

CONFIDENTIALITY

The practice complies with the 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 explicit 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 administrative 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.

HOW TO REGISTER

To register at our practice you need to complete GMS1, New Patient Registration form, 'Consent for Data Sharing' form & have photo ID.

To access the forms you can go to our website (www.goldenbrookpractice.co.uk) or ask at reception. Once filled in please hand these to reception with a form of photo ID e.g. a passport.

PATIENTS RIGHTS AND RESPONSIBILITIES

Patients have a responsibility to;

- Keep their appointment, or cancel it as soon as possible
- Return equipment when it is no longer needed
- Pay prescription charges and other charges promptly
- Treat NHS staff with respect

As a patient at the Golden Brook Practice you have the right to inform us of your preference of practitioner, if you wish to express your preference please let a member of our reception team know.

The NHS operates a Zero Tolerance Policy. If you are abusive or rude to our staff, or other patients at the practice, we retain the right to remove you from our practice list.

The Golden Brook P r a c t i c e



Erewash Health
P A R T N E R S H I P

DR JOANNE CARTWRIGHT
DR JACQUELINE LUFF
DR DUNCAN GOOCH
DR JON MEAD
DR JONATHAN BURTON
DR RUTH GOOCH

LONG EATON HEALTH CENTRE
MIDLAND STREET
LONG EATON
NOTTINGHAM
NG10 1RY

TELEPHONE: 0115 855 4200
FAX: 0115 9463894

www.goldenbrookpractice.co.uk

WELCOME TO THE GOLDEN BROOK PRACTICE

We are GP practice based close to the centre of Long Eaton therefore we are accessible to all of our patients through local bus routes. We care for patients in Long Eaton, Sawley, Breaston and Toton; we also extend to some parts of Sandiacre and Attenbrough.

EREWASH HEALTH PARTNERSHIP

In April 2018 Adam House Medical Centre, Aitune Medical Practice, Eden Surgery, Gladstone House Surgery, The Golden Brook Practice, Littlewick Medical Centre, Moir Medical Centre, Park View Medical Centre, Purnell and Partners, and Dr Webb's Practice joined together to form Erewash Health Partnership.

The intention of this innovative move is to ensure the resilience of General Practice whilst supporting the overall care that is provided. Patients registered at the practices will not notice a change in the way that they are cared for, but over time they will recognise an improvement and an extension to the services that are provided, as the collaboration between the practices increases.

THE PARTNERS

DR J E CARTWRIGHT

Trained in Manchester and joined the practice in 1992. MBChb (hons) MRCGP DCH
DRCOG JCC cert

DR J A LUFF

Trained in Leeds and joined the practice in 2002.
MBChB DRCOG

DR D V GOOCH

Trained in Nottingham and joined the practice in 2010.
B Med Sci BMBS MRCGP PG Cert Med Ed

DR J MEAD

Trained in Nottingham and joined the practice in 2013. B Med Sci BMBS MRCGP

DR J BURTON

Trained in Nottinghamshire and joined the practice in 2014. B Med Sci BMBS MRCGP

DR R GOOCH

Trained in Nottingham and joined the practice in 2014. B Med Sci BMBS MRCGP

2.

COMPLAINTS

If you are unhappy or concerned about the provision of service you have received or experienced at The Golden Brook Practice, as a valued patient of ours, you have the right to complain.

We hope that most problems can be sorted out easily and quickly, often at the time they arise, and with the person concerned. If your problem cannot be sorted this way and you wish to make a formal complaint, please let us know as soon as possible, ideally within a few days but at the most six weeks. If this is not possible, please ensure you inform us of your complaint within 12 months of when the matter occurred, or when the matter came to your attention.

How do I complain?

All complaints should be made in writing and addressed 'Private and Confidential' to the Practice Manager, Jennifer Brailsford. Please include;

- What or who you are complaining about.
- What happened and when.
- What you would like to be done about your complaint.
- How we should contact you.

We will ensure that your complaint is dealt with promptly and all steps of the complaints procedure are explained.

Complaining on behalf of someone else

Please note that we are bound by law to keep strict confidentiality. If you are making a complaint for someone else, we will need written consent from them, unless they are unable to provide this.

Further action

If you are unhappy with the outcome of your complaint, or how your complaint was dealt with, you can contact;

PALS (Patient Advice and Liaison service)

Freephone – 0800 783 7279

NHS England

Complaints Team, NHS England, PO Box 16738, Redditch, B97 9PT
Tel – 0300 311 2233

Health Service Ombudsman for England

Millbank Tower, Millbank, London, SW1P 4QP
Tel – 0345 015 4033
www.ombudsman.org.uk

7.

TEST RESULTS

Test results are sent electronically from the laboratory to the surgery.

Many results are available within 48 hours, but some more specialised tests do take longer.

Doctors review all of the results received. You will only be informed if a result is abnormal or if you need to receive treatment.

We cannot notify patients of all normal results, as the work load for this would impact on our other services too highly.

If you are concerned about your results and have not been notified, please call reception on 0115 855 4200 after 2pm. Our reception team will be able to help you.

CARERS REGISTER

We have a carers register at Golden Brook. If you care for someone and would like to be added to our register please ask one of our receptionists, your GP or the nursing team. We can put you in touch with carers groups and other agencies offering help and support for carers.

CLINICS AND OTHER SERVICES

Contraceptive services, maternity services, elderly person screening (Over 75's), routine Paediatric Immunisations, Travel Vaccinations, supervision of long term problems i.e. Diabetes, High Blood Pressure, Asthma and Thyroid disorders. Medical examinations i.e. life insurance, HGV and PSV licenses, Fitness to Drive, Fitness to Travel and other purposes, NB. BMA recommended fees are charged for these examinations. Well person screening and Ten Day New Baby Checks (*please bring discharge sheet to reception on the day of discharge from hospital if possible*).

