

Patient's details

 Please complete in BLOCK CAPITALS and tick as appropriate

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	Surname
Date of birth				First names
NHS No.				Previous surname/s
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Town and country of birth		
Home address				

Postcode				
Telephone number				

Please help us trace your previous medical records by providing the following information

Your previous address in UK	Name of previous doctor while at that address
-----	-----
Address of previous doctor	

If you are from abroad

Your first UK address where registered with a GP	

If previously resident in UK, date of leaving	Date you first came to live in UK
-----	-----

If you are returning from the Armed Forces

Address before enlisting	

Service or Personnel number	Enlistment date
-----	-----

If you are registering a child under 5
 I wish the child above to be registered with the doctor named overleaf for Child Health Surveillance

If you need your doctor to dispense medicines and appliances*
**Not all doctors are authorised to dispense medicines*

- I live more than 1 mile in a straight line from the nearest chemist
- I would have serious difficulty in getting them from a chemist

 Signature of Patient Signature on behalf of patient Date ____/____/____

NHS Organ Donor registration

I want to register my details on the NHS Organ Donor Register as someone whose organs/tissue may be used for transplantation after my death. Please tick the boxes that apply.

- Any of my organs and tissue or
- Kidneys Heart Liver Corneas Lungs Pancreas Any part of my body

Signature confirming my agreement to organ/tissue donation Date ____/____/____

 For more information, please ask at reception for an information leaflet or visit the website www.uktransplant.org.uk, or call 0300 123 23 23.

NHS Blood Donor registration

 I would like to join the NHS Blood Donor Register as someone who may be contacted and would be prepared to donate blood. Tick here if you have given blood in the last 3 years

Signature confirming consent to inclusion on the NHS Blood Donor Register Date ____/____/____

 For more information, please ask for the leaflet on joining the NHS Blood Donor Register
 My preferred address for donation is: (only if different from above, e.g. your place of work)

Postcode: _____

HA use only Patient registered for GMS CHS Dispensing Rural Practice

To be completed by the doctor

Doctors Name

HA Code

- I have accepted this patient for general medical services For the provision of contraceptive services
 I have accepted this patient for general medical services on behalf of the doctor named below who is a member of this practice

Doctors Name, if different from above

HA Code

- I am on the HA CHS list and will provide Child Health Surveillance to this patient or
 I have accepted this patient on behalf of the doctor named below, who is a member of this practice and is on the HA CHS list and will provide Child Health Surveillance to this patient.

Doctors Name, if different from above

HA Code

- I will dispense medicines/appliances to this patient subject to Health Authority's Approval
 I am claiming rural practice payment for this patient.
 Distance in miles between my patient's home address and my main surgery is

I declare to the best of my belief this information is correct and I claim the appropriate payment as set out in the Statement of Fees and Allowances. An audit trail is available at the practice for inspection by the HA's authorised officers and auditors appointed by the Audit Commission

Practice Stamp

Authorised Signature

Name

Date ____/____/____

SUPPLEMENTARY QUESTIONS

PATIENT DECLARATION for all patients who are not ordinarily resident in the UK

Anybody in England can register with a GP practice and receive free medical care from that practice. However, if you are not 'ordinarily resident' in the UK you may have to pay for NHS treatment outside of the GP practice. Being ordinarily resident broadly means living lawfully in the UK on a properly settled basis for the time being. In most cases, nationals of countries outside the European Economic Area must also have the status of 'indefinite leave to remain' in the UK. Some services, such as diagnostic tests of suspected infectious diseases and any treatment of those diseases are free of charge to all people, while some groups who are not ordinarily resident here are exempt from all treatment charges. More information on ordinary residence, exemptions and paying for NHS services can be found in the Visitor and Migrant patient leaflet, available from your GP practice. You may be asked to provide proof of entitlement in order to receive free NHS treatment outside of the GP practice, otherwise you may be charged for your treatment. Even if you have to pay for a service, you will always be provided with any immediately necessary or urgent treatment, regardless of advance payment. The information you give on this form will be used to assist in identifying your chargeable status, and may be shared, including with NHS secondary care organisations (e.g. hospitals) and NHS Digital, for the purposes of validation, invoicing and cost recovery. You may be contacted on behalf of the NHS to confirm any details you have provided.

Please tick one of the following boxes:

- a) I understand that I may need to pay for NHS treatment outside of the GP practice
 b) I understand I have a valid exemption from paying for NHS treatment outside of the GP practice. This includes for example, an EHIC, or payment of the Immigration Health Charge ("the Surcharge"), when accompanied by a valid visa. I can provide documents to support this when requested
 c) I do not know my chargeable status

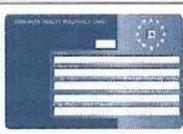
I declare that the information I give on this form is correct and complete. I understand that if it is not correct, appropriate action may be taken against me.

A parent/guardian should complete the form on behalf of a child under 16.

Signed:	Date:
Print name:	Relationship to patient:
On behalf of:	

Complete this section if you live in another EEA country, or have moved to the UK to study or retire, or if you live in the UK but work in another EEA member state. Do not complete this section if you have an EHIC issued by the UK.

NON-UK EUROPEAN HEALTH INSURANCE CARD (EHIC), PROVISIONAL REPLACEMENT CERTIFICATE (PRC) DETAILS and S1 FORMS

Do you have a non-UK EHIC or PRC?	YES: <input type="checkbox"/> NO: <input type="checkbox"/>	If yes, please enter details from your EHIC or PRC below:
 <p>If you are visiting from another EEA country and do not hold a current EHIC (or Provisional Replacement Certificate (PRC)/S1, you may be billed for the cost of any treatment received outside of the GP practice, including at a hospital.</p>	Country Code: <input type="text"/>	
	3: Name	
	4: Given Names	
	5: Date of Birth	
	6: Personal Identification Number	
	7: Identification number of the institution	
	8: Identification number of the card	
	9: Expiry Date	
	PRC validity period (a) From:	

Please tick if you have an S1 (e.g. you are retiring to the UK or you have been posted here by your employer for work or you live in the UK but work in another EEA member state). Please give your S1 form to the practice staff.

How will your EHIC/PRC/S1 data be used? By using your EHIC or PRC for NHS treatment costs your EHIC or PRC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process.

Your EHIC, PRC or S1 information will be shared with The Department for Work and Pensions for the purpose of recovering your NHS costs from your home country.

NEW PATIENT QUESTIONNAIRE

Name

DOB

I wish to have access to the following online services via System Online (Please tick all that apply) (you must provide your email address on page 1):

- 1. Booking appointments
- 2. Requesting repeat medications
- 3. Accessing my medical record (see below)

If you wish to have access to your medical record online please speak to one of the receptionists. You will be required to provide us with photographic proof of name and also proof of address.

SUMMARY CARE RECORD (SCR)

A SCR is an electronic record that provides healthcare staff with rapid access to essential information about an individual in order to provide them with direct care and treatment. If you do **not** wish to have an SCR please tick this box

COUNTRY OF BIRTH:

Ethnicity-please choose from the list below:

These are aligned to Census Questions as recommended by the Commission for Racial Equality

Ethnic Groups

White British

Mixed

White & Black Caribbean

White & Black African

White & Asian

Any other Mixed background, please state:

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, please state:

Black or Black British

African

Caribbean

Any other Black background, please state:

Chinese or other ethnic group

Any other, please state:

Signature of patient or

Signature on behalf of patient

Date

NEW PATIENT QUESTIONNAIRE

Name

DOB

Have you previously been a patient of either the Brockham, North Holmwood or Newdigate Surgeries: Yes / No

MARITAL STATUS:

Mobile:

Email:

We will send you text messages/emails with appointment confirmation/reminders and information about services. If you do not wish to receive these please tick

NEXT OF KIN:

Name:

Relationship:

Contact Tel(s):

ADDRESS:

SEX: Male Female

GENERAL HISTORY:

Have you had any serious illness, operations, x-rays or similar tests, if yes please detail dates:

OCCUPATION:

Height:

Weight:

FEMALE PATIENTS ONLY:

When was your last cervical smear?:

What was the result?:

The Government has a new alcohol initiative. Please complete the attached questionnaire and return to the surgery together with your registration forms.

FAMILY HISTORY:

Have any of your immediate family (under the age of 60) suffered from any of the following:

Relation

Heart Attack	Yes/No
Diabetes	Yes/No
Asthma	Yes/No
Stroke	Yes/No
Cancer	Yes/No
High Blood Pressure	Yes/No
Tuberculosis	Yes/No
Other Serious Illness	Yes/No

Signature of patient or

Signature on behalf of patient

Date

0-19 TRANSFER FORM (under 5 years of age)

GP SURGERY: _____

	Last name	First name (s)	Date of Birth	Sex
Mother/Guardian				
Father/Guardian				
Child				

Telephone Number	
Home	
Work	
Mobile	

Previous/Other Address(es)	New Address
Previous GP	Previous Health Visitor/School Nurse

Please send to the RMC Referrals Management Centre (Office hours 8am—6pm Mon-Fri):

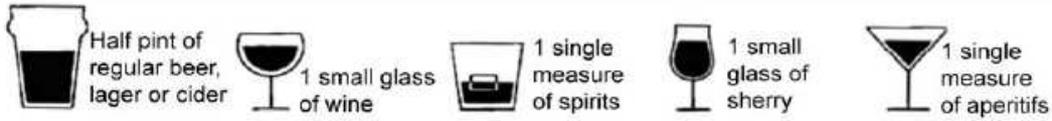
Email: CSH.Referrals@nhs.net

Fax: 0208 394 3863

Tel: 0208 394 3868

0-19 Transfer In Form Version 1

This is one unit of alcohol...



...and each of these is more than one unit



AUDIT – C

Questions	Scoring system					Your score
	0	1	2	3	4	
How often do you have a drink containing alcohol?	Never	Monthly or less	2 - 4 times per month	2 - 3 times per week	4+ times per week	
How many units of alcohol do you drink on a typical day when you are drinking?	1 - 2	3 - 4	5 - 6	7 - 9	10+	
How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	

Scoring:

A total of 5+ indicates increasing or higher risk drinking.



Score from AUDIT- C (other side)



Remaining AUDIT questions

Questions	Scoring system					Your score
	0	1	2	3	4	
How often during the last year have you found that you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you failed to do what was normally expected from you because of your drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you had a feeling of guilt or remorse after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
How often during the last year have you been unable to remember what happened the night before because you had been drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Have you or somebody else been injured as a result of your drinking?	No		Yes, but not in the last year		Yes, during the last year	
Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested that you cut down?	No		Yes, but not in the last year		Yes, during the last year	

Scoring:

0 – 7 Lower risk, 8 – 15 Increasing risk,
16 – 19 Higher risk, 20+ Possible dependence

TOTAL Score equals
AUDIT C Score (above) +
Score of remaining questions

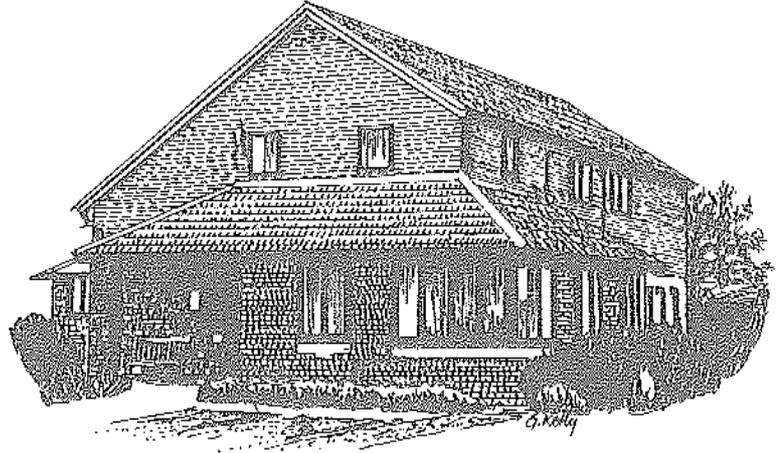




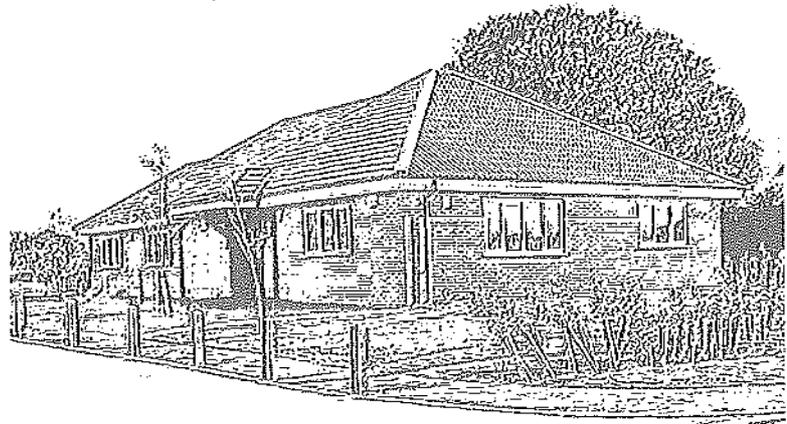
BROCKWOOD MEDICAL PRACTICE

Dr J D Richards
Dr J R Thompson
Dr L E Rawson
Dr T A Sevenoaks
Dr R P Gupta
Dr A G Brett

The Surgery,
Tanners Meadow,
Brockham
RH3 7NJ
Tel: 01737 843259
Fax: 01737 845184



The Surgery,
Rusper Road,
Newdigate
RH5 5BE
Tel: 01306 631242
Fax: 01306 631109



North Holmwood
Surgery,
1 Bentsbrook Close
RH5 4HY
Tel: 01306 885802
Fax: 01306 882926



Website: www.brockwoodmedicalpractice.nhs.uk
Email: SDCCG.brockwoodmedicalpractice@nhs.net

Brockwood Medical Practice

Welcome to Brockwood Medical Practice and our Practice booklet where we hope you will benefit from a wealth of information about the healthcare services available at our Brockham, Newdigate and North Holmwood surgeries. There is more information available on our website:
www.brockwoodmedicalpractice.nhs.uk.

Our Practice is based in three purpose-built surgeries in Brockham, North Holmwood and Newdigate. We cover an area of approximately 100 square miles, bounded by Dorking and Reigate in the north and Charlwood and Rusper in the south. We are a training practice and offer a wide variety of services in a modern and friendly environment.

WE ARE HERE TO HELP....

ONE CLICK AWAY

You can now access a number of services online; ordering a repeat prescription, booking or cancelling an appointment or accessing your medical records are both just a click away. You will need to be provided with a unique login username and password which you can obtain by contacting your surgery. Both the username and password can be changed by yourself to something you may find more suitable.

HEALTH AND HAPPINESS

Our team are dedicated to your continued good health and approach your care with professionalism, discretion and friendliness. You can count on a warm welcome from everyone involved here in the practice.

BROCKHAM OPENING TIMES

Monday	08.00	-	18.30
Tuesday	08.00	-	18.30
Wednesday	08.00	-	17.00
Thursday	08.00	-	18.30
Friday	08.00	-	18.30

NEWDIGATE OPENING TIMES

Monday	08.00	-	18.30
Tuesday	08.00	-	17.00
Wednesday	08.00	-	18.30
Thursday	08.00	-	18.30
Friday	08.00	-	18.30

NORTH HOLMWOOD OPENING TIMES

Monday	08.00	-	18.30
Tuesday	08.00	-	18.30
Wednesday	08.00	-	18.30
Thursday	08.00	-	16.00
Friday	08.00	-	18.30

WHEN WE ARE CLOSED

Outside of normal surgery hours emergency GP cover is provided by NHS 111. Patients can access the relevant out-of-hours service by calling: **Brockham Surgery** 01737 843259 or **1-1-1**.

NHS 111

NHS 111 gives access to local NHS healthcare services. You can call 1-1-1 when you need medical help fast but it is not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.**

STAFF DETAILS

Dr Jonathan Richards - MB, BS (London 1986), DRCOG, MRCGP. DPD - Senior Partner
Special Interests: Dermatology, GP Training, Minor Surgery.

Dr Tamsin Sevenoaks - MB, BS (London 1989), DFFP - Partner.
Special Interests: Family Planning/Contraception.

Dr Lucy E Rawson - BSc, MB, BS (London 1989), DRCOG, DCH, MRCGP - Partner.
Special Interests: GP Training, Child Health.

Dr Justin Thompson - MB, BS (Nottingham 1985), B.Med.Sci, MRCGP, DCH - Partner.
Special Interests: Paediatrics, Rheumatology, Minor Surgery.

Dr Robin Gupta - MBBS, MRCP, MRCGP, DFSRH - Partner.
Special Interests: Diabetes, Respiratory Medicine.

Dr Andrew Brett - MBBS (London 2016), MRCS, MRCGP, Pg Dip Clin Ed - Partner.

Dr Elizabeth Craggs - MBChB, DCH, MRCGP - Salaried GP.

Dr Allison Wong - MBBS, MRCGP, DRCOG, DGM - Salaried GP.
Special Interests: Care of the Elderly.

Dr Natalie Moore - MBChB, DCH, MRCGP - Salaried GP.

Dr Sarah Wells - MBChB, BSc International Health, DRCOG (Dip Obstetrics & Gynaecology London 2011), MRCGP - Salaried GP.

Dr Kate Heppenstall - MBBS (London 2008), DRCOG, DFSRH, MRCGP - Salaried GP.

Dr Hilary Sindall - MB.ChB (Birmingham 1997), MRCGP, DRCOG, DFFP, DCH, DTM&H - Salaried GP.

Michael Arnaud - Business Manager

Liz Spreadbury - Practice Manager

Sue Willis - Deputy Practice Manager

Practice Nurses - Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

Healthcare Assistants - Healthcare assistant support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressures measurement, ECG's, removal of stitches, dressings and new patient checks.



District Nurses - Out district nursing team offer care for the housebound in their homes following receipt of a GP referral and can be contacted on 01306 743363.

Health Visitors - Health visitor (0-19) team can be contacted between 09.00 - 17.00 from Monday to Friday on 01306 743341. They offer appointments on a Tuesday morning at Medwyn Centre on a Thursday afternoon at the Rural Playlink Centre at St John's School for weight check, general advice and support to families with children.

Midwives - Our midwifery team provide help and advice throughout the pregnancy and post-natal period. If you need to contact the midwives urgently, please contact Burstow Ward at East Surrey Hospital on 01737 231563. Alternatively for non-urgent queries, contact the Antenatal Day Unit between 09.00 - 17.00 on 01737 231726/231869.

Receptionists - Our receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, dealing with financial claims, dealing with patient records and carrying out searches and practice audits.

APPOINTMENTS

Surgeries with the doctors and nurses are by appointment only. If you require an appointment with the doctor or nurse, please book online or telephone your surgery between 08.00 and 18.30. Patients should take note of the day of the week your surgery closes early and adjust the time to call accordingly. If you need to be seen within 24 hours, you will be offered the first available appointment with any of our doctors.

SystemOnline is our facility that allows you to securely order repeat medication, view, book and cancel routine doctor's appointments from home, work or on the move—wherever you can connect to the internet - 24 hours a day. Once you are logged in, you can book, view and cancel routine appointments (you will need to telephone the surgery for urgent or same day appointments). Before you can start using **SystemOnline** you will need to be provided with a unique login username and password which you can obtain by contacting your surgery.

TYPES OF APPOINTMENTS

You can see the requested doctor of your choice, if available. However, we do operate an open practice which means you can see any doctor that may have an earlier, more suitable appointment at any of our sites.

Urgent appointments - these are available every day for patients who need to see a doctor/need medical attention the same day.

Routine appointments - these are standard 10 minute appointments in the doctor's morning or afternoon surgery. These appointments are pre-bookable. If you feel you have many things to discuss, please request a double appointment.

Clinic appointments - we have a number of dedicated clinics.



Access for Disabled Patients

There is ramp access available at each site and toilet facilities.

There is a hearing loop available at each site.

COMMUNICATION

If you have any specific communication needs, please make reception aware of your preferences so that we can make a note in your medical record and comply with your request.

TEXT MESSAGE APPOINTMENT REMINDERS

We offer a free appointment reminder service by text message. Please make sure we have your up to date mobile number for you to receive these messages.

TELEPHONE ADVICE

If you need advice or would like to speak to the doctor or nurse over the telephone, then please speak to reception who will take your details and nature of the query and a telephone appointment will be made for a doctor or nurse to call you back.

At times, when a patient asks to speak to a doctor or nurse, the issue could be dealt with by another member of staff - a receptionist, dispenser, secretary or the manager. We encourage patients to use these staff whenever possible to address their issue.

Please be aware that our phone lines are very busy first thing in the morning.

CANCELLATIONS

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

HOME VISITS

We encourage our patients to come to the surgery whenever possible, where we have the proper equipment and facilities available. You may only request a home visit if you are housebound or are too ill to visit the practice. A doctor will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls. If you do need a home visit you can help by calling reception before 10.30.

FRIENDS AND FAMILY TEST - feedback on our services

The Practice aims to provide a quality, caring service but we recognise that there is always room for improvement. We welcome any helpful comments, concerns or complaints. You can do this by accessing the following website: www.iwantgreatcare.org/ (I Want Great Care) and leaving feedback on your appointment, alternatively you can leave a suggestion in the patient suggestion box at each site or via our website: www.brockwoodmedicalpractice@nhs.uk.

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdf).

practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. For more information see the DirectGov website (<https://www.gov.uk>).

REPEAT PRESCRIPTIONS

You can request your repeat prescription online or in writing to any of the surgeries. **SystemOnline** is our online facility that allows you to securely order repeat medication, view, book and cancel routine doctor's appointments from home, work or on the move—wherever you can connect to the internet—24 hours a day. Before you can start using **SystemOnline** you will need to be provided with a unique login username and password which you can obtain by contacting your surgery.

You will be able to find more information about repeat prescriptions, prescription charges and exemptions on our website: www.brockwoodmedicalpractice.nhs.uk or by visiting the NHS Choices website: www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx

TRAINING PRACTICE

The Practice has been accredited since August 1997 as being suitable for the training of doctors who would like to work within General Practice. This means that the Practice and Doctors have had to achieve a number of standards which have been assessed by the GP Deanery for Kent, Surrey and Sussex, acting on behalf of The Joint Committee for Postgraduate Training in General practice. Dr J Richards and Dr L Rawson approved trainers. We are also a training Practice for student nurses.

Paramedic Practitioners and Physician Associate

We support paramedic practitioners and physician associates within the Practice who are trained to independently provide care and support doctors with the diagnosis and management of patients. They report directly back to the doctor with the outcome of any treatment and medication. This allows us to provide additional appointments for patients.

Student Nurses

We have a nurse mentor within the Practice and we will be taking on student nurses to support our team in April 2017.

Medical Students

Occasionally medical students from the London teaching hospitals will be attached to the surgery. During their time at the practice they will observe consultations with the doctor or nurse. This is an essential part of training for the next generation of doctors who could be responsible for your future care. Reception staff will always ask if you agree to a medical student observing your consultation. If you would prefer not to have a student present during your consultation, please let us know.

PATIENT PARTICIPATION GROUP

We have a PPG that is open to every patient to join. The aim of the PPG is to involve patients in decisions about the range and quality of services provided by the Practice. Overall, the aim is to encourage health education activities within the Practice and to act as a representative group between the Practice and the patients.

CLINICS & SERVICES

Asthma & COPD Clinic

We offer appointments with our asthma specialist nurses for monitoring symptom control and medication together with support and advice on management according to individual needs. All asthma patients are advised to see the Practice Nurse for an annual review.

Blood

If your doctor or nurse has requested you have a blood test we run a clinic every morning. We offer the first appointments to those patient who are having fasting bloods. Fasting bloods mean you cannot eat or drink, except plenty of water, for 12 hours before your blood test. If you do, then this could produce an inaccurate result necessitating a retest. All blood samples are taken in the morning so they can be collected at 13.00 and taken to the laboratory at East Surrey Hospital - this is also the case for urine, stool and sputum samples.

Counselling

We offer in-house counselling services at Brockham and North Holmwood surgeries.

Diabetes

It is important to monitor the progress of diabetes to reduce the risk of complications to your health. We offer regular reviews and check-ups to monitor blood glucose, kidney function, blood fats, weight, leg and foot assessment, eye assessment and lifestyle issues.

Antenatal

We offer an early five to six week appointment to discuss your care options and choices for delivery. If you choose to have your baby at East Surrey Hospital you are offered a first booking appointment. Routine follow-up appointment with a midwife from East Surrey Hospital are by appointment for all patients regardless of where you have chosen to have your baby.

Postnatal

All new mother and babies are seen post-delivery at home by the midwife. If you have a problem please call to make an appointment with a doctor.

Baby Clinic

We offer an eight week baby check, first immunisations and a general advice clinic with a doctor at each surgery, all by appointment. Please bring your child's red book with you. Sure Start Children's Centre, Dorking Nursery School, West Street, Dorking telephone 01306 882397 also provides a range of services for families in the Dorking area. For general telephone advice, contact the Health Visitor 0-19 Team on 01306 743341. For an appointment to see a health visitor for general child health on a Tuesday at the Medwyn Centre or Rural Playlink Centre at St John's School ring 01306 748901.

Family Planning

We provide a full range of family planning. Our practice nurses are trained in family planning and see patients by appointment. Dr Tamsin Sevenoaks is a specialist in family planning and in her clinic fits and removes coils and contraceptive implants.

Minor Surgery

Many minor operations are easily and more conveniently performed at the surgery by Dr Brett and Dr Thompson who have undergone training to perform more advanced minor surgery.

Physiotherapy

We offer a physiotherapy clinic on a Friday at Brockham Surgery for patients who have been referred to see a physiotherapist.

Travel Clinic

Advice for travellers is provided by the Practice Nurses who are specially trained. They can provide all vaccinations including yellow fever.

Test Results

Results are sent back to the doctor or nurse for review. A large number of these tests require NO ACTION (as many are for monitoring purposes only). To reduce the number of calls, patients have to make to the surgery to enquire about their results, the Practice will ONLY contact those patients whose results require some form of ACTION. If the results require NO ACTION then the Practice will not contact the patients. Patients can request a copy of their results for self-monitoring purposes in writing, in person at the surgery or through our general e-mail address SDCCG.BrockwoodMedicalPractice@nhs.net stating which surgery you wish to collect the results from.

Samples

You will have been given either a bottle with a white or red lid—this is for urine samples only; or a bottle with a blue lid—this is a general bottle for stool; or a bottle with a white lid—this is a general bottle for sputum. Urine, sputum and stool samples should be brought in a clearly labelled bottle with your name, date of birth, date and time of sample **before** 13.00. They are then collected and taken to the laboratory at East Surrey Hospital.

NON-NHS SERVICES

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for pre-employment, sports and driving requirement (PGV, PSC etc.)

Insurance claim forms

Passport signing

Prescriptions for taking medication abroad

Private sick notes

Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability. NHS responsibilities are given priority—please be aware that your request may take some time.

REGISTRATION

New Patient Registration

We are pleased to accept any new patients living within our practice area. We cover an area with boundaries including parts of Reigate and Dorking in the north, extending to Capel, Rusper Faygate, and Charlwood in the south. We therefore include North and South Holmwood, Beare Green, Newdigate, Leigh and Norwood Hill. Please check with the surgery if you are unsure whether your address is included. We normally register patients at the surgery they live closest to. If you register Newdigate Surgery you can have your medication dispensed (as long as you live more than one mile from a chemist).

We do not restrict patients' choice to one doctor, this means patients can choose to see any of our doctors and may even choose to see different doctors for different problems at different surgeries. However, each patient is allocated a named GP who is responsible for a patients' overall care at the Practice. If you would like to know who your named GP is, please ask at reception. A named GP will take lead responsibility for the co-ordination of all services and ensure their delivery where required.

To register you will need to complete a few forms. You will also be asked to fill out a medical questionnaire, this is because it can take a considerable time for us to receive your medical records. You will also need to provide proof of identification **and** proof of address. You can either come in to the surgery and collect the forms, together with a practice booklet or download the forms from our website: www.brockwoodmedicalpractice.nhs.uk

Patient Choice

For routine matters, patients can generally make an appointment with the doctor of their choice. If you require an urgent or emergency appointment you will be given an appointment with any doctor who is working on that day.

New Patient Health Check

We offer every new patient that registers with us a new patient health check. This is a 20 minute appointment with the practice nurse who will check your height, weight, BMI, blood pressure, current medication, urinalysis and discuss your family history.

Babies

When your baby is discharged from hospital care the surgery receives a hospital discharge summary with the baby's NHS number. In order to get your baby registered at the surgery the parents should complete the necessary registration forms for their baby confirming the baby's full name which does not always appear on the hospital discharge summary.

Temporary Residents

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the Practice but you will need to register as a temporary patient. You can be registered as a temporary patient for up to three months. This will allow you to be on the local Practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with the Practice. To register as a temporary patient you will need to come into the Practice and complete a form. You will need to arrive at the Practice 15 minutes before your appointment to complete the registration process.

Help us to keep your details up to date

In order for us to be able to contact you we need to ensure your records are kept up to date. It is therefore important that you keep us informed of any changes of name, address, telephone or mobile numbers.

PRACTICE POLICIES

Safeguarding Vulnerable Adults & Protecting Children

If you are being abused, or you are worried about anyone who might be suffering abuse (whether a child or an adult), you can help by either discussing this with a doctor or any member of staff.

Confidentiality & Medical Records

All matters relating to individual patients are treated as strictly confidential at all times. If you wish to discuss something in private, but feel you cannot do so at the desk, please make this clear to the reception staff and they will arrange for some privacy.

Reception and administration 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.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requested for such information should be made in writing to the Practice Manager.

Personal Information

The access to your record is controlled by the Practice and it only accessible to other organisation if you are referred to their services. If you do not wish your record to be shared with other organisations when you are referred then please inform a member of staff at the Practice.

Your information is securely kept by the Practice. We only share information outside of the practice with your consent to provide information to this parties (i.e. insurance companies) but can also be implied consent (i.e. when we have agreed with your about a referral to hospital). There are a few extreme situations where we may be required to share your information without consent (i.e. a serious criminal offence). The Practice complies with the Data Protection and Access to Medical Records legislation.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Practice Manager in writing and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so. You can also access summary care information and detailed coded data online via online services within our clinical system. Please ask a member of staff for more information.

COMPLAINTS, SUGGESTIONS AND COMPLIMENTS

We make every effort to give the best service possible to everyone who attends our Practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. If you have a complaint, concern, suggestion, compliment or wish to make a comment about our service then please approach either one of the doctors or the Practice Manager. If you wish to make a formal complaint then please put it in writing and we will acknowledge your complaint within 3 working days. The timescale set out in the Regulations for responding to a complaint is, as long as it takes to gather all the information and facts required but we aim to respond within 25 working days.

When we look into your complaint, we shall aim to:

Find out what happened and what went wrong

Make it possible for you to discuss the problem with those concerned, should you wish to

Make sure you receive an apology, where this is appropriate

Identify what we can do to make sure the problem does not occur again

You can be assured that you will not be discriminated against because you have made a complaint and that your care and treatment will not be affected in any way.

Complaining on Behalf of Someone Else

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

Independent Support During the Complaint Process

Should you require independent advice or advocacy with the NHS complaints procedure you can contact Healthwatch Surrey (website www.nhscomplaintssurrey.co.uk or call 0300 030 7333).

The Patient Experience Service at Surrey Downs CCG can also give you advice; Surrey Downs Clinical Commissioning Group, Surrey Downs CCG, Cedar Court, Guildford Road, Leatherhead, Surrey, KT22 9AE (tel: 01372 201685 between 9:30am-5:00pm, Mon-Thurs or email feedback@surreydownsccg.nhs.uk).

What To Do If Your Complaint Is Still Unresolved

You can ask us for a meeting to explain our response or discuss other possible resolution options such as involving the Surrey Independent Lay Conciliation Service. If, after this, you still feel that your concerns have not been resolved, you can ask the Health Service Ombudsman for an independent review of your case, within 12 months of raising it initially. You can telephone the Ombudsman's office on 0345 015 4033 (www.ombudsman.org.uk).

VIOLENT/ABUSIVE BEHAVIOUR

The NHS operate a zero tolerance policy and the Practice has a duty to provide a safe and secure environment for patients, staff and visitors. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

TRANSLATION SERVICE

We have translation services available at the Practice which is available online or by telephone. Please advise reception when booking your appointment to ensure that this can be accommodated.

It is possible to translate our website into many different languages by selecting the

link and then selecting the required language. (This is near the top right hand corner of the home page.)

USEFUL TELEPHONE NUMBERS

Dorking Hospital Outpatients	01306 646238
East Surrey Hospital	01737 768511
Epsom General Hospital	01372 735735
Crawley Hospital	01293 600300
NHS 111	111
Social Services (Dorking Locality)	0300 200 1005
Department of Social Security	0845 604 3719
Police	0845 125 2222
Dental Emergency Service	01737 768511
Registrar or Births, Deaths & Marriages (Mole Valley)	0300 200 1002
Relate (Marriage Guidance)	0300 200 1002
Relate (Reigate Branch)	01737 245212
National Drugs Helpline	0800 776600
Cruse Bereavement Care	0844 477 9400
Samaritans	0845 790 9090
Citizens Advice Bureau	01306 876805
Mole Valley Carers Support	01306 640020
NSPCC	0800 800500