

# Patient Participation Meeting

**Date: Thursday 17 May 2018. Time; 10:30 - 11:30 am Meeting Room.**

**Type of meeting:**  
Formal PPG meeting

**Facilitator:**  
Hajra Ansar  
Nazmeen Khan  
Pauline Woodrow

**Note taker:**  
Hajra Ansar

Attendee's; Hajra Ansar, Nazmeen Khan, Pauline Woodrow, Susan Gavin, Michael Nunn, Dr A Azam, Sadaqat Khan, Renata Dziama, Mohmmad Saddique, Kalsoom Bibi, Faredah Javed.

## Agenda

Apologies  
Introductions  
Compliments *Appendix 1*  
Minutes and Actions from previous meetings  
(*Action plan for practice survey*)  
Leaflets in different languages. *Appendix 2*  
Choose and Book. *Appendix 3*  
Extended access *Appendix 4*  
Reception poster *Appendix 5*  
Practice Privacy Notice *Appendix 6*  
NHS Breast Screening Programme  
Suggestions  
AOB

Date and time of next meeting ;  
05<sup>th</sup> July 2018 Time; 10:30- 11:30

*Refreshments are available after the meeting if anybody would like to stay.*

# Patient Participation Meeting

Date; 17<sup>th</sup> May 2018 Time; 10:30 – 11:30  
Meeting Room

**Type of meeting:**  
Formal Clinical Meeting  
Note taker: Hajra Ansar

**Facilitator:**  
Pauline Woodrow

Attendees; Hajra Ansar, Nazmeen Khan, Pauline Woodrow, Susan Gavin, Michael Nunn, Dr A Azam, Sadaqat Khan, Renata Dziama, Mohmmad Saddique, Kalsoom Bibi, Faredah Javed.

## Agenda

### Apologies

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Discussion:

Apologies were given from 2 members who were not able to make it Iqra Hussain, Mansour Youseffi.

Action items:

Minutes to be sent out with date and time of next meeting.

Person responsible:

Hajra Ansar

Deadline:

### Introductions

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Discussion: All PPG members and staff members introduced themselves.

Conclusions: None

Action items:

None

Person responsible:

Deadline:

## Compliments *Appendix 1*

Discussion: The team were presented with a compilation of comments we received from patients from 02 April to 10<sup>th</sup> March. From reading over the comments the PPG members were happy with these results and feel that these comments reflect the positive work ethic the practice has and also displays that as a practice we continuously will strive to provide the best health care we can to patients to ensure they feel like all staff members have taken into consideration all their problems and dealt with them effectively and in the best way possible.

Conclusions:

None.

Action items:

To continue to compile comments received from patients and present them in all upcoming meetings.

Person responsible:

Hajra PEL

Deadline:

Every month

## Minutes and Actions from previous meetings (Action plan for practice survey)

Discussion:

Hajra discussed the minutes from previous meeting which were in regards to the recent practice survey we carried out. All actions from previous meetings were completed and discussed; members were informed that these minutes were also on the practice website for their information. In addition to this minutes have also been sent to each PPG member via email/post. Members were happy with these minutes.

Conclusions: The previous minutes were discussed and agreed by all attendees to be a true record.

Action items:

To continue to place minutes for future meetings on the practice website and to provide a paper copy for members who have requested for one.

Person responsible:

Hajra Ansar

Deadline:

Ongoing

## Leaflets in different languages *Appendix 2*

Discussion: Following feedback from patients and health care professionals after our survey we found that it was quite difficult for GP's/ ANP's/ HCA's to explain a patient's condition and for a patient to understand his/her condition due to a language barrier which could cause a hindrance as they may not speak English or even be able to read English. Therefore Information on NHS services, public health issues and wellbeing advice is now available in multiple languages on NHS Choices. It is now accessible to users who would like to view the site in alternative languages using the translation tool.

Therefore in instances where printed care plans are provided to patients for example Asthma /COPD reviews management plans are printed off by clinicians from System 1 in English we have now set up a link on system one which enable staff to be able to print off leaflets that the patient can read and understand. PPG members agreed that this would be helpful as many patients would now be able to understand how to manage with their condition. Appendix 2 is a poster which has been placed around the practice to inform patients to request this service if they would like health information in a different language.

