

# Orchard House Surgery

Ann Burrow Thomas Health Centre  
South William Street  
WORKINGTON  
CA14 2ED  
Tel: 01900 603985



VERSION April, 2016

# A guide to services

Telephone: (01900) 603985

[www.orchardhousesurgeryworkington.  
co.uk](http://www.orchardhousesurgeryworkington.co.uk)

Opening Hours:           Monday - Friday  
8.00am - 6.30pm

When practice is closed  
please Dial : 111

Welcome

**Orchard House Surgery  
boundary serves the whole of  
Workington as well as its  
surrounding area, to Flimby**

**boundary, to Broughton and  
across to Distington  
boundary.**

**Our team includes 4 GPs, , 2  
Senior Nurses, 1 Health Care  
Assistant, 2 Job Sharing  
Practice Manager's,**

**1 Medicine's Manager, 11  
Admin / Reception staff,  
some staff have dual roles.**

**We offer a full general  
practice service and run  
specialist clinics,**

**for Diabetes, Coronary Heart  
Disease, Epilepsy,  
Hypertension, Hypothyroid,  
Asthma, COPD, Carers health  
checks, NHS Health Checks,  
Stroke, Mental Health,  
Dementia, Osteoporosis,**

**Rheumatoid Arthritis,  
Anticoagulation,  
Contraception, including  
IUCD's and Nexplanon fittings  
and removals, Care Plans for  
Vulnerable Patients,**



**Near Patient Testing and  
Minor surgery.**

**At Orchard House Surgery we  
aim to treat all our patients  
promptly, courteously and in  
complete confidence.**

**We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.**

**If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception desk or online at the practice**

**website. (Please see front page of guide). You will now register with the practice rather than one individual GP.**

# **Reception Hours**

**Receptionists are on duty from 8.00am to deal with urgent issues and to take requests for appointments, visits, repeat prescriptions**

**and general enquiries during  
the following hours:**

**Monday - Friday**

**8.00am - 6.30pm**

# **Surgery Hours**

**Doctors**

**Morning Surgeries**

**9.00 – 11.30am**

**Monday to Friday**

# **Afternoon Surgeries**

**3.00pm – 6.00 pm**

**Monday to Friday**



**Nurses**

**Morning Surgeries**

**9.00 – 12.00pm**

**Monday to Friday**

**Afternoon Surgeries**

**2pm - 6pm**

**Monday to Friday**

**Our Team**

**The partners**

**Dr Reinier Schrader (male)**

**JCPTGP**

**Dr Schrader has been a partner in the practice since 2002. He offers a full range of general practice care to his patients and is a fluent speaker of Dutch, English, French,**

**Dr Lorna Gold (female)**

**MRCOG Part 1 , MRCGP**

**Dr Gold has been a partner in practice since July, 2011. She offers a full range of general practice care to her patients**

**including Family planning  
clinic.**

**Dr Gemma Kirby (female)**

**MBChB**

**Dr Kirby  
joined Orchard House  
Surgery in 2014. She has a  
special interest in women's  
services.**

**Dr Andy Rudman (male)**  
**MBCChB, MRCCGP, DRCOG**

**Dr Rudman has joined  
Orchard House Surgery in  
2016. He offers a full range of**



**general practice care to his  
patients.**

# **Our Nursing Team**

**Our highly qualified nurses deal with a range of conditions and health concerns. They examine**

**patients, make a diagnosis  
and plan care.**

**They are experts in many  
areas of disease management  
such as diabetes, asthma,  
COPD and Heart Disease**

**Mrs Judith Martin (Practice Nurse)**

**Mrs Lesley Newton (Lead Practice Nurse)**

**M/s Ann Collingwood (Health Care Assistant)**

**Judith and Lesley and our  
Health Care Assistant form  
our nursing team within  
practice and provide care for  
the patients each having  
different specialities**

