressings.
Travel sickness tablets	Non-absorbent cotton wool
Mild laxatives	Home Blood Pressure Monitor
Sunburn treatment	
Sunscreen – SPF30 or higher	

### **Remember**

Children under 16 and people with asthma should not take aspirin

Keep all medicines in a secure, locked place out of reach of small children.

Always read the instructions and use the suggested dose

Watch expiry dates – don't keep or use medicines past their use-by date

Take all unwanted and out-of-date medicines back to the pharmacy



## **Repeat Medication**

Please see our guide at the end leaflet which lets you know when to expect your request to be completed. Please allow at least 3 working days.

## **Chaperone during Physical Examinations**

We are happy to provide a chaperone service if you would like someone else to be present if you need to have a physical examination.

## **Carers**

Please let us know if you are a carer. You can find registration forms on our website or from our reception team. It is also important to register as a carer with West Sussex Carers Support at [www.carerssupport.org.uk](http://www.carerssupport.org.uk) or call 0300 028 8888

## **Sickness Certificates**

Periods of absence from work of six days or less do not need a doctor's certificate. A "Self-certificate" (SC1) is available from your employer. After the first week of absence, certificates are obtained as part of a consultation with a doctor. If your employer insists on a private certificate, the Practice will make a charge for providing this.

## **Change of Name or Address or Contacts**

If you move house or change your name, please ensure that you inform one of our receptionists so that your medical records can be updated. If you have a Patient Access account, you have update your contact details online. To benefit from our services we strongly recommend providing individual personal email addresses and mobile numbers.

## **Freedom Of Information (FOI) Act 2000**

Ball Tree conforms to the requirements of the Freedom of Information Act.

## **Patient Voice – online and in surgery**

- We welcome constructive feedback
- We do our best to make changes to meet your needs within the limits of our resources
- Please use one of the many online survey tools on our website where you will find
  - Patient Survey - Full online survey
  - Your Story - A chance to talk about a particular experience – good or not so good
  - Digital suggestions box (paper version in the surgery receptions)
  - Access Surveys

Patient Participation Group which provides views and ideas to help shape the range and quality of services provided and help to raise funds to provide extra facilities for our patients at the surgery.

If you are interested in joining this group, please speak to a member of the reception team or look at our website.

## **Safeguarding**

If you have personal concerns or would like to share concerns about welfare of child or adult, we have a dedicated member of our clinical team who, supported by our partner organisations, can work with you. Please ask at Reception for further information.

## **Teaching Practice**

The practice has been a keen training practice since 1990 and aims for the highest standards. We often have 2 doctors who are GP trainees working under the supervision of our two GP trainers. We also train 4<sup>th</sup> and 5<sup>th</sup> year medical students from Brighton and Sussex Medical School, Student Nurses from University of Brighton as well as Paramedic Practitioners on management placements.

## **Research Practice**

Ball Tree is the research hub for Adur for NHS NIHR National Health Institute Research for patient benefit. We believe that is very important for everyone to have the opportunity to participate in research as this allows for medicine and care to progress.

## **Zero Tolerance – threatening and abusive behaviours**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## **Physical Access**

Our Sompting surgery has suitable access to the ground floor for patients using a wheelchair.

A stair lift is available to the first floor which staff will be happy to operate for you. Please note, if you think that you would find it difficult to use the stair lift please let our team know and we will try to ensure that you are cared for on the ground floor.

We also have a parking space which is reserved for patients with cars displaying a disabled sticker.

Our Kingfisher site in Lancing has wheelchair access and is on one level. It has accessible toilet facilities

## **NHS Services include**

### **Antenatal service**

Once your pregnancy is confirmed, the community midwife will assist you and will contact you after 8 weeks of pregnancy.

The antenatal clinic is run by the midwife in conjunction with Worthing Hospital and you will now be seen at the Boundstone Children and Family Centre. Help is available from the surgery for pregnant smokers who wish to stop smoking.

