**The Clays Practice**

****

**Dr P Mike Schenk**

MB BS (London 1987) BSc

**Dr Heiko Kurth**

State Exam Medicine (Hannover 1988)

DCH (Ireland) DO (Ireland)

**Dr Elizabeth A Brown**

MB ChB (Birmingham 1987)

MRCGP DRCOG MFFP

**Dr Neil W M Mellor**

MB ChB (Manchester 1995)

BSc (St Andrews 1992)

**Dr Paul Whitelegg**

MB BS (London 2008)

MRCGP DCH DRCOG

|  |  |  |
| --- | --- | --- |
| **OUR SURGERIES:** | | |
| The Clay Area Health Centre  Victoria Road  **Roche** St Austell PL26 8JF | Bugle Surgery Roche Road **Bugle** St. Austell PL26 8PP | St. Dennis Surgery Fore Street **St. Dennis** St. Austell PL26 8AD |

**Telephone 01726 890370**

For Out of Hours Advice (18.30 – 08.30) call NHS 111

Welcome to our Practice, which covers the area commonly known as the “Clays Area”. Our main site at Roche is open from 08.30 – 18.00 and our surgeries at St Dennis and Bugle are open every morning until 12:00. Please check the timetable available in the practice or on our website

Our surgery premises are as follows:

|  |  |
| --- | --- |
| **Roche** | Clays Area Health Centre, Victoria Road, Roche PL26 8JF |
| **Bugle** | Roche Road, Bugle PL26 8PP |
| **St. Dennis** | Fore Street, St Dennis PL26 8AD |

Please note that all of our surgeries are accessible to wheelchair users.

# HOW TO SEE THE DOCTOR/NURSE

All consultations to see a doctor/nurse are by appointment, made by contacting us in person or telephoning **01726 890370.** Patients under the age of 16 years should attend with a parent or legal guardian if possible.

You can request to see a female doctor, but appointments are limited and are at the discretion of the doctor.

Requests for urgent appointments will be dealt with as necessary but please be prepared to wait.

# TELEPHONE ADVICE

If you feel you do not need to attend surgery, but require advice from the doctor or nurse; please telephone the surgery and ask to be added to the appropriate telephone list. The doctor or nurse will then phone you back, at home or work.

**Also, check out our website for information and health links:**

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

# HOME VISITS

Home visits are reserved for those who are bed bound, immobile or terminally ill. If you require a home visit, please make your request by 10 am if possible.

# OUT-OF-HOURS EMERGENCY CARE

If you require emergency care out-of-hours, please contact NHS 111 for non-emergency advice.

# ACCIDENT AND INJURIES

If you have an injury which may require medical attention, contact the Minor Injuries Unit at St Austell Hospital on **01726 873 010** or Bodmin Hospital on **01208 251 577**.

# PRACTICE STAFF AND SERVICES

The Practice employs the following staff:

State **Registered Nurses** who are directly accessible by all patients for nursing care and advice. They routinely carry out a variety of procedures including immunisations, travel vaccinations and cervical smear tests. They also hold special clinics for the routine care of patients with asthma, diabetes and coronary heart disease.

**Health Care Assistants** who are trained in routine procedures including blood tests, recording blood pressures and ECGs.

**Receptionists** are able to assist you in using our services, and how to access other primary and secondary care in the area.

Our **Dispensary Team** will be able to advise you on matters relating to your prescriptions, including how to get help with health costs. They will also be able to offer advice on the use of your medications.

**Administrative Staff** who are not directly accessible by you, but help in the organisation of the day-to-day running of the Practice.

# ONLINE SERVICES



# What is: THE WAITING ROOM?

The Waiting-room.net is an online system that allows for booking of appointments and ordering of medicines.  It also gives you access to any allergies we have recorded which relate to you. <https://thewaiting-room.net/>

# APPOINTMENT BOOKING

The appointment system will offer a few appointments, which you, the patient, can book online in advance. If you need an appointment on the day, you will need to call the practice.

# MEDICATION ORDERING

#### The medicine ordering is a new online system.  As Thewaiting-room.net integrates with our clinical system, it will be a better system for ordering as it will list the up to date medications you are on and any changes will be updated here too.