**including asthma, diabetes,  
hypertension, holiday  
immunisations smears, blood  
tests etc.**

# **Our Admin & Reception Team**

**Mrs Julie Harris – Job Share /  
Practice Manager**

**Mrs Gillian Blackburn – Job  
Share / Practice Manager**

**Mrs Jacqueline Sloan –  
Administrator Manager**

**Mrs Sandra Williamson –  
Administrator Manager**

**Mrs Melanie Walker –  
Medicine Manager**



**Mrs Janice Duncan – Clinical  
Interface Manager /  
Scanning Operator**

**Miss Leah Tubman –  
Reception Manager**

**Mrs M Lithgow – Receptionist**

**Ms Kelly Benson – Choose &  
Book Administrator /  
Receptionist**

**Ms L Nicholson –  
Receptionist/Asst Medicine  
Manager**

**Mrs N Scholey – Reception  
Supervisor**

**Mr – Leon Bond – Temporary  
Receptionist**

**Mrs Rachel Bone – Scanning  
Operator**

# **Miss Lucy Edmondson - Admin apprentice**

**On the day requests for  
urgent appointments**

**If you require an on the day  
appointment, we have been  
fortunate to receive funding  
from the Prime Ministers**

**Challenge fund to fund an on the day service for all 5 practices' in Workington Community Hospital, which is staffed by GP's and Nurse Practitioners. Ring our practice number and if you**

**require an on the day  
appointment, our  
receptionists will book you  
an appointment at the  
Workington Primary Care  
Centre within Workington  
Community Hospital**

# **Home Visits**

**Please do not request a home visit unless it is an appropriate and the patient is really unable to come to the surgery. Remember our**



**doctors typically see four patients in the practice in the time it takes to do a single home visit. If a home visit is required, please contact the surgery before 10.00am if possible and inform the**

**surgery of name, address and  
age of patient, and give full  
details of the illness.**

**Emergencies outside Normal  
Surgery Hours:**

**CHOC Tel: 111**

**This service is covered by 111. The service covers evenings, weekends and Bank Holidays.**

**Please DO NOT use this service unless it is appropriate. Minor matters can wait until surgery opens; make sure that**

**you have Paracetamol or Calpol available at home.**

**When requesting a home visit from 111, you must always telephone first, you may be asked to attend a Medical Centre.**

**Any visitors or temporary residents seeking medical advice should notify the visiting doctor that they are not registered and make known whether they intend to register with a named practice.**

**Please remember that Doctors can be very busy dealing with serious cases;**

**please be patient, polite and co-operative with both Doctors and Staff.**

**Please think carefully before you call the Doctor, are your medical needs genuine?**

## **Specialist and hospital care**

**If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, you will be asked where and when you would like to go. You will be given a choice of hospital to attend, and a leaflet explaining your options.**



**Some appointment's can now be booked electronically directly from within practice, so you can find out your hospital appointment date and time without delay. This service is called "Choose & Book".**

# **Appointments**

**Please ring our telephone number  
01900 603985 to book an appointment  
up to 1 week in advance.**

**Urgent cases are seen on the day**

**If your condition is non-urgent you can  
expect to see a GP within two working  
days, though you may have to wait**

**longer if you prefer to see a particular GP.**

**Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within 2 working days when all our nurses are working in surgery.**

**Let us know if more than one person in the family needs to be seen. We offer a**

**one appointment, one person, one problem system.**

**Inform us if you want someone to accompany you during an examination (chaperone) or a private room to discuss any matters. Remember that the results of tests can only be given to the patient**

**You can help us by:**

**Being on time for your appointment**

**Let us know when you need to cancel  
your appointment**

**Calling for a home visit or urgent  
appointment before 10am when at all  
possible**

**Ringling for results of tests after 1pm  
weekdays**

## **Clinics**

**We run a range of clinics. For an appointment or further details, please call our telephone number on (01900 ) 603985.**

## **Ante-Natal Care**

**We would like all expectant mothers to either contact the Reception Desk for**

**an appointment as soon as they find out they are pregnant, or self refer themselves directly to the ante-natal department at Workington Community Hospital, so the patient can be booked early for scans and blood tests etc. to avoid any risk factors.**

**You are also most welcome to make an appointment for a pre-pregnancy consultation with a clinician.**

## **Registering Your Baby with a GP**

**Following the birth of your baby please bring your registration form to the surgery for your baby to be registered with a Doctor as soon as you are able.**