In addition to this we have an interpreter service available either for face to face consultations or even over the telephone whichever is seemed to be appropriate at the given time. Staff are aware of the Interpreters Services and book this when requested by the patient or clinicians request or when they are needed however there are times when this does not happen as staffs are not aware if the patient requires an interpreter.

Also a member of staff requested for another language to be added to this leaflet which was polish as she felt that many of our patients speak polish as only Czech was placed on poster informed patient that this will be done and patient kindly provided her assistance for when it comes to completing this task.

**Conclusions:**

For patients to be aware of the website <https://www.nhs.uk/aboutnhschoices/aboutnhschoices/accessibility/pages/other-languages-section.aspx> .

For Appendix 2 to be placed around the practice to inform patients they can request for leaflets in different languages from staff members.

Action items:	Person responsible:	Deadline:
All non-clinical staff and clinical staff require training on how to use the link which is set up in System1.	Hajra	Next practice meeting
An amended sign will be placed in the reception advising patients can request leaflets in any language upon request from the clinician/ at the front desk or practice website.	Hajra	Completed
To ensure this link is placed on the practice website for all patients to use.	Hajra /GT	ASAP

***Choose and Book Appendix 3***

Discussion: Upon discussion we found that many patients do not understand the Choose and book service, it was suggested by a member that there may be a chance patients have not required a referral therefore do not understand what service entails. Therefore it was discussed so that PPG members can then pass this information along to the community. Choose and Book is a secure, electronic service, provided by the NHS, it is offered to patients when the patient and the GP (or other healthcare staff) who is looking after the patient agree that he/she need a hospital or clinic appointment, Choose and Book displays on the computer which hospitals or clinics are suitable (based on a patient's medical problem). They can then choose an appointment, from the options available, at a place, date and time that suits them and which allows them to choose a hospital or clinic and book an appointment at a date and time that is convenient for them. In addition to this clinician and staff members responsible for the referral are continuously offering patients a choice of when/where they would like to be referred to. In addition to this PEL will be placing posters around the surgery to inform patients about this service. It was also suggested that information about this service should be placed on the practice website.

**Conclusions:** Members to take this information on board and to spread it their local community. All staff to continue to offer patients a choice when carrying out their referral.

Action items:	Person responsible:	Deadline:
Place a poster in front reception about this service	Hajra Ansar	Completed
To text all patients as to inform them of this service.	Hajra Ansar	ASAP
To add to the practice website.	IT Lead	Completed
And for all staff to continuously offer and provide patients with a choice in regards to their referral.	Secretarial team (office supervisor to implement)	Ongoing

## Extended Access *appendix 4*

Discussion: Hajra updated patients on the extended access service as there is an additional hub which is in a more convenient location for our patients. The hub is The Ridge Medical centre and is approximately 20 minutes away from our practice, members were informed that staff members are offering these appointments to patients and many of our patients are now using this service. This service has been provided to ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends. We also discussed that they do offer other services such as advice on weight management, nutrition and other health issues additionally there is Welfare Benefit Advice where Equality Together provide a face to face appointment with a welfare benefits advice worker giving independent confidential impartial advice direct to patients about their welfare rights. A member from the group mentioned that she had attended a GP appointment and had requested to be booked in for blood tests however the GP who carried out her consultation mentioned that he was not able to access our systems patient was confused as she had an x-ray arranged by this GP however the blood test was not possible, upon discussion it was brought forward that as it is an extended service they do not have access to our GP System and that if a clinician who carries out an extended access appointment feels that a patient requires something they send a task to ourselves and staff then process the requests and deal with it as appropriate, it was also mentioned that as this is a new service they are continuously developing their systems in hopes to increase efficiency therefore Pauline Woodrow the Practice manger had mentioned that she will query this with the lead organiser of extended access to see whether it would be possible for patients who require blood tests to get them carried out after an extended access GP appointment or whether the clinician could send a request for blood tests just as they would for other requests patients were happy with this.

Conclusions: As a group we agreed that this service is quite useful as we have had an increase of patients using extended access however we have acknowledged that it is a new service and is continuously striving to provide patients with the best health care.

### Action items:

Query this with the organisation to see whether extended access will be holding nurse/ HCA led clinics to carry out blood tests

To add information to information leaflet that we will send out (along with other information).