### **Blood Tests**

We run a phlebotomy (blood taking) clinic in the morning. This is because the samples are collected at midday to be processed at the laboratory in the afternoons. Alternatively you may attend the walk-in clinics at Worthing or Southlands Hospitals – times available on request

### **Childhood immunisations - Wednesday afternoons at Ball Tree Surgery (usually)**

Immunisation clinics are held regularly on Wednesday afternoons at the Ball Tree Surgery. Invitations to clinics will come from central NHS to the parents / guardians of children when vaccinations are due. Please note carefully the instructions in the letter that you receive regarding your appointment time and what you will need to bring with you.

Please note that for initial vaccinations, children must have had an initial assessment by a GP. Please contact your health visitor for details of the latest childhood immunisation guidance.

If you have missed an appointment for immunisation and want to come along without an appointment during a clinic time, please telephone to ensure there is a clinic running and that there is sufficient space available.

### **Flu Vaccinations**

If you are aged over 65 or know that you are in an 'at risk' group and therefore entitled to a Flu vaccination please call the surgery from October onwards to arrange an appointment.

Appointments are available at dedicated clinics and also can be fitted in at the end of morning and evening surgeries. Please ensure that you are wearing loose clothing and have removed your coat before you attend. If you have given us the appropriate permissions in writing, we can send you a text or an email to remind you to book and appointment and come along! You can also book flu vaccination appointments online. Please provide an email address and mobile

number so that we can save on postage sending out invitations. If you do not want a flu vaccination – please always reply to our FIRST invitation – as we are required by the NHS to send out at least 3 invitations every year.

### **HRT - Hormone Replacement Therapy**

Advice regarding HRT can be obtained from any of the doctors in normal surgery hours. Your will need to see a GP about this each year.

### **Minor Surgery**

We have facilities to carry out minor operations such as some joint injections, toe nails, electro-cautery and cryotherapy for certain conditions. Please make an appointment to see one of our GPs first and they can advise if we can help you locally.

### **Smoke stop support**

We have specially trained Smoking Cessation Advisors available at the surgery. You need to be referred to them by a doctor and you must be committed to attending six appointments. Please ask your GP if you would like to receive this help.

### **Other Services include**

NHS Health Checks	Dressings	Travel Clinic (Non-NHS)
Sexual Health	Ear Syringing for secondary care	Medicals & Reports (Non-NHS)
Smears	Family Planning & Coil fitting	



**About our Patients**

Total List Size	<b>14,468</b>	Age 85+	486	Age 45 – 64	3809	Age 5 – 15	1639
		Age 75 – 84	1207	Age 21 – 44	3861	Age 0 - 4	715
		Age 65 – 74	1924	Age 16 – 20	734		

**Our Doctors**

		<b>Role</b>
<b>Dr Shona Schofield</b> Female - 2 Days Partner	MBBCh MRCGP DRCOG DFFP Qualified at University of Wales, Cardiff in 1996 GMC Reference: 4326728	QOF Finance   Safeguarding Family Planning
<b>Dr Sunil Emmanuel</b> Male - 4 Days Partner	MB BS MRCS LRCP MRCGP DRCOG Qualified in Punjab University, India 1989 GMC Reference 3648856	GP Trainer Care Homes
<b>Dr Shuaib Chowdhury</b> Male - 4 Days Partner	MB ChB University of Bristol GMC Reference: 4638719	CQC & Prescribing Lead Research Lead Undergraduate Teaching
<b>Dr Anja Goossens</b> Female – 2 Days Partner	MD 1997 – University of Ghent GMC Reference: 4654582	GP
<b>Dr Joshua Ellwood</b> Male - 2 Days	BM MRCOG MRCGP University of Southampton GMC Reference: 3544574	Minor Surgery Clinical Governance   CCG GP Trainer
<b>Dr Melanie Davies</b> Female - 2.5 Days	Mb ChB 2000 University of Leicester GMC Reference: 4696616	GP Family Planning
<b>Dr Ginny Ponsford</b> Female - 4 days	MBBCH MRCGP DRCOG DFRH DTM&H University of Wales Medical College 2002 GMC Reference: 6045291	GP
<b>Dr Justine Younson</b> Female - 3 Days	BSc (Hons) PhD MBBS MRCGP 2011 University of London GMC Reference: 7134585	GP
<b>Dr Christine Gnanaratnam</b> Female – 3 Days	MB BS 2012 Kings College London GMC Reference: 7278590	GP
<b>Dr Gareth Chapman</b> Male – 3 Days	MRCGP BMBCh (Dist.) [Oxon] BA (Hons.) [Oxon] 2008 Oxford University GMC Reference: 7016121	GP
<b>Dr Rebecca Williams</b> Female – 4 Days	MBChB MRCGP DRCOG DFRH Oxford University GMC Reference: 7140557	GP
<b>Dr Polly Brown</b> Female – 2 Days	MB BS 2011 Kings College London GMC Reference: 7139526	GP Registrar
<b>Dr Sam Hall</b> Male – 4 Days	MB BS 1993 University of London GMC Reference: 4037277	GP Registrar
<b>Dr Sophie Wang</b> Female – 2 Days	MB 1998 Kaohsiung Medical University GMC Reference: 7467899	GP Registrar