**It is important to register your baby following the birth. Thank you**

## **Post-Natal Care**

**You will be forwarded a Post-Natal appointment, please attend, as this is done for the well being of both you and your child, by appointment only.**

## **Vaccinations (Children)**

**Practice policy is that all children under 16 should be vaccinated as per the Department of Health Recommendations.**

**Please attend for vaccinations as they are important**

**You will be forwarded an invitation when your child is due an immunisation. This is by appointment only. You will receive a letter of invitation**

## **Child Health Surveillance**

**All babies at 6 weeks old are invited to surgery for their 6 week baby check. This is by appointment only with the Doctor.**

## **Child Health Clinics**

**Child health clinics are run by the Health Visitor. She will inform you of the various locations and times of their child health clinics.**

## **Family Planning**

**The contraceptive pill, Emergency Contraceptive, IUCDs & Nexplanon are all available within Orchard House Surgery. Please ask at reception for an appointment with Dr Gold or Dr Kirby**

## **Cervical Smear Clinic**

**Please ask receptionists to make you an appointment with one of our practice nurse's.**

**Minor surgery**

**Thursday 9am - 12 noon**

**Minor operations. Please discuss this with your doctor who will then arrange for you to be given an appointment**



# **Diabetes**

**Led by our Lead Nurse, this clinic offers advice and general health check-ups to patients diagnosed with diabetes – By appointment only**

# **Asthma**

**Asthma sufferers can receive advice and support in this clinic from our nurses who specialise in asthma care – by appointment only**

# **Coronary Heart Disease**

**CHD sufferers can receive advice and support in this clinic from our nurses who specialise in CHD care. – by appointment only**

# **Chronic Disease Management**

**General Clinic –**

**Appointments for all other chronic disease management areas are made by appointment only**

# Stopping Smoking

<b>Asda Pharmacy</b>	<b>Dunmail Park Shopping Centre, Maryport Road, Workington CA14 1NQ</b>  <b>Mon=8.00-23.00, Tue-Fri=7.00-23.00, Sat=7.00-22.00, Sun=11.00-17.00</b>	<b>01900 607730</b>  <b>*DO NOT GIVE NO.OUT*</b>
<b>Boots UK Ltd</b>	<b>29 Murray Road, Workington CA14 2AB</b>	<b>01900 602405</b>

	<b>Mon,Tue,Thur,Fri+Sat=9.00-17.30, Wed=9.00-19.00, Sun=11.00-16.00</b>	<b>SERVICE NOT AVAILABL YET</b>
<b>Harrington Pharmacy</b>	<b>25 Church Road, Harrington, Workington CA14 5QA Mon-Fri=9.00-17.30, Sat=9.00-12.30</b>	<b>01946 833565</b>
<b>Moorclose Pharmacy</b>	<b>Unit 6,Moorclose Rd/About, Moorclose, Workington, CA14 3RW Mon-Fri=9.00-18.00, Sat=9.00-13.00</b>	<b>01900 62618</b>
<b>Seaton Pharmacy</b>	<b>91 Main Road, Seaton, Workington CA14 1JE Mon-Fri=9.00-18.00, Sat=9.00-12.00</b>	<b>01900 67679</b>
<b>Tuschem Ltd</b>	<b>Workington Community Hospital, Park Lane,</b>	<b>01900</b>

	<b>Workington CA14 2RW</b> <b>Mon-Fri=9.00-17.30</b>	<b>705130</b>
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**Cumbria Partnership NHS Foundation Trust no longer provide a Stop Smoking Service, as Public Health are now commissioning this service from local pharmacies.**

**Please find a list of pharmacies above, who offer smoking cessation support in Workington. Public Health have advised that due to staff turnover and training, it is recommended that all patients contact the Freephone signposting number for the most up to date information before attending the pharmacy - telephone 0300 013 3000.**

# **Vaccinations (Adults) & Travel Vaccination Service**

**Ask the Receptionist to check if your vaccinations are up to date. If you are travelling abroad, we do offer a Travel Vaccination Service. Please call into the surgery to make an appointment and complete a pre travel vaccination**



