



NEWFIELD MEDICAL
GROUP LTD.
EST. 2022

PATIENT INFORMATION LEAFLET

NEWFIELD MEDICAL GROUP
The Crescent
71 Lothian Crescent
DUNDEE
DD4 0HU

Tel: 01382 432030

www.newfieldmedical.co.uk

THE DOCTORS

Dr Rebecca Forrester
Dr Zindzi Greenwood
Dr Steven Lewis
Dr Edmund Rhatigan
Dr Elaine Munro
Dr Marion MacKenzie
Dr Summaiya Karim

Please note, at times the practice may have locum GPs assisting

PRACTICE OPENING HOURS

Monday – Friday 08:00 to 18:00

ARRANGING APPOINTMENTS

Appointments can be arranged by contacting the practice on 01382 432030. Patients are welcome to contact the practice at any time between the hours of 08:00 – 18:00 where you will most likely speak to a GP directly. You have the right to express a preference for the doctor of your choice and every effort will be made to offer you an appointment with your preferred doctor as soon as possible.

If you are unable to keep your appointment, please telephone the practice to cancel your appointment in order that the appointment can be offered to another patient.

THE PRACTICE TEAM

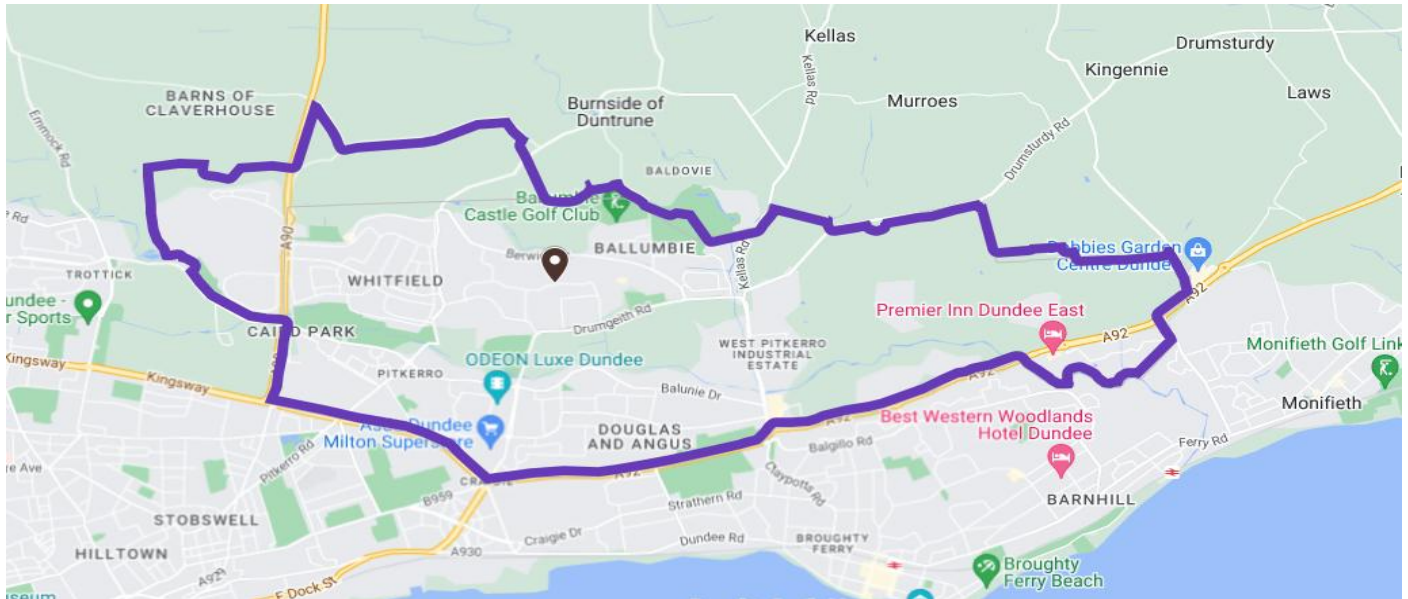
- ◆ **Doctors** of Newfield Medical Group provide medical services to our registered patients / temporary residents. These are normally provided in the surgery or, if necessary, in your own home.
- ◆ **Doctors in Training (Foundation Years and Specialist Trainees).** The practice is an accredited training practice for the training of new general practitioners. These doctors have completed their hospital training and spend 18 months in total in general practice. During those 18 months, they partake in all aspects of practice work including consulting with patients.
- ◆ **Business Manager (Mr David Ramsay)** is responsible for overseeing all business aspects of the practice including strategic management and planning, human resource management, financial management, complaints / feedback and adherence to the practice's GMS contractual obligations.
- ◆ **Practice Manager (Miss Bernadette Phelan)** works closely with the Business Manager and is responsible for overseeing all managerial aspects of the practice including information technology, health and safety, medical trainees / medical students, chronic disease registers, adherence to our contractual obligations relating to enhanced service provision, appointment rotas and communication.
- ◆ **GP Projects & Administration Team Supervisor** is responsible for the supervision of our administration team, patient and staff comfort, front of house duties, staff rotas and assisting with private claim work (such as work requested from solicitors or insurance companies). Our supervisor is also responsible for overseeing the governance of our patient volunteers and works closely with our Practice Community Coordinator.
- ◆ **Administrative Team** perform a variety of important tasks within the practice such as issuing repeat prescriptions, contacting patients, assisting patients with queries, updating patient records and providing basic information on services and test results.
- ◆ **Healthcare Assistant** provides a variety of nursing services such as chronic disease management clinics, blood pressure checks, assisting the doctors with cervical smears and ECGs.
- ◆ **Practice Community Coordinator** is responsible for overseeing the coordination of community support groups provided through our charity Newfield Community Group which are focused on improving the health and wellbeing of the community.
- ◆ **The Health Visitors** provide advice on health matters particularly relating to mothers, babies, pre-school children and older people. They can be contacted directly on 01382 432324.
- ◆ **The District Nurses** provide nursing care to patients in their own homes if they are unable to come to the surgery. They can be contacted directly on 01382 740190

TO REGISTER AS A PATIENT

If you live within the practice boundary (see map below), you are welcome to register with the practice. Registration forms are available to download from our practice website (www.newfieldmedical.co.uk) or you can come in to the practice to request registration forms. If you require assistance with completing the forms, please contact the practice on 01382 432030 and a member of our administration team will be happy to assist you further.

If you are registering a new baby, you should bring the form issued from the Registrar's office.

We are committed to providing quality 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, age, nationality, sex, sexual orientation, marital status, disability or of other conditions not justified in law.



CONSULTATION TIMES (DOCTORS)

The doctors hold surgeries every morning and afternoon. Early morning surgeries commencing at 07:30 and late evening surgeries commencing at 18:00 are also available for patients who may find arranging an appointment during working hours difficult.

CONSULTATION TIMES (NURSING TEAM)

Our Healthcare Assistant holds surgeries every Monday to Friday.

SPECIALISED SERVICES

We provide a range of specialised services. You can make an appointment for these by phoning the surgery.

- Asthma review
- Blood pressure checks
- Titration of Medications
- Cervical smears
- New baby checks
- CHD review
- Stroke review
- Lifestyle advice
- Coil / Implant Services
- Joint injections
- Minor surgery
- Diabetic Reviews
- COPD review

OUT OF SURGERY HOURS

If you need medical assistance which cannot wait until the practice re-opens, you should contact NHS 24 by dialling 111.

You can also visit the NHS Inform website which provides a wealth of information and advice regarding a variety of medical conditions by visiting www.nhsinform.scot

If you require urgent medical assistance (such as symptoms of chest pain or stroke) you should dial 999 and ask for the Ambulance Service.

HOME VISITS

If you are unable to attend the surgery and require a home visit by the doctor, please contact the practice on 01382 432030 to discuss further. It is very helpful if you contact the practice before 10:00 as this allows the doctors to plan their home visits accordingly. The doctor may decide that attendance at the surgery, casualty or direct admission to hospital is more appropriate. A home visit may be necessary for the very sick, terminally ill, housebound elderly or disabled.

REPEAT PRESCRIPTIONS

You can order your repeat prescription in the following ways:

- ◆ By ordering online at www.newfieldmedical.co.uk
- ◆ By completing a prescription request form located at reception
- ◆ By sending us the completed counterfoil from your last prescription

Please allow **48 hours** before collection. Prescriptions can be posted to you if you provide us with a stamped addressed envelope or they can be collected by the Chemist. Please note that we do not dispense or deliver medication.

If you have a query about your medication, you should discuss your query with your local pharmacist in the first instance or contact us to arrange an appointment with our own practice pharmacist.

RESULTS

Please call the surgery to receive the results of any tests you have had taken **after 10am**. Your results should be available within 5 to 7 days (depending on the type of test requested).

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

Please note, the practice will only contact yourself to discuss test results if there is a need to. Test results that are satisfactory will not usually be followed up by a telephone call due to the high number of tests requested each day.

PATIENTS NOT SEEN WITHIN 3 YEARS

Any patients between the ages of 16-74 years, and who have attended neither a consultation with, nor a clinic provided by the practice, within a period of three years, will be offered a consultation upon request.

MEDICAL STUDENTS

The practice is committed to training Doctors for the future and we are a training practice for medical students. This means we are fortunate to have medical students attached to our practice for periods of time. We are proud to be a very busy training practice and all medical students are supervised by a GP. You may be provided with an appointment to attend our GP training centre which is located on the ground floor next to Boots pharmacy.

CHANGES OF NAME OR CONTACT DETAILS

If your name, address or telephone number change, please let us know as soon as possible. It is important that we have your correct details so that we can contact you if necessary and deal with your health care matters efficiently.

ETHNIC MINORITIES

If English is not your first language and you would like an interpreter to be present at your appointment, please inform the practice and they will make arrangements with NHS Tayside's Interpreting Service.

CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying carers, especially those who may be caring without help and support. The Practice can provide you with information on local services which are relevant to carers.

PATIENT WITH HEARING OR VISUAL IMPAIRMENTS

If you have a hearing or visual impairment, we can arrange to provide information in a way that will accommodate your needs.

PARKING & ACCESS

There is free parking whilst you are attending the surgery. There is also level access and full facilities for the disabled.

NON-NHS SERVICES

Fees may be payable for certain services not included under the National Health Service, some of which include: employment medicals, private insurance certificates, HGV and PSV licences and private prescriptions. If you wish further information regarding our non-NHS services or fees, please visit our practice website (www.newfieldmedical.co.uk) or give us a call to discuss further.

PRIMARY MEDICAL SERVICES

If you need further information regarding primary medical services in the area, please contact NHS Tayside's Primary Care Department, Kings Cross Hospital, Cleington Road, Dundee, DD3 8EA or by dialling 01382 818479. Alternatively, you can email the department by emailing tay.primarycareservices@nhs.scot

SUGGESTIONS & COMPLAINTS

We are always very keen to improve the service we offer. You can provide feedback to the practice in person, in writing or via email to Tay.newfield@nhs.scot. Any feedback is forwarded to our Business Manager for review.

We realise that misunderstandings can occur in a busy practice and we try to rectify them by discussing with the patient at an early stage. We offer an informal procedure to deal with any problems you may have with our service. In the first instance, you should speak to our business manager who will be try to help. If the business manager is unavailable, we can provide you with a complaints form which can be obtained from reception. The complaints form details our complaints policy and explains how to proceed with your complaint. Details of our complaints procedure and policy can be found on our practice website (www.newfieldmedical.co.uk)

PATIENTS AGED 75 YEARS AND OVER

If you are aged 75 years and over and have not participated in a consultation within a period of 12 months, an appointment with our Healthcare Assistant for a health check will be arranged upon request. If you have a medical condition which would prevent you from attending the surgery, a home visit can be arranged for this.

YOUR RIGHTS & RESPONSIBILITIES

You have a RESPONSIBILITY to:

- ◆ Let us know if you are unable to come for your appointment – the space will be given to someone else.
- ◆ Treat our health professionals, staff and other persons on the practice premises with courtesy and respect. The surgery will not tolerate violent or abusive behaviour of any kind, and any such behaviour may result in your removal from the practice list. In extreme cases, we will call the police.

You have a RIGHT to:

- ◆ Be registered with a practice and be treated with courtesy, respect and dignity by all practice staff.
- ◆ See the doctor of your choice (subject to their availability). In urgent or emergency situations this may not be possible.
- ◆ Be offered a new patient health check on registering with the practice upon request.
- ◆ Receive emergency care at any time from the practice.
- ◆ Receive appropriate drugs and medicines.
- ◆ Be referred for a specialist opinion where appropriate, and to be referred for a second opinion if you and the doctor agree this is desirable.
- ◆ Have the right to access your medical records, subject to the provision of the Acts, and to know that those working for the NHS are under a legal obligation to keep your personal health information confidential.
- ◆ Choose whether or not to take part in medical research or medical student training.
- ◆ Receive a copy of the practice leaflet, which sets out the services provided;
- ◆ Receive a full and prompt reply to any complaints about the service you receive from us.

YOUR PERSONAL HEALTH INFORMATION

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment, e.g. GP, Health Visitor, Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency of the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these, we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and have given your consent for us to do so.

Where you need a service jointly with a local authority, we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information, e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you several rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adhere to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at www.nhs.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our Business Manager.