### What we process about you:

Examples of your personal data Ball Tree has in its computers:

#### Non-Clinical

- who you are
- where you live
- what you do
- your family
- possibly your friends
- people involved in your health and social care from other agencies
- Next of kin / emergency contacts
- your employers
- your appointments
- where you are seen
- when you are seen and who by

#### Clinical

- your habits
- your problems
- your diagnoses
- the reasons you seek help
- referrals to specialists
- referrals to other healthcare providers
- tests carried out at Ball Tree and in other places,
- investigations and scans
- treatments and outcomes of treatments
- your treatment history
- the observations and opinions of other healthcare workers within and without the NHS as well
- comments and aide memoires reasonably made by healthcare professionals in this practice who are appropriately involved in your health care

When registering for NHS care, all patients who receive NHS care are registered on a national database, the database is held by NHS Digital a national organisation which has legal responsibilities to collect NHS data. Ball Tree's computers connect to the NHS Central computer.

### Who needs to be able to see your data at Ball Tree

- GPs, Nurses, HCAs at Ball Tree need to see your information to provide you with safe healthcare
- Receptionists and Administrators at Ball Tree need to see your information to process your requests for repeat medication, book you into see the correct clinician in the correct timescale, process correspondence to ensure that it is seen as soon as possible, contact you about clinical appointments such as vaccinations, blood tests and health reviews.
- Everything that anyone at Ball Tree sees is kept strictly confidential. Everyone's contract contains a confidentiality clause.
- People who have access to your information will only normally access that which they need to fulfil their roles, for instance admin staff will normally only need to refer to your name, address, contact details, appointment history and registration details in order to book appointments, the practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts whilst the GP you see or speak to will normally have access to everything in your record. The clinical system does not prevent staff from seeing any aspect of your records as at times any member of staff may need to refer to any aspect of your record.
- Anyone who is not an employee of the surgery who accesses the computerised system for the purposes of health and care at the surgery will be subject to a confidentiality policy and is asked to sign a confidentiality notice.

### Who needs to be able to see your data outside Ball Tree

- If you need help from another health or care provider we need to share your data to help them do that safely. We will also receive information from other providers to help support your care. Within the NHS this is a usual and necessary practice. We will usually keep a copy of all the information that we receive for future reference. It is also sometimes necessary to share information with Non-NHS Health and Care providers relating to your care.

## Common Law Duty of Confidentiality

In addition to everyone's employment contracts, everyone at Ball Tree and in the NHS is subject to a common law duty of confidentiality. Common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order

## NHS Consent for Care

- Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law. Without this consent we could not operate as a GP Practice.
- You have the right to object to our sharing your data in these circumstances but we have an overriding responsibility to do what is in your best interests. Please see below.