**questionnaire. Vaccination against influenza is given routinely starting in October of each year.**

**Immunisations are for patients aged over 65 years &**

**If you are a Chronic Disease  
Management Patient and/or aged over  
65 years you will automatically be  
offered a seasonal influenza  
vaccination, pneumococcal  
vaccinations, and if appropriate  
Shingles vaccination**

# **Shingles**

**The national vaccination programme for shingles is delivered throughout the year. If you are eligible you will be forwarded a letter of invite**

## **The Podiatry Service**

**Patients are now able to self refer to the Chiropody Service. There is a referral form that you are required to complete and sign. The aim of this service is to make the pathway to the Podiatry service faster. Please ask at reception for a referral form.**

# **Physiotherapy Referral**

**Patients are now able to self refer to the Physiotherapy Service. There is a referral form that you are required to complete and sign. The aim of this service is to make the pathway to the Physiotherapy service faster. Please ask at reception for a referral form.**

**ORCHARD HOUSE SURGERY is  
launching 'shared records'**

**Our practice now has the ability to  
share some information from your  
medical records with other health  
services that provide you with care.**

**This information is limited and is called a 'shared record'.**

**Medical records are increasingly being stored on computers. If you give permission, the healthcare professionals you visit in the Allerdale area can view your shared record or a relevant section of it on a new**

**computer system. This is done through a secure NHS network, not the internet.**

**Your shared record will contain a summary of your most up-to-date, relevant health information which includes things such as:**

**Your recent diagnosis and test results;**

**What allergies you have;**



**What medications and treatment you currently receive.**

**By allowing access to your shared record, you can ensure that healthcare professionals treating you have the most up-to-date and accurate information about your overall health and current treatments.**

**This will allow healthcare staff to give you better advice and provide safer and more effective care.**

**It will help to ensure that mistakes are avoided and can also reduce the need for you to give different health services the same information repeatedly.**

**At the start of your treatment, you will be asked directly for your permission to view your shared record.**

**Your shared record will only be accessed while you are being treated.**

**You can decline to share your record.**

**More information**

**For more information, please download the 'Changes to your medical records' leaflet on the practice website**

**A Question & Answer sheet giving further information is also available to download there.**

**If you want to discuss sharing sensitive information, or want to disable access to your shared records, please contact your GP Surgery or speak to the healthcare professional treating you.**

# **Repeat Prescriptions**

**The doctor may inform you that your medication can be obtained without seeing a Doctor on the next occasion. This is called a 'repeat prescription'**

**To order your repeat prescription:**

**Indicate clearly the item you require on your prescription counterfoil and place in the prescription box in the surgery foyer**

**Write your request on the repeat prescription form available in the foyer and place in the prescription box**

**Telephone the surgery, select '2' for prescriptions (see opposite)**

**Order online, if you have registered for this service**

**You may collect your prescription from the reception desk during surgery opening hours or please inform the surgery if you wish your prescription**



**to be collected by a specific pharmacy  
for dispensing**

**Your prescription will be ready to  
collect in the afternoon TWO working  
days after you submit your request. If  
you collect directly from the pharmacy  
please allow THREE working days**

**For example: Present prescription  
request at surgery**

**Monday am/pm - ready after 4pm**

**Wednesday**

**Friday am/pm - ready after 4pm**

**Tuesday**

**Tuesday am/pm - ready at pharmacy**

**Friday pm**

**Please be aware that at holiday times it may take longer for your prescription to be done, so please order a little earlier.**

**If you do request your prescription early please indicate why clearly**

**If you completely run out of medication, or are in urgent need of a repeat, please make this known to**

**reception and they will arrange for your prescription to be done as soon as possible. It is your responsibility to try to prevent such occurrences happening.**

## **TELEPHONE REQUESTS FOR PRESCRIPTIONS**

**You may telephone the surgery to request only your usual repeat prescription (These are listed on the right hand side counterfoil of your prescription form)**

**Telephone 01900 603985 and select the option for prescriptions**

**It is essential that you leave the following information as a recorded message:**

**Your full name**

**Your date of birth**

**Each item you require including strength and dosage – spell if necessary**

**Please note: other prescription request (i.e. non repeatable or acute items) are not accepted on this line. You will need to speak to the reception team or make an appointment with a doctor**