# REGISTERING

* There is a short form to complete
* We must also witness in person, proof of identity
* Bring your completed form and proof of ID to any of our practice receptions

Further information and the signup form can be found on our practice website, here:

# <https://www.theclayspractice.co.uk/doitonline.aspx>

# THE RIGHTS AND RESPONSIBILITIES OF PATIENTS

1. Please try to attend the surgery for any consultations. Visits are reserved for those who are too ill or frail to attend.
2. Please make any request for essential home visits before 10 am.
3. Please keep us informed of your correct address, telephone number and changes in personal circumstances.
4. Please keep a range of over the counter medicines at home in a secure container and follow the suggested advice at the end of theis booklet in the section headed “Looking After Yourself”.
5. Please treat our team with courtesy. Violent/abusive behaviour will not be tolerated and may result in removal from the Practice list and may also be reported to the police

# THE DISPENSARY

The dispensary in Roche surgery is open 08:45 – 12:45 & 13:30 – 18:00**.** Repeat prescription requests will be processed within 72 hours (3 full working days).

Repeats can be requested by post or by depositing the repeat slip at the surgery or via our website – [www.theclayspractice.co.uk](http://www.theclayspractice.co.uk). Our trained dispensers are available to advise and help you with the management of your medicines.

# YOUR NOTES AND RECORDS

All information recorded by the Practice (whether manual or computerised) will at all times be treated with absolute confidentiality. Only practice staff and health care professionals with direct clinical contact with patients may have access to such information.

The Practice is registered under the Data Protection Act (DPA) 1998 and under the terms of the Act you have the right to request access your records at any time. Requests should be made in writing to the practice.

# GENERAL DATA PROTECTION REGULATIONS (GDPR)

GDPR is a piece of legislation which updated the Data Protection Act (DPA) 1998.  It applies to the UK and EU. It also covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the DPA. The main changes are:

* Practices must comply with subject access requests within 1 month
* Where we need your consent to process data, this consent  must be freely given, specific, informed and unambiguous

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the GDPR.

The following notice reminds you of your rights in respect of the above legislation and how The Clays Practice will use your information for lawful purposes in order to deliver your care and the effective management of the local NHS system.

# THIS NOTICE REFLECTS HOW WE USE INFORMATION FOR:

* The management of patient records;
* Communication concerning your clinical, social and supported care;
* Ensuring the quality of your care and the best clinical outcomes are achieved through clinical audit and retrospective review;
* Participation in health and social care research; and
* The management and clinical planning of services to ensure that appropriate care is in place.

# ****DATA CONTROLLER****

As your registered GP practice, we are the data controller for any personal data that we hold about you.

# CONFIDENTIALITY (TEENAGERS)

We have a specific confidentiality policy for our patients under the age of 18. This is to reassure our younger patients that the principles of confidentiality apply equally to all. The policy of the practice is to support young people in their choice of medical treatment and to deal with them in a sympathetic and confidential manner.

# FEEDBACK & COMPLAINTS

Comments, compliments or complaints should be made in writing and addressed to the Assistant Practice Manager – Dom Cook. Any comment or complaint will receive a written reply. PALS services are now replaced by NHS England on 0300 3112233.

# USEFUL TELEPHONE NUMBERS

|  |  |
| --- | --- |
| NHS 111 for non-emergency advice | 111 or [www.nhs.uk](http://www.nhs.uk) |
| St Austell Minor Injuries Unit | 01726 873 010 |
| Bodmin Minor Injuries Unit | 01208 251 577 |
| Community Midwives | 01726 873 083 |
| Macmillan Nursing Service | 01872 354 383 |
| Department of Adult Social Care | 0300 1234 131 |
| Health Visitor | 01726 890 628 |
| Dental Helpline | 01726 627 990 |
| St Dennis Pharmacy | 01726 822200 |
| Roche Pharmacy | 01726 891 639 |
| Alliance Pharmacy (St Austell) | 01726 72478 |
| Boots Pharmacy (Bodmin) | 01208 72836 |
| Stop Smoking Service | 01209 215 666 |
| Addaction Truro | 01872 263 001 |

# LOOKING AFTER YOURSELF:

