

APPOINTMENTS

To make an appointment telephone 01270 275050 and book with the help of a receptionist. Alternatively, you can visit us and book directly with the receptionist at the desk or you can register with them for our appointments on-line.

For continuity of care we ask that wherever possible you make your appointment with your usual doctor or nurse.

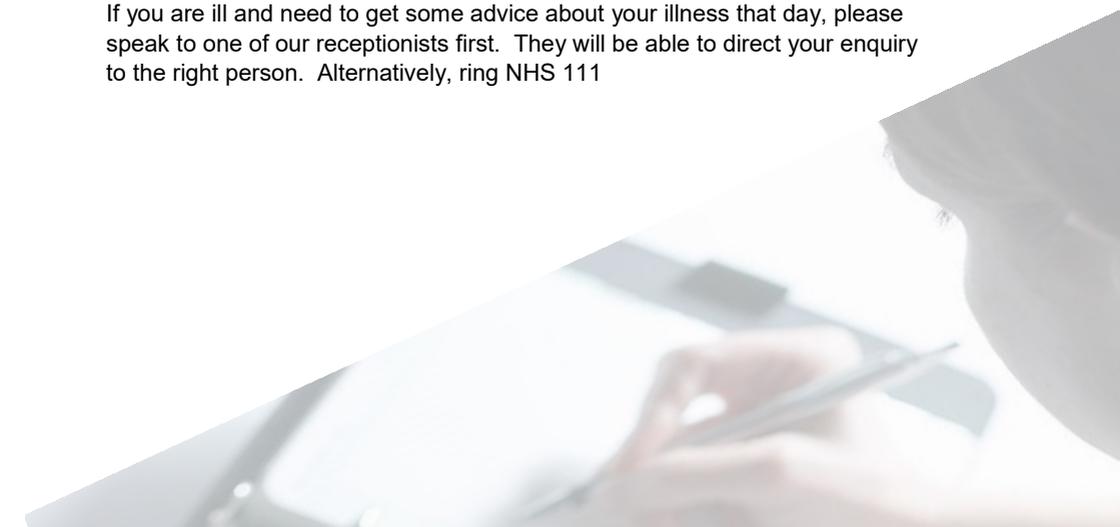
Ashfields is large and it may take a while to get to the right place. Please arrive in plenty of time and make sure you let us know you have arrived.

We will endeavour to give all patients the opportunity to:

- Book routine appointments 6—8 weeks in advance
- More urgent problems will be seen within 48 hours
- Encourage continuity of care
- Make telephone access to the Practice easier

URGENT HELP DURING SURGERY HOURS

If you are ill and need to get some advice about your illness that day, please speak to one of our receptionists first. They will be able to direct your enquiry to the right person. Alternatively, ring NHS 111



PARKING

There are seven parking spaces for those with a Blue Badge, as well as ample dropping off points outside the main entrance.

ARRIVALS

GROUND FLOOR

Nursing, Physiotherapy, Podiatry and other clinics.

Please book in at the main reception for these services. Directions to the Nursing, Physiotherapy and other suites are well signed.

FIRST FLOOR

Doctors' appointments.

For all doctors' appointments please book in at the first floor reception. If you are experiencing difficulty getting to your appointment please speak to our receptionists who will be able to assist.



OUT OF HOURS HELP

Our telephone lines are available from 8:00am to 6:00pm. At 6:00pm all our lines are closed, after which the Emergency Line 01270 275109 will be available until 6:30pm .

At 6:30pm, all our lines close and calls are diverted to the Out of Hours number 111. You will speak to a trained adviser who will ask you a series of questions which help to assess your symptoms. You will be directed to the best medical care provider.



PRESCRIPTIONS

Repeat prescriptions may be ordered:

- On-line via www.sandbachgps.nhs.uk
- By post
- By fax on 01270 275055
- In person

Please allow 72 hours before collection, excluding weekends and bank holidays. If you would like your prescription to go automatically to one of the pharmacies or on-line pharmacies, please let us know.



SERVICES SUMMARY

GP Consultation	Nurse Consultation	Respiratory Clinic	Diabetic Clinic	Cardio-rehab
Family Planning	Minor Surgery	Phlebotomy	Travel Clinic	Immunisation
Physiotherapy & extended service	Antenatal	Hypertensive Clinic	Child Development	Dementia Clinic
Audiometry	Podiatry	Counselling	Speech Therapy	Dietary Advice
Vasectomy Clinic	Services for Learning Disabled	Anti-coagulant Monitoring	Lower Limb Orthopaedic Clinic	Upper Limb Orthopaedic Clinic
General Surgery Clinic				



SUGGESTIONS AND COMPLAINTS

It is our intention to give you the best possible service. We welcome feedback from our patients on the service we provide.

If you have any suggestions, comments or complaints, please let us know.

To make a suggestion about the Practice please complete one of the suggestion forms in the waiting room and put in our suggestion box.

Please contact our Practice Manager, Cathy Darwent, to discuss any problems or concerns you may have. We aim to sort most problems easily and quickly.



TRAINING

REGISTRARS

We have a number of GP Registrars working with us. Registrars are fully qualified doctors gaining experience in General Practice.

MEDICAL STUDENTS

Ashfields Primary Care Centre is pleased to be a Training Practice for 3rd and 5th year medical students from Manchester University.

Throughout the year, we have different students placed with us. They sit in during surgery consultations and go out on home visits with a GP.

You will always have the opportunity to be seen without a student present, if you prefer, but please bear in mind these students are tomorrow's doctors.



WHAT YOU NEED TO KNOW

THIS LEAFLET EXPLAINS WHY INFORMATION IS COLLECTED ABOUT YOU AND THE WAYS IN WHICH THIS INFORMATION MAY BE USED.

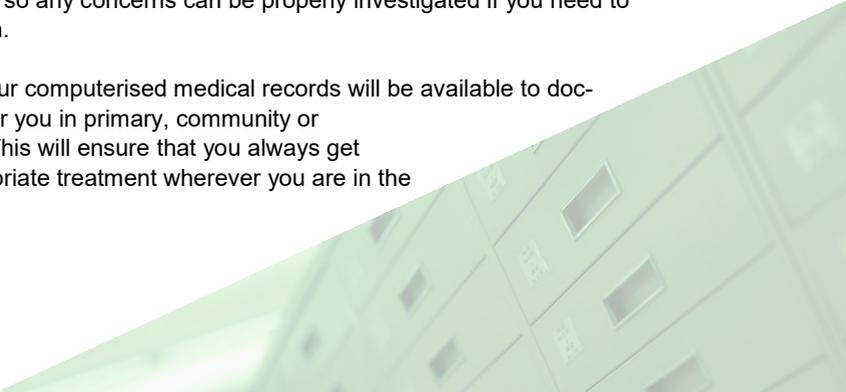
Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the NHS and any private care you may have received. These help to ensure that you receive the best possible care from us. They may be written down (manual records or held on a computer). The records may include:

- Basic details about you such as address and next of kin
- Contact we have had with you, such as surgery or home visits
- Letters about your health and any treatment you have received at NHS and private outpatient clinics
- Hospital discharge letters following admission to hospital
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals or those who care for you and know you well.

Your records are used to guide professionals to ensure that:

- The healthcare professional involved in your care has accurate and up to date information to assess your health and decide what care you need
- Relevant information is available in referral letters if you are referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care you have received so any concerns can be properly investigated if you need to complain.

In the future, your computerised medical records will be available to doctors looking after you in primary, community or hospital care. This will ensure that you always get the most appropriate treatment wherever you are in the NHS.



WHAT YOU NEED TO KNOW (Part 2)

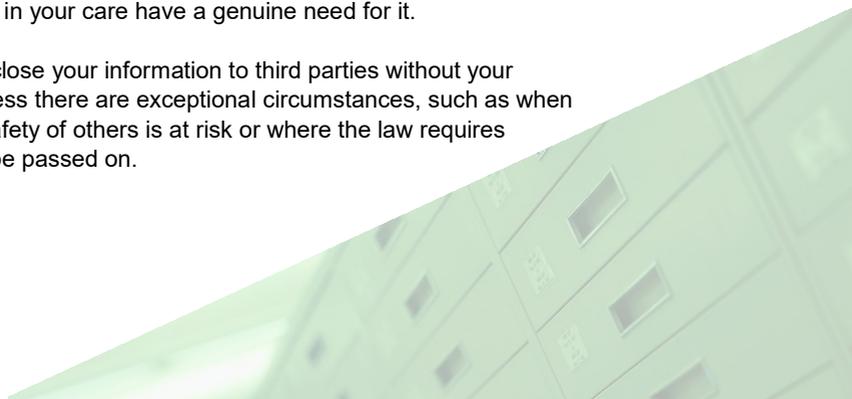
Your information may also be used to help us:

- Assess the needs of the general population
- Make sure our services can meet patient needs in the future
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Audit our services
- Prepare statistics on NHS performance
- Investigate complaints, legal claims or untoward incidents
- Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions
- Where it is not possible to use anonymous information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as the NHS (eg Social Services). We may need to share some information about you so we can all work together for your benefit. 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 third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.



WHAT YOU NEED TO KNOW (Part 3)

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information may include:

- Notification of new births
- Infectious diseases which may endanger the safety of others (not HIV or AIDS)
- Where a formal court order has been issued
- Where there is a clear case of criminal activity.

Our guiding principle is that we are holding your records in strict confidence.

The principal partner organisations who information may be shared with:

- Other Health Care Professionals within the community (eg Health Visitors, District Nurses, Physiotherapists, etc)
- Health Authorities
- NHS Trusts
- Ambulance Service.

Subject to strict agreements, your information may also be shared with:

- Primary Care agencies
 - Social Services
 - Education Authorities
 - Local Authorities
 - Voluntary Sector Providers
 - Private Sector Providers.
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WHAT YOU NEED TO KNOW (Part 4)

The EU General Data Protection Regulation (GDPR) replaced the UK Data Protection Act 1998 on 25 May 2018. The GDPR allows you to find out what information we hold about you and what we do with it (explained in this booklet). This is known as a Subject Access Request (SAR) and applies to your health records.

You can apply for a copy of your medical records by making a verbal or written request. Verbal requests for records cannot be made over the telephone as we need to verify the requestor; however, written requests can be made by post to:

Mrs C Darwent
Practice Manager
Ashfields Primary Care Centre
Middlewich Road
Sandbach
Cheshire
CW11 1EQ

or by email to: ashfields.secretaries@nhs.net
or by completing an SAR request form at the reception desk.

If you would like to know more about how we use your information or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please speak to a member of reception.





ASHFIELDS PATIENT PARTICIPATION GROUP

Ashfields Patient Participation Group (the 'APPG') is made up of patients at the Practice who have joined the Group on a voluntary basis. The APPG usually meets monthly on a Monday evening to discuss a wide range of issues with medical and management staff from the Practice.

Our aim is to give patients a strong voice, represent their views, and help shape the way the Practice delivers their healthcare. APPG members also attend a wide range of other healthcare meetings in Cheshire whose aims are relevant to Ashfields patients and Practice.

We want to hear the views of a variety of patients, so whatever your age or circumstances you can get involved, and have your say about:

- information for patients
- the facilities or environment e.g. signs, waiting areas and access
- the services that are available
- accessing those services

Please note that the APPG does not consider individual specific complaints as the Practice has a complaints procedure for that purpose.

If you have any comments or suggestions or would like more information about joining the APPG, please complete one of our contact forms, place it in a suggestion box and we will get in touch.

We have on-line "virtual" discussion group that may be of interest if you cannot attend the meetings. Please register your interest on one of the contact forms and we'll keep you updated .

Information is available on notice boards in both reception areas and on the Practice website: www.sandbachgps.nhs.uk





ASHFIELDS PATIENT PARTICIPATION GROUP

Contact Form

If you have any comments or suggestions, or would like more information about joining the APPG when a vacancy arises, please complete this form, place it in our suggestion box and we will get in touch.

Name:

Phone:

Email:

Postcode:

Are you: Male Female

Age: 16-29 30-45 46-59 60+

How would you describe how often you come to the Practice?

Regularly Occasionally Rarely

I would like to:

- Make a comment or suggestion
- Apply to join the APPG
- Apply to join the on-line virtual discussion group

Please note that no medical information or questions will be responded to.
The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.