For all staff to continuously offer and provide patients with extended access appointments. - ongoing office supervisor to monitor

### Person responsible:

HA/PW

HA

SH

### Deadline:

ASAP

ASAP

Ongoing

## Reception Poster *Appendix 5 & Appendix 7*

Discussion: Hajra introduced a poster to the PPG members and explained that whilst receptionists are on the phone with patients when it comes to booking appointments it has been agreed they should ask patients 'why they need to be seen' to ensure that they receive: the right medical care, health care from the right Health Professional and health care at the right time. Our Receptionists are asked to collect brief information from Patients this is in order to help our clinical staff prioritise telephone calls, to be able to complete triage where appropriate and to record home visit requests also to ensure that all patients receive the right level of care and receptionists can direct patients to see the Nurse or other Health Professionals where appropriate. All staff members are bound by the confidentiality agreement established in 1998, meaning any information provided by patients is treated strictly confidential and the practice would take any breach of confidentiality very seriously and deal with it accordingly. A member brought forward that "What if issues were in fact private and the patient would prefer not to say it openly in reception?" the member was assured that patients can ask to speak to a Receptionist in the private room away from Reception however if patients feel an issue is very private and do not wish to say then this will be respected by staff members.

In addition to this the reason why we ask patients the following questions when booking their appointments is to see whether they do require to be seen by a GP/ANP or whether as a surgery we can offer them the service which would suit their condition/ health query best and this is done through sign posting. We also informed patients that staff member have recently been to a training session in regards to signposting, the training helps staff build up confidence for when signposting patients to different services for e.g. instead of a patient going to the GP for ongoing physio advice we can book them an appointment with physiotherapist via extended access appointments. There is also a list that all front line staff have been using when booking appointments for patients and this helps staff to signpost patients to the correct health care organisation (*please see appendix 7*). There are many other services available just like this for e.g. we can book patients in with the podiatry services if they are eligible for the service and would like their feet to be reviewed. In addition to this a member also queried whether we have a in-house dietician in the surgery, Hajra informed the group that we do have a in-house dietician and also our healthcare assistances are also available to provide lifestyle advice and can then refer patients to various services if they deem it to be appropriate e.g. BEEP, the national diabetes programme. In addition to this Michael Nunn the assistant practitioner also informed the group that there is a new service which our practice will be offering to patients for patients who have a high BMI and this is to motivate patients to lose weight as Michael will be calling these patients in on a regular basis to observe and record patients progress.

Conclusions: PPG members to encourage patients to provide information when booking their appointments and for Hajra to place the poster around front reception.

Action items:

Place *Appendix 5* around reception

Person responsible:

HA

Deadline:

Completed

**Practice Privacy Appendix 5****5**

Discussion: We discussed that there is a new policy in regards to patients and practice confidentiality, We discussed how we use patient's information which was to ensure patients receive the best possible care, and records are used to facilitate the care patients receive. Information held about patients may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided. A patient queried "When will it be possible to see all of my record online?" and we said that patients will receive access to their record in the next month, however in order to reduce any problems that may arise for frontline staff it was suggested that patients will be provided with online services if they do not already have it and by this patients can see their full record however once staff have provided a patient with this information they will have signed and agreed to the terms and conditions such as each patient has a responsibility to keep their login details and password safe and secure. If they know or suspect that their record has been accessed by someone that they have not agreed should see it, then they should change their password immediately and notify the surgery as soon as possible. Also we discussed that if patients print out any information from their record, it is also their responsibility to keep this secure.

Conclusions: PPG members are all aware of this policy and were happy with all the information they were provided with.

Action items:	Person responsible:	Deadline:
Poster / leaflet regarding practice privacy to be placed around reception for patients to use.	HA	Completed

**NHS Breast Screening Appendix 6****5**

Discussion: We informed patients in regards to the recent update received in regards to the NHS Breast Screening programme. It was to inform patient that an estimated 450,000 women in England were not invited to their final breast-screening mammogram, between the ages of 68 and 71, as a result of an IT failure. The information was for the target audience of women aged 70-79 or family/ friends who know of someone who may not have received a screening invitation. Therefore as part of the routine NHS Breast Screening Programme. Women aged between 70 and 79 are being offered the opportunity for a breast screen. The Breast Screening Programme usually invites women to have a screen once every 3 years when aged between 50 and 70 (up to their 71st birthday). This means women will usually receive their final screen sometime between their 68th and 71st birthdays. Most women can be reassured that they will have received their final invitation but there are some women, now aged 70 to 79, who have missed an invitation due to a problem that dates back to 2009. All affected women registered with a GP will receive a letter by the end of May 2018 with further information. A helpline is also available: **0800 169 2692**.

