

YOUR GUIDE TO PATIENTS RIGHTS

In January 2001, the 'Patient Charter' was replaced by the 'Your Guide to the NHS'. This is committed to upholding the Same Rights and Standards in support of Government policy under the terms of this guide every patient has the following established rights:

- To receive health care on the basis of clinical need, regardless of ability to pay.
- To receive a comprehensive range of services either locally or regionally.
- To receive emergency medical care at any time through your GP, ambulance services and hospital A&E departments.
- To be referred to a consultant when required by your GP.
- To be given a clear explanation of any proposed treatment, including risks and alternatives, before deciding whether or not you agree to the treatment.
- To have access to your health records and to know that those working at the surgery are under a legal duty to ensure health records are kept confidential.
- To choose if you wish to take part in medical research or student training.
- To be given information on local health services, including quality standards and waiting times.
- To be guaranteed admission for treatment by a specific date no later than 2 years from when your consultant places you on a waiting list.
- To have any complaints about medical services investigated.
- To provide a chaperone for certain medical examinations, if required.
- To provide health education and advice on reducing smoking and having a healthier lifestyle.
- To provide a leaflet to new patients, detailing the surgery staff and facilities available.

PATIENTS RESPONSIBILITIES

- Treat all staff in the surgery with the same courtesy and respect that you expect to receive whilst you are in the surgery.
- Keep your appointment and ensure you arrive in good time. If you are unable to attend your appointment, please call/email the surgery so that we can cancel it as soon as possible. The surgery keeps a record of the number of appointments that have not been attended.
- Please be patient if the doctor is running late, as this could be due to emergencies. Reception staff will advise you if/how long the doctor is running behind.
- Ensure you order your repeat prescriptions prior to them running out, to ensure you have enough medication whilst your prescription is being processed.

PATIENT CONFIDENTIALITY

Please be assured that all of our practice staff regard patient confidentiality as their highest priority. All patient information is confidential and protected by law. This information can only be given to other medical personnel involved in your care.

Only under exceptional circumstances can clinical information be given to personnel outside of the medical profession. For example, if there is risk to an individual's life or a serious crime has been committed.

ST CLEMENTS SURGERY

39 Temple Street
Oxford
OX4 1JS



DR ROHIT KOTNIS

(Leicester) 1996 BSc, MBChB MRCS Dip
SEM

DR ISHANTHI BRATBY

(London) 1998 BSc (Hons) MBBS MRCP
MRCGP DFSHR

DR BASILIO HERNANDEZ-DIAZ

MRCGP RCGP

CONTACT DETAILS

Telephone: 01865 248550

Email: stclements.reception@nhs.net

KEY MEMBERS OF THE TEAM

GP Partners – Dr I Bratby & Dr R Kotnis

Salaried GP – Dr B Hernandez-Diaz

F2 Doctor & GP Registrar

Practice Psychotherapist - Dr Doreen Shewan

Practice Nurses – Gifty Okoe & Christine Cookson

HCA – Ms Jane Lawford

Midwife – Grainne Ferrari

Practice Pharmacist – Kate Harman

Practice Manager – Ms Jayne Barraclough

Secretary – Ms Melanie Parsons

Administrators – Roo Willett & Deepika Saini

Receptionists – Aneela Ahmad, Charlie Wright & Andrea Murphy & Jane Lawford & Lucy Harris

OPENING HOURS

Monday: 08.30-18.00

Tuesday: 08.30-20.00

Wednesday: 08.30-17.00

Thursday: 08.30-17.00

Friday: 08.30-18.00

Open surgery is available Monday to Friday; surgery doors are opened at 08.30.

Please note on Thursday mornings, the doctors have meetings until 09.45.

Routine clinics are bookable 4 weeks in advance.

On Tuesday's, we offer early morning appointments are available with Dr Kotnis (07.00-07.50) and evening appointment's with Dr Bratby (18.30-19.50), that are **bookable in advance.**

Practice Nurse/HCA availability:

Gifty Okoe (Monday, Thursday & Friday).

Christine Cookson (Tuesday afternoon and evenings).

Jane Lawford (Tuesday & Wednesday morning).

Midwife availability:

Grainne Ferrari (Every Friday morning)

APPOINTMENTS AVAILABLE FOR:

Travel Clinic
NHS Health Checks
Family planning
Cytology Screening
Minor Surgery
Baby Clinic
Midwife

REPEAT PRESCRIPTIONS

If you are currently on long-term medication, your doctor can add it onto your repeat prescription. To order your repeat prescription, you can either:

Come into the surgery and request it, call the surgery after 11am or register for online patient access.

Please allow 2 working days for prescription requests to be processed.

We also offer an electronic prescription service. Please let us know your nominated pharmacy and we can ensure your prescription is sent directly to them.



OTHER INFORMATION

Out of GP hours – If you are unwell when the surgery is closed, please contact the NHS 111 for non-life threatening medical emergencies and 999 for urgent assistance.

7DAS GP Appointments – We now offer a new service providing additional appointments in the evenings and weekends by clinical staff, at local GP practices within Oxford.

Patient Participation Group – This group meets every 3 months to discuss any issues in relation to their use of the GP's NHS Services. All registered patients are able to attend this, if you would be interested in joining, please ask a member of staff for an application form.

GP Training – At St Clements Surgery we do sometimes have medical students sitting in with the GP. The surgery runs clinics for medical students and foundation doctors. These clinics are monitored by the GP's. You will be informed when an appointment is offered to you with a medical student at the time of booking. There is a qualified GP to support the medical student during their consultations at the surgery.

INFORMATION GOVERNANCE

Dr Bratby is the surgery's appointed Caldicott Guardian. The role of the Caldicott Guardian is to oversee how the surgery uses information and enforces patient's rights to confidentiality. All patient information is compliant to the Data Protection Act

COMPLIMENTS, COMMENTS & COMPLAINTS

If you have any compliments, comments or complaints about the practice, please discuss with our practice manager. We also have a patient comment book which is available in the waiting area. For formal complaints please write to the practice manager and you will receive a response within 10 working days.

IMPROVING CARE THROUGH AUDIT

The surgery routinely undertakes audits of the care we provide to our patients. This is essential, as it allows us to ensure we continue to provide a high standard of care. It also allows us to identify where we could improve the care we provide to our patients. We are bound by law to maintain confidentiality and these audits do not identify patients in any way. Occasionally, we have to provide these audits as proof that we are providing a high standard or are improving our standard of care. This means that the healthcare at St Clements Surgery can be examined by external organisations such as the Care Quality Commission.

As a patient, you have the right to request to be excluded from these audits. If you wish to find out more about this, please discuss with your GP or with the practice manager.

If you would like to contact Care Quality Commission, you can find their contact details at: <http://www.cqc.org.uk/content/contactus>