## General Data Protection Regulation – NHS Information

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

### 1 - Data Controller

Ball Tree Surgery, Western Road North, Sompting, Lancing, BN15 9UX

### 2 - Data Protection Officer & Caldecott Guardian

**DPO:** Richard Newell primarycare@your-dpo.com    **Guardian:** Dr Shuaib Chowdhury

### 3 – Purpose of the processing

Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.

### 4 – Lawful basis for processing

The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:

*Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'*

*Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'*

We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"

### 5 - Recipient or categories of recipients of the processed data

The data will be shared with Health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care. For example, Western Sussex Hospitals Trust

### 6 - Rights to object

You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance

#### **7 - Right to access and correct**

You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.

#### **8 - Retention period**

The data will be retained in line with the law and national guidance.

<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>  
or speak to the practice.

#### **9 - Right to Complain.**

You have the right to complain to the Information Commissioner's Office, you can use this link <https://ico.org.uk/global/contact-us/>  
or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

#### **General Data Protection Regulation – NHS Information – non-direct care**

When we use letters, texts, emails or phone calls about anything related to your care we work to the regulations above. You consent for us to support your care and communicate with you as part of your NHS consent.

Regulations also require that we seek your additional consent for communications with you that are not directly related to care. An example is where we would like to send out communications about changes to our services or other surgery related news. So that we are keep in touch with you with changes to services or other news please provide your consent for us to communicate with you by text and email. These communications are only a few times per year but are often important so we recommend you tick yes on our registration form.

We are required to have numerous policies relating to GDPR – these are available upon request or via our website

# About Ball Tree Surgery

## Employed Staff

Business Manager	Gerard Cronin
Practice Managers	Maria Howells & Denise Souter
Reception Manager	Lucy Harwood
Nurse Manager	Debby Batchelor
Secretarial Manager	Susanne Moore
Reception Team (14)	HCA's (3)
Practice Nurses Team (8)	Secretaries (4)
Advance Nurse Practitioners (2)	Pharmacists (2)

## Attached Teams

Proactive Care Coordinator (1)	Lancing Proactive Care Team
Health Visitors (2)	Primary Care Mental Health Advisors (2)
District Nurses (3)	Primary Mental Health Worker (1)
Palliative Care Nurse (1)	Time To Talk Thursday and Friday Afternoon
Wellbeing Advisor (1)	Clinical Pharmacists (3)

## Community Midwives

If you need to contact the midwives, they can be contacted directly at Worthing Hospital on 205111, Extension No. 4333 (Bramber Ward), or by contacting the Boundstone Family Centre on 01903 276850.

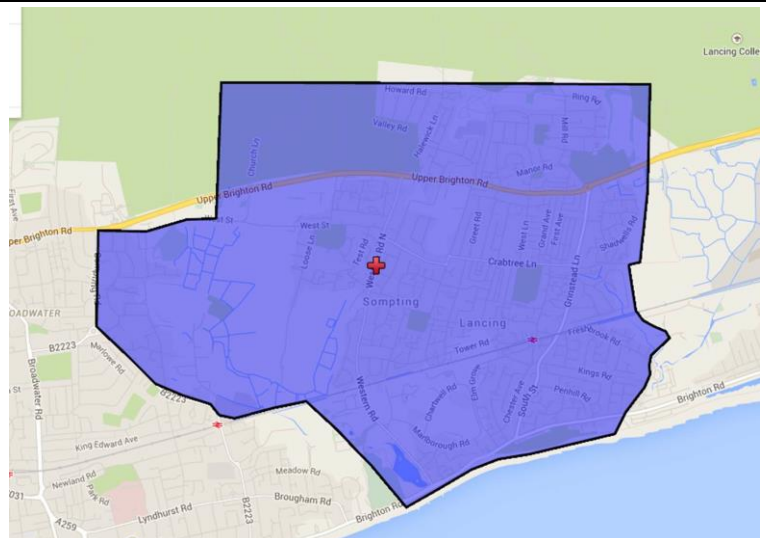
## District Nurses

District Nurses, Health Visitors and School Nurses are all based at The Quadrant, 60 Marlborough Road, Lancing Business Park, Lancing. Tel 01273 696011, Messages for the District Nurses can also be given to a member of our Reception team at the surgery.