Conclusions: If there are any concerns in regards to the NHS Breast Screening programme please contact the Helpline : **0800 169 2692**

Action items:	Person responsible:	Deadline:
Place a poster to inform patients of any update / information regarding this programme	HA	Completed

**Suggestions****5**

Discussion: The only suggestion we received in the past two months was in regards to our notice boards a patient acknowledged that patients would not read or be interested in the notice boards which are at the back. This suggestion was taken on board and notice boards have been ordered and have been fitted in within the past week and staff are beginning to use them to promote our health care services. In addition to this all members were advised that our PPG Notice board is now located at the entry point. Patients

Conclusions: To continue compiling suggestions to bring to the meetings

Action items:	Person responsible:	Deadline:
To continue compiling suggestions to bring to the meetings	HA	Ongoing
PPG members to provide a photo and profile of themselves with this month if this has not already been done	PPG Members	ASAP

**AOB****5**

Discussion: A member of the PPG highlighted an issue in regards to further information about black listed medication and in regards to the clinical priorities list this was briefly discussed in the meeting and will be placed as an agenda item on the next PPG meeting on the 05<sup>th</sup> July 2018.

In addition to this a member also suggested that Hajra PEL should compile a list of all help line numbers available to patients for various services such as domestic abuse, first response e.c.t. This is a s despite their being various posters around practice PPG members thought it would be helpful if we had a directory of numbers for services. All attendees had agreed this was a good idea.

Conclusions: For PEL to place Black listed medication as an agenda for the next scheduled meeting as this si a topic of interest to PPG members.

PEL to create a Directory of numbers and services available for patients to call.

Action items:

Agenda item for 05 July 2018

PEL to create a Directory of numbers and services.

Person responsible:

HA/ PW

HA

Deadline:

Next  
scheduled  
PPG meeting

ASAP

**Date & time of next meeting**

Date: 05th July 2018 Time; 10:30- 11:30



### Comments received from May and April

Good service
Good practice, good staff, answers calls unlike other surgery's , understanding and caring GPs
Because all team is always ready to help patients.
Great care
I nearly always get the support I need
Good atmosphere & Doctors Extremely Helpful.
Very good service all the time.
Was given a very quick appointment for my symptoms
I chose this response because I am really satisfied with the service provided, you get appointments when you need them and the doctors are very helpful too and repeat prescriptions are always dealt with on time and I also believe that the staff are working up to their standards too and are also very helpful and friendly.
I would recommend this surgery by all means.
Great health advice
It is a good practice based on my personal & family experience
Because of the receptionist kind nature
Is very caring surgery
Always see my children and me without any problem.
Feedback is always helpful.
No complaints very satisfied professional surgery staff 100%
Going through some health issues and dealt with urgent and gave excellent support and medication.
Have been 33 years and will not charge. Keep it up.
Always Helpful.
GP Practice is extremely useful and provides good customer service
They are really helpful.
Friendly and caring service and helpful staff.
Never had a problem with any services
Always excellent services
I always get an appointment when I want & receptionist is always Excellent.
I always come to see the same doctor Dr sue, she always find the right words how to talk to me, So I can understand, I trust her and this means a lot to me.
After all the years I've been registered they are always helpful and courteous.

### Did you know?

We offer health leaflets in different languages please ask the clinician or receptionist when in surgery. This service is also available on our website.

If there are any queries please speak to Hajra.

### کیا تم جانتے ہو

ہم مختلف زبانوں میں صحت کی نشریات پیش کرتے ہیں، براہ کرم کلینکسٹ یا استقبالیہ سے پوچھیں جب سرجری میں۔ یہ سروس ہماری ویب سائٹ پر بھی دستیاب ہے۔ اگر کوئی سوال موجود ہو تو براہ مہربانی حجرا سے بات کریں۔

### czy wiedziałeś ?

Oferim pliante de sănătate în diferite limbi, adresați-vă clinicianului sau recepționarului în timpul intervențiilor chirurgicale. Acest serviciu este disponibil și pe site-ul nostru. Dacă există întrebări, vă rugăm să discutați cu Hajra.

### هل كنت تعلم

نحن نقدم منشورات صحية بلغات مختلفة ، يرجى سؤال الطبيب أو موظف الاستقبال في الجراحة. هذه الخدمة متاحة أيضا على موقعنا. إذا كان هناك أي استفسارات ، يرجى التحدث إلى Hajra.

### क्या तुम्हें पता था

हम विभिन्न भाषाओं में स्वास्थ्य पुस्तिकाएं प्रदान करते हैं, कृपया सर्जरी में चिकित्सक या रिसेप्शनिस्ट से पूछें। यह सेवा हमारी वेबसाइट पर भी उपलब्ध है। यदि कोई प्रश्न है तो कृपया हाजरा से बात करें।

## What can I choose?

If your GP needs to refer you for a physical or mental health condition, in most cases you have a legal right to choose which hospital or service you go to. This includes NHS and many private hospitals that provide services to the NHS. You may also choose your clinical team led by a consultant or named healthcare professional.

GP surgeries tend to refer to local hospitals and services, however if you want to be referred somewhere else in the country or if you want your doctor to see if there is another hospital that can see you more quickly, ask your GP. If your GP thinks there is a clinical reason why you shouldn't go somewhere else, they will tell you.

You can choose a hospital or service based on whatever matters most to you – this could include waiting times, quality of service, your previous experience, the opinions of other patients, the location or your GP's recommendation.

This leaflet talks about some of the frequently asked questions that people have about choosing where to be referred to.

**If you want to find out more you can visit [www.nhs.uk/patientchoice](http://www.nhs.uk/patientchoice)**

## Why should I choose where to have my treatment?

People tell the NHS that they want to be more involved in making decisions and choosing their own healthcare. that you have a choice. It may be that you want to go somewhere away from home but closer to your family.

Most people say it is helpful to be able to choose where and when they access NHS services. Even if you don't mind where you go, it is important to know Or perhaps you want to start your treatment as quickly as possible. It's entirely up to you to decide.

## Where can I find information to help me choose?

There are a number of places where you can access information about hospitals and services:

- You can ask your GP about what might be the best choice for you, once you tell them what matters to you most.
  - You can compare information about hospitals, services and consultants at [www.nhs.uk](http://www.nhs.uk)
- This website includes information about the quality of care, waiting times, parking and travel. Simply search using the 'Services Near You' option available at the top of page. You can also search according to the operations and treatments that the hospitals or services offer.

## **Parkside Medical Practice Extended Access**

Extended Access is the provision of Parkside Medical Practices core GP services outside of the current 'standard' GP hours (8am to 6:30pm).

### **Current Available Services at Parkside**

The Extended Access project is designed to be as fluid and adaptive as possible, and as such the services offered will change to reflect patient's preferences.

Therefore as from 2<sup>nd</sup> April 2018, the Extended Access Service operates from three different locations as below.

- **Picton Medical Centre** is the Central hub
- **Shipley Medical Practice** is the North hub
- **The Ridge Medical Practice** is the South hub

Extended Access currently offers the following services;

### **Routine GP Clinics**


A GP clinic will be held each day of Extended Access. These clinics are for routine GP appointments. Ongoing issues should preferably not be booked into these clinics.

### **North, Central and South** –

Monday, Tuesday, Wednesday, Thursday, Friday – 6:30pm to 9:30pm.

Central – Saturday, Sunday – 10:00am to 1:00pm

Please speak to the front line Receptionist or telephone 01274 521111 for further information regarding and other services that can be access at these locations. Thank you



**Why does the receptionist need to ask what's wrong with me?**

**It is not a case of the receptionists being nosey!**

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:


- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

**Receptionists are asked to collect brief information from patients:**

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

**Reception staff, like all members of the team, are bound by confidentiality rules**

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



**Thank you for your support**

# **Privacy Notice for General Practice**

## **Parkside Medical Practice**

### **Patient Personal Information**

#### **How we use your personal information**

This fair processing notice explains why the GP practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records which this GP Practice holds about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, and emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive.

Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose. Risk Stratification Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by Vision, and is only provided back to your GP as data controller in an

identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

The Practice conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments.

### **How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management

### **Information: To Share or Not to Share Review**

- Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.
- We will only ever use or pass on information about you if others involved in your care have a genuine need for it.
- We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality."
- This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

### **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists

- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required. We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

### **Access to personal information**

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate.

### **In order to request this, you need to do the following:**

- Your request must be made in writing to the GP – for information from the hospital you should write direct to them
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 20 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

Objections / Complaints.

Should you have any concerns about how your information is managed at the GP, please contact the Practice Manager. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

### **Change of Details**

It is important that you tell the person treating you if any of your details such as your name or



Address has changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

### **Notification**

- The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.
- This information is publicly available on the Information Commissioners Office website
- [www.ico.org.uk](http://www.ico.org.uk)
- The Practice is registered with the Information Commissioners Office (ICO).
  
- Who is the Data Controller?
- The Data Controller, Dr S Azam responsible for keeping your information secure and confidential is:

### **Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Complaints Officer at the following address:

Parkside Medical Practice  
Horton Park Centre  
99 Horton Park Centre  
Bradford  
BD7 3EG

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk), [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone: 0303 123 1113 (local rate) or 01625 545 745

<b>Parkside Triage –for Receptionist/Administrators</b>	
<b>Eligible Criteria to be referred to Community Pharmacy</b>	<b>Ineligible criteria –message can be added</b>
<b>Read code: XaGPB–Signposted to Community Pharmacy</b>	
Cough – Less than 3 weeks	Cough – 3 weeks or History of Asthma/COPD and feeling more breathless, History of DMARD/rheumatology drugs, immunosuppressant drugs or radio/chemotherapy/immunosuppressed, feeling unwell High temperature, Vomiting
Sore throat – Less than 7 days	Sore throat – No improvement after 7 days, Frequent sore throats, Cancer patient, Breathing Difficulties, difficulty swallowing soft foods (ask what they had for breakfast)
Earache – No other symptoms	Earache – Other symptoms (high temperature, vomiting, severe sore throat, discharge, swelling around the ear)
Headache – No head injury, No other symptoms	Headache – Head injury, Other symptoms (severe pain, high temperature, rash, stiff neck, jaw pain, visual problems), sudden onset severe headache
Constipation – Less than 2 weeks, No other symptoms	Constipation – Over 2 weeks, Blood in stool, Abdominal pain, Disable
Diarrhoea – Less than 3 days, No other symptoms	Diarrhoea – Over 3 days, Bloods in stool, High Temperature, Under 3 yrs 6+ bouts of diarrhoea in the past 24 hrs, Dehydrated, passing less urine than normal
Indigestion – Infrequent under 55 years old. No other symptoms	Indigestion – Frequent 55 yrs + Unexplained weight loss, Persistent vomiting, Blood in stools or vomit, Difficulty swallowing, Anaemia, Stomach ulcer, Stomach cancer.
Haemorrhoids (Piles) – No rectal bleeding	Haemorrhoids – rectal bleeding, Pain more the 1 week, Swelling
Hay Fever – No other symptoms	Hay fever – not getting better after taking, Medicines from Pharmacy
Threadworms – Child over 2 years old	Threadworms – Child under 2 years old, Pregnant/breast feeding
Head lice – Never tried treatment from pharmacy	Head lice – tried treatment from pharmacy. Rash on scalp
Wart and verruca's – Never tried OTC meds	Wart and verrucas – Treatment from pharmacy didn't work. Facial wart, Bleeding or pain from wart.
Athletes foot – No other symptoms	Athletes foot – tried treatment from pharmacy
Mouth ulcers – Less than 3 weeks	Mouth ulcers – More than 3 weeks, Recurrent mouth ulcers, increasingly red and painful
Cold sores – Less than 10 days	Cold sores – No improvement after 10 days, Spreading- needs appointment
Acne – Never tried OTC medicines	Acne – Tried OTC medicines, Widespread, Painful, Causing distress
Nappy Rash – Never tried OTC medicines	Nappy Rash – Tried OTC medicines, Bright red rash with red or White spots
Teething – Never tried OTC medicines	Teething – Tried OTC medicines, high temperature, Excessive or unexplained crying.
Thrush – Over 16 years old, Under 60 years old, Never tried OTC medicines	Thrush – Under 16 yrs, Over 60 yrs, Tried OTC med, Over twice in 6 months, Pregnant/breastfeeding, Diabetic, Having Chemotherapy, HIV
Conjunctivitis – Less than 2 week, Never tried OTC medicines	Conjunctivitis – More than 2 weeks, Tried OTC medicines, Wear contact lenses and have spots on eyelid, Under 3 years old
Emergency Contraception (EHC) – Over 16 years old, UPSI under 72 hours	EHC – Under 16 years old, UPSI under 72 hours, UPSI over 72 hours, Crohn's disease