# **PRESCRIPTION REQUESTS FOR OUTSIDE THE AREA**

**If you wish your prescription to be  
faxed through or posted to a pharmacy  
outside the area please submit your  
repeat prescription request with a**



**stamped envelope addressed to the  
pharmacy**

## **ELECTRONIC PRESCRIPTION SERVICE**

**Orchard House Surgery now offers  
Electronic Prescribing. With electronic  
prescribing, your doctor selects the  
medication you require into a**

**computer. This electronic prescription is sent over a secure network to the pharmacy you choose. The pharmacy receives the prescription and can begin filling it right away.**

# **WASTE**

**Please make sure that you only order the items that you require**

**Always check your prescription before leaving the pharmacy.**

**Did you know that?**

**Medicine returned to the pharmacy cannot be reused, even unopened packets if it has left the premises**

**The average cost of a prescription is £10 of which £5 is wasted**

**You can return any unwanted/old  
medicine to the pharmacy for safe  
disposal**

**PLEASE HELP PREVENT WASTE**

**If you require further information or help with your repeat prescription please speak to our medicine manager or repeat prescription administrator**

***Online Services for Orchard House  
Surgery Patients***

## **Manage your healthcare provision online**

**We are introducing a new service called  
Online Services Records Access . This  
will let you interact with our practice  
using the Internet at your convenience,  
even when we are closed. You will be  
able to book appointments, cancel**



**appointments, and request medication through your medical record.**

**You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password.**

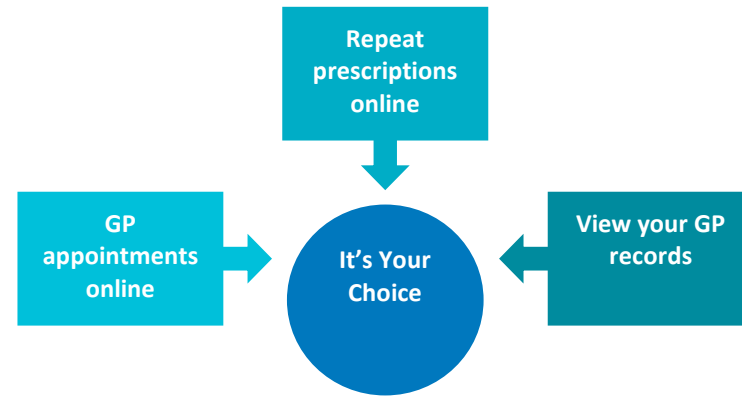
**If you are interested in this service, please ask at reception for a form to**

**complete or fill in the online form on the practice website (please see front cover) to download the form and return the completed form to the surgery.**

**You can also get further information from the website at [www.hscic.gov.uk](http://www.hscic.gov.uk).**

**Online Services Records Access Leaflet**  
**Patient information leaflet 'It's your choice'**

**If you wish to,  
you can now  
use the internet  
to book  
appointments  
with a GP,  
request repeat  
prescriptions  
for any  
medications**



**It will be your  
responsibility to  
keep your login  
details and  
password safe**

**you take  
regularly and  
look at your  
medical record  
online. You can  
also still use the  
telephone or  
call in to the  
surgery for any  
of these**

**and secure. If  
you know or  
suspect that  
your record has  
been accessed  
by someone that  
you have not  
agreed should  
see it, then you  
should change**

**services as well. It's your choice.** **your password immediately.**

**Being able to see your record online might help you to manage your medical** **If you can't do this for some reason, we recommend that you contact the practice so that**

**conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you**

**they can remove online access until you are able to reset your password.**

**If you print out any information from your**

**decide not to  
join or wish to  
withdraw, this  
is your choice  
and practice  
staff will  
continue to  
treat you in the  
same way as  
before. This**

**record, it is also  
your  
responsibility to  
keep this secure.  
If you are at all  
worried about  
keeping printed  
copies safe, we  
recommend that  
you do not make**