HOW THE PRACTICE USES YOUR PERSONAL INFORMATION

Information regarding patients is held both in written notes and on the computer. All this information is highly password protected and all Golden Brook staff sign contracts of confidentiality.

Any information held about patients is only released to hospital consultants, if this is felt appropriate in the course of the referral. Any other information is only released with written consent from the patient e.g. requests for medical information for mortgage applications.

The patient always has the right to see this information once the form is completed. If a patient would like to view their medical records, they should contact the practice manager.

PRACTICE NURSES

We have a very hard working and approachable nursing team who do an excellent job for all of our patients. In addition to basic nursing care they have developed specialist knowledge in a number of areas.

These include Chronic Disease Management; our nurses coordinate and look after the care of all people with conditions such as Asthma, Diabetes, Emphysema, COPD, Heart Disease, Hypertension (high blood pressure), Atrial Fibrillation. Advanced wound care; Venepuncture (blood tests); Immunisations and Vaccinations; Contraception; Cervical Smears; Health checks and advice.

RECEPTION TEAM

We have a highly trained & professional reception team. They make appointments face to face & by telephone for all healthcare professionals at the surgery.

Please try to be considerate and patient with our reception team, as at certain times they are extremely busy. They may ask you a few questions about your symptoms when you book an appointment; this is to ensure you see the right person to get the best care possible.

HEALTH VISITORS

We have a team of health visitors who work with the practice. Health visitors are qualified nurses who have had special training in child health, health promotion and health education.

To contact one of our Health visitors please call 0115 855 4091

MIDWIFE

Our midwife provides ante-natal care, looks after expectant mothers who have a normal pregnancy and cares for each mother and baby in the post-natal period.

If you wish to make an appointment with our midwife, then please telephone the practice 0115 855 42 00, our midwife is employed by Derby Hospitals Foundation Trust.

COMMUNITY NURSING

Community Nurses are qualified nurses who have specialist understanding of caring for patients at home and in the community. They aim to work with you and your family/carers to plan and agree an individual program of care.

Home visits are provided according to genuine need. Difficulty with transport to and from your surgery is not a valid reason to receive a home visit.

To contact the district nurses please call 01332 366 717

PRACTICE COUNSELLOR

Please discuss with one of our GPs if you feel you would benefit from this service.

TRAINING PRACTICE

We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training.

We believe that achieving and maintaining training practice status enhances the quality of medical care that we provide at the practice. We have been a training practice for many years and the feedback from patients regarding our registrars has been overwhelmingly positive.

You can of course still elect to see your regular doctor but sometimes this may require you to plan your appointment.

ROUTINE APPOINTMENT OPENING TIMES

The surgery is open Monday to Friday 8.00am - 6.30pm.

To arrange an appointment with a doctor or a practice nurse, please telephone the surgery on 0115 855 4200 during surgery hours. Alternatively, you can use the free myGP app to book and cancel appointments. You can download this app on any smartphone from the App/ Google Play store.

Please note 8am - 9am are particularly busy times for getting through on the telephone, if you are calling for a non-urgent reason or to book a routine appointment, please call after 10am. **If you cannot attend an appointment please let us know: wasted appointments mean a longer wait for others.**

OUT OF HOURS

Our Out of Hours surgery cover is provided by Derbyshire Health United. To book an appointment with this service please telephone our reception team on 0115 855 4200 during surgery hours.

If you want to book an appointment outside of surgery hours you can ring NHS 111.

HOME VISITS

We reserve home visits exclusively for those who are unable to attend the surgery due to their medical condition.

To arrange a routine home visit please telephone the surgery before 11am, we will only accept emergency requests for visits after this time.

TELEPHONE CONSULTATIONS

To save a visit to the Health Centre, have you considered whether your query can be dealt with by a telephone consultation?

Telephone consultations can be used in many different cases such as; sick notes, blood results, insurance claims and more. If you are unsure on whether your query is appropriate for a telephone consultation, you can ask our reception team who will be able to advise you on this.

If you want to arrange a telephone consultation, please contact our reception team on 0115 855 4200 during surgery hours. (Monday to Friday 8.00am to 6.30pm).

WHEN THE SURGERY IS CLOSED

If you need urgent advice when the surgery is closed, please call NHS 111 for advice. Alternatively, you can use the 111 online service at <https://111.nhs.uk/>.

REPEAT PRESCRIPTIONS

To order your medication, simply contact our Medicines Order Line on 0115 8550260 Monday to Friday 9am – 4pm, order through SystemOnline, send through the post or come to the surgery to fill out the right hand side of your prescription or a request form which can be downloaded on our website (www.goldenbrookpractice.co.uk).

Please allow at least two working days to collect your prescription after you have made the request.

PATIENT PARTICIPATION GROUP

If you would like to join our Patient Participation Group please go to our website (www.goldenbrookpractice.co.uk) or ask at Reception for details. The practice actively encourages patient involvement and is looking for new members

FREEDOM OF INFORMATION ACT and GDPR

The practice is registered under the freedom of information act and complies with GDPR legislation, and therefore recognises that the public has a right to know how public services are organised and run, how much they cost and how decisions are made.

Please contact the practice manager Jennifer Brailsford for further information, or contact NHS England via their website (www.england.nhs.uk/contact-us/foi)

PREMISES/ DISABLED ACCESS

The Health Centre is made accessible for all with easy ground floor access.