

provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation.

In the first instance we would ask that you contact the Practice Manager in writing (or by email) who will be only too happy to investigate or discuss the matter with you. If you wish to make a formal complaint, please ask the receptionist for a Practice Complaints Leaflet.

We are obliged as part of our GP contract to take part in the Friend and Family Test and you may be asked from time to time to rate us by text message, via an online form or via a card in reception.

#### Change of Personal Details

#### USEFUL TELEPHONE NUMBERS

<b>The Hart Surgery</b>	<b>01491 843200</b>
<b>Out of Hours</b>	<b>111</b>
<b>District Nurses</b>	<b>01865 903177</b>
<b>Health Visitors</b>	<b>01865 903393</b>
<b>Community midwife</b>	<b>0118 322 8059</b>
<b>Royal Berkshire Hospital</b>	<b>0118 322 5111</b>
<b>Townlands Hospital</b>	<b>01865 903079</b>
<b>John Radcliffe Hospital</b>	<b>01865 741166</b>
<b>Dental Helpline</b>	<b>0118 918 3359</b>
<b>Emergency Dentist</b>	<b>01865 842609</b>

The nearest Accident Emergency Unit is at

The Royal Berkshire Hospital, Reading

The nearest Minor Injury Unit is at

Townlands Hospital (next to surgery)

Open 9am - 8pm every day including weekends

(x-ray department closed at weekends, 12.30-1.30pm and after 4.30pm)

# THE HART SURGERY

*Henley-on-Thames*



## PRACTICE INFORMATION BOOKLET

York Road, Henley-on-Thames, RG9 2DR

Tel: 01491 843200 Fax: 01491 411296

[thehartsurgery@nhs.net](mailto:thehartsurgery@nhs.net)

[www.thehartsurgery.nhs.uk](http://www.thehartsurgery.nhs.uk)

#### Surgery hours

The surgery is open and the receptionists are available:

**8am - 6.30pm , Mon, Tue, Wed, Friday**

**7am - 6.30pm, Thursday**

CLOSED: weekends and bank holidays

**(Please telephone 111 when the practice is closed for out of hours care)**

## Practice Information Booklet

WELCOME to The Hart Surgery. We hope this booklet will give you all the information that you require about the services provided by our Primary Health Care Team. We are committed to providing our patients with the best possible care we can with the resources available to us and aim to run an approachable and efficient service.

### Our Doctors

<b>Dr Michelle Brennan</b> Senior Partner	<b>MBBS (London) BSc, MRCGP, DRCOG, DFFP, LFHOM</b> <i>Works Mon, Thur</i>
<b>Dr Mark Bish</b> Partner	<b>MBBS MRCGP DCH</b> <i>Works Mon, Wed, Thu, Fri</i>
<b>Dr Chee Pavey</b> Partner	<b>MBChB BSc (Hons) MRCGP PGDip Clin Derm PGCert Aes Med</b> <i>Works Wed, Thu, Fri</i>
<b>Dr William Hearsey</b> Partner	<b>MB Bch, MRCGP (Cardiff)</b> <i>Works Tues, Wed, Thurs</i>
<b>Dr Oliver Maunsell</b> Partner	<b>MBBS (Newcastle), MRCGP</b> <i>Works Mon, Tues, Thur, Fri</i>
<b>Dr Lucy Worth</b> <i>Salaried GP</i>	<b>MBBS (London), MRCP</b> <i>Works Tues</i>
<b>Dr Philip Unwin</b> <i>Salaried GP</i>	<b>MB BS (London) MRCGP, DRCOG, DipOccMed</b> <i>Works Tues, Thur</i>
<b>Dr Lauren Lewis</b> <i>Salaried GP</i>	<b>MB ChB (Birmingham)</b> <i>Works Mon, Tues, Wed, Fri</i>

### Telephoning the Surgery (01491 843200)

<b>General Enquires:</b>	During surgery opening hours
URGENT/Same day appointment	Before 11
Home Visit Request (secretaries)	Before 12 noon if you can
Blood and other test results	10-12 noon, 2-4pm, Tue-Fri
Secretaries	10-12 noon, 2-4pm

## Medical Records and Confidentiality

The sensitivity of patient information is well-understood within the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practical we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you.

As a teaching/training practice there may be occasions when other healthcare professionals—such as audit/research assistants—require access to your medical records as part of approved research projects, or medical visitors who require access to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of absolute confidentiality as members of the Primary Health Care Team.

### Data Protection

All our patient records are kept on computer, and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act. For more information on how we use your data please visit our website at <https://thehartsurgery.nhs.uk/> or speak to reception and ask for an information sheet on How We Use Your Information. This will include information on how you can opt out having your confidential patient information being used for purposes beyond your individual care and treatment eg for research and planning of services.

### Access to Your Medical Records

You have a right to view your medical records online or to ask for a copy of them. Please find all details relating to this on our website.

### Accessibility

Our premises do have suitable access for disabled persons, and disabled parking is available. Our staff are able to assist any disabled person who wishes to access our services.

### Comments, Suggestions, Compliments and Complaints

The doctors and staff at The Hart Surgery group strive to give our patients the highest possible standard of care, and to act quickly if problems arise.

If you have any comments, suggestions or complaints on any aspect of the service we

maternity care, minor surgery and joint injections. Full details of these services are available on our website.

Childhood Immunisation and Child Health Development Screening clinics are held weekly, usually on a Monday.

### **Private Fees**

Certain services provided by your doctor, e.g. private certificates, employment medicals, insurance claims and holiday cancellation certificates, are not covered by the NHS. The receptionist will advise you when a fee is payable for these (which is payable in advance) and when any completed paperwork will be ready for collection.

If any patient has treatment carried out in a private setting, please be aware that the costs you will be charged by them will include all pre and postoperative care, including blood tests, dressings, stitch/staple removal etc. All private hospitals should be aware that if they wish the patient's NHS GP or practice nurse to undertake any part of this private episode of care then they must first contact the practice to agree arrangements. This should happen before any patient is directed to the practice for treatment. In some cases the practice will send an invoice to the private hospital for any work undertaken by the GP/practice nurse. However, costs which are not being met by the private provider must be paid directly to the practice by the patient at the point of treatment. An estimate of such costs can be provided in advance as necessary.

### **Training Practice**

We are a GP training practice, and will normally have at least one Registrar attached to the practice. The Registrar is a qualified doctor who will have already spent a considerable time working in hospital medicine before spending six months or a year with us to gain experience in general practice. Part of this training requires video consultation, and from time to time we may ask patients to help us with this valuable aspect of the training year. This would, of course, only be done with your written agreement. The recordings are only used for teaching and training purposes, and confidentiality will always be maintained. Any examination eg on the couch will not be filmed, just the talking part of your consultation.

### **Medical Students**

We are sometimes involved with the education and training of medical and nursing students. We would be grateful if you could accept them as part of the practice. You will always be asked if you wish the student to be present during your consultation, and we will always respect your decision.

### **New Patients**

We welcome patients from within our catchment area. Patients wishing to register with the practice will be asked to complete a registration questionnaire available at reception. You can download a registration form first from our website to save time.

### **Contacting the Surgery by Email**

For repeat prescription requests [Hart.Prescriptions@nhs.net](mailto:Hart.Prescriptions@nhs.net)

If you need to send a message electronically to the admin team or clinical staff please use econsult which can be accessed via our website <https://thehartsurgery.nhs.uk/>

### **Appointments**

Generally speaking we hold surgeries all morning and from mid afternoon until early evening. We offer a large number of 'same day' appointments and will always give one of these if medically necessary, if you are in pain or if you are worried about a young child.

If you express a preference for a particular doctor or one of a specific gender, we will do our best to honour that but cannot always guarantee it especially when booking a same day appointment.

During the COVID19 pandemic all appointments will be via telephone and patients will only be given a face to face appointment by the doctor once they have spoken to you via the telephone.

### **Online Services**

We encourage patients to register for online services (the form for this is available from reception) or via our website. Registering for the basic services means you can book and cancel appointments, order repeat prescriptions and look at some basic medical history such as past immunisations and allergies. If you wish advanced access, this has to be approved by your GP and you will then be able to view all coded information with your full medical record and results.

### **Nights and Weekends**

Out of hours care can be accessed by telephoning 111. They can offer advice, arrange for you to see a doctor or organise a home visit if required. Once a month we offer appointments on a Saturday and Sunday.

### **Results of Tests**

If your doctor has organised swabs, blood or urine tests to be carried out at the practice by the nurse, the results of these tests should be available within 5 days. The practice has a

strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results.

### **Repeat Prescribing**

If the doctor decides to put your medication on the repeat prescribing system you can request more medication using one of the following methods:

- online via our website
- by email to [hart.prescriptions@nhs.net](mailto:hart.prescriptions@nhs.net)
- For those few patients who do not have access to the internet you may call the surgery, press option 3 and leave a message with your request giving your name, telephone number, medication required and where you want the prescription sent to.

The prescription will be sent directly to a pharmacy of your choice, including one out of the area if you are on holiday for example.

### **PLEASE ALLOW UP TO 48 HOURS FOR A PRESCRIPTION TO BE READY.**

Please note that you can only order prescriptions that are designated as repeat prescriptions. If you require any other medication this will need to be done via a doctor.

### **Practice Staff**

Our Practice Manager, Mrs Sarah Moberly is responsible for the management of the practice and the staff. She is happy to answer any queries you may have about our systems and procedures. We are fortunate to have conscientious, caring and experienced reception and administration staff who aim to provide an efficient and friendly service at all times.

### **The Treatment Room**

We have a team of five practice nurses and three healthcare assistants. The practice nurses are experienced in minor illnesses, chronic disease management, including asthma & diabetes, well woman, including cervical smears and the fitting of coils, and numerous treatment room tasks. These include general wound care, stitch removal, ear syringing, giving injections, dietary and lifestyle advice, travel health and immunisations. The healthcare assistants are not qualified as nurses and act as phlebotomists (taking blood samples), perform general health checks and are able to give some vaccinations such as flu and pneumonia.

### **Health Visitors and District Nurses**

The health visitors and district nurse teams are not employed by the surgery but they are

based at Townlands Hospital and we work closely with them.

### **Health Visitors**

They are fully involved in child health surveillance and they make public health a priority. They also offer practical home-based advice and support for parents and children under 5, focusing on breast feeding, nutrition, dental health and accident prevention. They can be contacted by telephone on 01865 903393 or via email [oxfordhealth.henleyhealthvisitingteam@nhs.net](mailto:oxfordhealth.henleyhealthvisitingteam@nhs.net)

### **District Nurses**

The District Nursing Team provides nursing care to patients who require nursing care at home. This not only involves routine visits, but also includes assessment and management of long term conditions, palliative and end of life care. Community nursing care is provided 24 hours, with the evening and overnight service responding to calls out of hours. They can be contacted by telephone on 01865 903750.

### **Midwife**

The midwife from The Royal Berkshire hospital visits Townlands Hospital to give antenatal care to our pregnant ladies.

### **Rights and Responsibilities**

You will be treated as an individual and will be given courtesy and respect at all times. You will receive the most appropriate care, given by suitably qualified people, and no care or treatment will be given without your informed consent. In return we would ask you to treat all doctors and staff with courtesy and respect. We would also ask that you try to follow the medical advice offered, and take any medication as advised. We strongly support the NHS policy of zero tolerance. Any patient attending the surgery who abuses the doctors, staff and other patients verbally, physically, or in any threatening manner whatsoever, will risk immediate removal from the practice list.

### **Equality and Diversity Policy**

We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race (includes colour, age, nationality, ethnic and national origins), sex, sexual orientation, marital status, disability, or of other conditions not justified in law.

### **Services**

We offer a full range of medical services, including chronic disease management clinics,