## Practice Area for Patient Registration

To make sure that we are able to visit our patients within a safe time, we have a limit to the area from where we are able to register patients.

We serve Sompting and Lancing, as far as the West side of Old Salts Farm Road and including North Lancing. We also serve part of East Worthing where our boundary is Sompting Road and Dominion Road as far south as the railway. Please see the shaded area on the map.



## Ball Tree Surgery

We are an NHS Surgery, contracted to provide General Medical Services by the NHS England. Our legal arrangement is an Unlimited Partnership.



# Ball Tree Surgery



## Non-NHS Charges – June 2018

These services are not funded by the NHS.

The GPs complete these tasks in addition to the NHS Hours.

We ask that you pay using cash or card in advance at the reception desk.

We will provide you with a receipt.

We aim to allow 21 days to complete reports and letters.

This provides time for the administration and GP work to be completed.

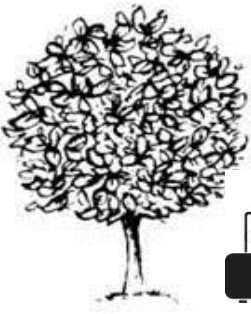
- If we think that there will be a delay we will telephone you
- Please do not call the surgery to check on progress

Your report will be ready at the reception desk for you to collect after 21 days.

<b>No Charge</b>	<ul style="list-style-type: none"><li>• Disabled Travel Pass - Form</li><li>• Guide Dog/ Assistance Dog Form</li><li>• Access to Health Records*</li><li>• Private Prescription</li><li>• Printed Vaccinations List</li></ul>
<b>£10</b>	<ul style="list-style-type: none"><li>• Camp America Forms</li><li>• Disabled Travel Pass – Supporting Letter</li><li>• Housing Letter</li><li>• School Letters / University Letters</li><li>• Statement of Repeat Regular Medications for Travel - Unsigned</li></ul>
<b>£30</b>	<ul style="list-style-type: none"><li>• DNA Testing – Administration Fee</li><li>• Gym Membership Forms – Fitness to join letters</li><li>• Holiday Cancellation Form</li><li>• Non-NHS Medical Certificate</li><li>• Power of Attorney – Witnessing at Surgery</li><li>• Private Health Care Claim Form</li><li>• Statement of Medications Including Non-repeat Items - Signed</li><li>• To Whom It May Concern Letters</li><li>• Transport Eye Test (Last page of most transport medicals)</li><li>• Travel and Holiday Related Letters</li><li>• Urine Test - Private</li></ul>
<b>£50</b>	<ul style="list-style-type: none"><li>• Copy of Health Records</li></ul>
<b>£60</b>	<ul style="list-style-type: none"><li>• Power of Attorney Witnessing – at Home</li><li>• Private GP Appointment per 20 minutes e.g. for overseas visitors</li><li>• Review of Transport Medicals</li></ul>
<b>£125</b>	<ul style="list-style-type: none"><li>• Power of Attorney Assessment – at Surgery</li><li>• Transport Medical</li></ul>
<b>£150</b>	<ul style="list-style-type: none"><li>• Power of Attorney Assessment – at Home</li></ul>

\*Talk to us about accessing your records – it is free for you but costs us hundreds of pounds for every request. Please help us to help you quicker - ask us if there is something specific that you would like to see and we can help provide the specific information you need.





# Ball Tree Travel Services

## Vaccination Appointments

If you are travelling abroad, please ask reception to book an appointment with our nurses who are trained in finding the right vaccinations to protect you.

Book your appointments as soon as you know you are going to travel. Vaccines take time to work. Allow at least 6 – 8 weeks

### Vaccination Fees - Injections

NHS £0	<ul style="list-style-type: none"> <li>• Diphtheria, Tetanus and Polio</li> <li>• Hepatitis A</li> <li>• Meningitis A C W Y</li> <li>• MMR Measles Mumps Rubella</li> <li>• Typhoid</li> </ul>
VAR	<ul style="list-style-type: none"> <li>• Malaria Prophylaxis Prescription Variable charges apply at pharmacy</li> </ul>
£30	<ul style="list-style-type: none"> <li>• Rabies – Clinic Fee – Course of 3 Injections + Pharmacy Fees approx. £140</li> </ul>
£60	<ul style="list-style-type: none"> <li>• Yellow Fever</li> </ul>
£120 - £160	<ul style="list-style-type: none"> <li>• Hepatitis B Course of 3- 4 injections. £40 for each injection</li> </ul>

For all other travel vaccinations please contact a local travel clinic

### Vaccination Fees - Administration

£10	<ul style="list-style-type: none"> <li>• Statement of Repeat Medicines for Travel - Unsigned</li> </ul>
£20	<ul style="list-style-type: none"> <li>• Yellow Fever Vaccination Certificate (duplicate)</li> </ul>
£30	<ul style="list-style-type: none"> <li>• Fitness to Travel Letter</li> <li>• Letter related to Travel</li> <li>• Holiday Cancellation Letter</li> <li>• Medical Report for Travel Insurance Companies (Per Person including vaccination summary)</li> <li>• Statement of All Medicines for Travel - Signed</li> </ul>

Items with fees are not NHS Services and so we need to charge to cover the cost of the medication and our time





# Ball Tree Travel Services



## Plan your Travel

**Many vaccines need time to start to work!  
Please let us know your travel plans well in advance...**

**Please make an appointment  
at least 1 Month before you travel**  
For Hepatitis B – 6 months is preferable

**NOTE:**

If we are busy, this means you may need to book the appointment 6 - 8 weeks before you travel to allow for the 1 month

**Each vaccine has a different lead time...**

	<b>TIME BEFORE TRAVEL</b>	
Hepatitis A	1 week	
Hepatitis B	10 weeks (min)	Course of 3 injections 6 months preferable
Typhoid	1 week	
Diphtheria / Tetanus / Polio	1 week	
MMR	1 week	
Yellow fever	10 days	
Rabies	3 weeks	
Meningitis A C W Y	1 week	
Malaria Tablets	4 weeks	



# Repeat Prescription Guide

- We can receive over 350 requests for repeat medication each day.
- Each of these requests needs to be processed, reviewed, and printed and then signed by a GP.
- We aim to process your prescription within **3 full working days whenever we are able**

However, as with any organisation there are sometimes reasons why this service may not be possible.

- For your safety, please make sure that we receive your requests **4 full working days** before they are due to allow for any delays that may occur. **This is your responsibility.**
- For some medications, if you ask for them to us too early, we cannot issue a repeat for safety reasons. It is therefore best if you always aim for 4 full working days before. At busy times of year such as holidays or Bank Holidays, please continue to apply the 4 working day guidance. It slows the whole surgery down if we receive extra, unnecessarily early, requests.

We would also request that you do not call the surgery to check if a prescription is ready – please use the guide below. If reception staff are taking prescription queries, they are not able to carry out their other important administrative tasks and all patients are affected.

## Reasons prescriptions can take longer:

- If there are queries or if there are safety issues the processing will take longer
- If a patient is due for a regular medical review the process will take longer
- If the GPs have had an extra busy surgery they may not be able to sign until after 7pm
- If the surgery is short-staffed the process may take longer
- If you have requested that the prescription be sent to a chemist it will be 4 working days
- If you have written to us and enclosed a stamped self-addressed envelope please allow 7 working days to allow for the postal service

## Online services

- Online service for repeat prescriptions that allows you to track the progress of your prescription. Please see our website or ask reception for further information.

## When will your prescription be ready?

- We have a regular pattern of activity when prescriptions are processed during the day. This means that the time we receive the prescription will also affect when it is ready. The table below will provide you with some guidance.

RECEIVED @ Surgery BEFORE 12 PM	→	READY @ Surgery AFTER 4 PM
Monday	→	Thursday
Tuesday	→	Friday
Wednesday	→	Monday
Thursday	→	Tuesday
Friday	→	Wednesday
		@ Pharmacy AM Next DAY

RECEIVED @ Surgery AFTER 12 PM	→	READY @ Surgery BY 2 PM
Monday	→	Friday
Tuesday	→	Monday
Wednesday	→	Tuesday
Thursday	→	Wednesday
Friday	→	Thursday
		@ Pharmacy AM Next DAY

## Paperless prescriptions - EPS

- If you regularly use a particular pharmacy – then we ask that you use electronic prescriptions. This means that the prescription is signed digitally by the GP and goes straight to the pharmacy via the internet.

## Simplifying your ordering

- It is simpler for you if you only have to order your repeats every one or two months. If you are finding that you need to order more often than that as your medicine runs out at different times, please let us know. We will try to bring all your repeat medication into line so that you can order less frequently. This will help you and will also help us as we will receive fewer requests.

## Please Note

- Unless you have had a specific formal arrangement with your GP (if you are housebound / special circumstances) we will not be able to take any requests for repeat prescriptions by telephone.

# If you are unhappy about our care or service...



## **Practice complaints procedure**

We aim to provide high quality, efficient healthcare services. Unfortunately, from time to time problems do occur. Our intention is to resolve problems at the earliest opportunity and to learn from our mistakes. We are sorry when things go wrong and are willing to hold our hands up and apologise to you immediately. None of us like it when things don't work out as we would have wished. We have a commitment to being open and honest as well as a legal duty of candour.

If you have a complaint, dissatisfaction or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know as soon as possible.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints. The first stage of the NHS complaints procedure is 'Local Resolution'. Your complaint should be made in the first instance to the practice.

## **How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise, with the person concerned. If your problem cannot be sorted out in this way and you wish to make a more formal complaint, we would like you to let us know as soon as possible - ideally, within a matter of days because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with the Practice Manager to discuss your concerns. To help us understand what we can do to support a resolution it will be a great help if you can provide us with a clear and specific issue and what you feel the resolution should be or the outcome that you would like.

## **How we aim to respond**

Acknowledgement of written complaints within 2 working days

Investigation within 10 working days which will

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned (if you would like this).
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem doesn't happen again

## **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining of behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **Independent Assistance**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However, if you would like assistance in making your complaint you can contact The Independent Complaints Advocacy Service (I.C.A.S.). This is an advocacy service which assists patients with formal complaints regarding NHS care or treatment. ICAS is an impartial client led service in which the advocate represents the complainant's wishes and feelings without giving advice or bias. ICAS can offer you independent and confidential support throughout the NHS Complaints Procedure and can assist you in drafting letters and attending meetings.

In West Sussex the service is provided by Central and South CAB (Citizens Advice Bureau) and the telephone number is 0844 477 1171



## **Healthwatch**

Healthwatch is the name of the consumer champion for health and social care.

At a local level, Healthwatch works to help people get the best out of their health and social care services, providing them with advice and information on local services.

You can contact Healthwatch in person at any of the following Citizen Advice Bureau (CAB) advice centres:

Lancing  
Shoreham-by-Sea  
Worthing

Or by phoning 0300 012 0122

There is an online enquiry form via their website <http://www.healthwatchwestsussex.co.uk/>

## **If you are not satisfied with our response**

NHS England

If, after contacting us, there is an issue that we are unable to resolve any complaints, issues and enquiries can be directed to NHS England.

Tel: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **The Health Service Ombudsman**

If you remain unhappy after local resolution, then you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. You can contact the Ombudsman at:

Millbank Tower  
Millbank  
LONDON  
SW1P 4QP

Telephone 0845 015 4033

E-mail [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)

Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Where can I get further advice and help?**

### **NHS 111**

Call NHS 111 or your local Citizens Advice Bureau

The Department of Health's website also has information on the NHS complaints procedure – [www.dh.gov.uk](http://www.dh.gov.uk)