**decision will  
not affect the  
quality of your  
care.**

**copies at all**

**You will be  
given login  
details, so you  
will need to**

**think of a  
password  
which is unique  
to you. This  
will ensure that  
only you are  
able to access  
your record –  
unless you  
choose to share**

**your details  
with a family  
member or  
carer.**

**The practice  
has the right to  
remove online  
access to**

**services for  
anyone that  
doesn't use  
them  
responsibly.**

## **Other local NHS Services**

**As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-**

**stocked medicine cabinet at home. We suggest you keep the following:**

**Paracetamol and aspirin (children under 16 and**

**People with asthma should not take aspirin)**

**Mild laxatives**

**Anti-diarrhoeal medicines**

**Rehydration mixture**

**Indigestion remedy (for example, antacids)**

**Travel sickness tablets**

**Sunscreen - SPF15 or higher**

**Sunburn treatment (for example, calamine)**

**Tweezers and sharp scissors**

**A thermometer**

**A selection of plasters, non-absorbent  
cotton wool, elastic bandages and  
dressings**



# **Remember**

**Keep the medicine chest in a secure,  
locked place**

**Out of reach of small children**

**Always read the instructions and use  
the suggested dose**

**Watch expiry dates – don't keep or use  
medicines past their sell-by date**

**Take all unwanted and out-of-date medicines back to the pharmacy**

**Your local pharmacist**

**Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many**

**pharmacies operate extended hours on a rota basis. Call NHS Direct for details.**

**When to call 111 -**

**Call 111 when it is less than 999**

**NHS 111 is a free-to-call single non-emergency number medical helpline**

**operating in England and Scotland. The service is part of each region's National Health Service and has replaced the telephone triage and advice services provided by NHS Direct, NHS24 and the local GP out-of-hours services.**

**When to call Accident and emergency  
999**

**Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.**

**Accident and emergency departments are open 24 hours a day, 365 days a**

**year and can assess serious injuries  
and provide emergency treatment.**

## **Insurance/ Medical Forms/ Letters**

**If you require any form to be signed by the Doctor, please consult the receptionist initially, please note when our GP's complete forms on your behalf, it is a service which is outside of General Medical Services, therefore the forms are completed in the GP's own**

**private time. On completion of these forms there will be a charge as per British Medical Association guidelines. Please ask for a price list from reception.**



## **Other Information**

**NHS England & CCG's came into being  
on the 1<sup>st</sup> April, 2013**

**NHS England is an executive, non departmental public body of the Department of Health. NHS England oversees the budget, planning, delivery and day to day operation of the commissioning side of the NHS in England as set out in the Health & Social Care Act 2012. It holds the contracts for GPs and NHS dentists. NHS England authorises the Clinical**

**Commissioning groups, which are the drivers of the new, clinically-led commissioning system.**

**The Clinical Commissioning Groups will ask GP's to carry out some commissioning functions in relation to primary medical care on its behalf.**

**This will mean that GP's have a core role in improving patient care across the system.**

**NHS England will retain formal responsibility for ensuring that a practice is meeting its core contractual duties.**

## **CQC**

**“The Care Quality Commission (CQC) is the independent regulator for health and social care in England. It makes sure services such as our practice, provide people with safe, effective, compassionate and high quality care,**

**and encourages these services to improve “**

**All GP practices in England must be registered with the Commission**

**The CQC Inspectors measure standards against a set of regulations. Initially there were 16 regulations but these have been replaced by 11 new regulations. These are referred to as**

**fundamental standards of quality and safety**

**To Make a Complaint about the care you have received within the surgery**

**Workington Health Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect our service, please let us know. Please contact the Practice Manager, who will**



**be happy to listen to your concerns. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised by any member of the team, as you would wish, you can write to:**

**Complaints Manager,**

**Drs' Schrader, Gold , Kirby & Rudman**

**Orchard House Surgery  
South William Street,  
WORKINGTON,  
CA14 2ED.**

**Any complaints or concerns raised by  
our patients will not affect the standard  
of care you receive within practice.**

**Please ask at reception for a  
Complaints Leaflet / The leaflet is also  
available on the Practice webpage.**

**[www.orchardhousesurgeryworkington.co.uk](http://www.orchardhousesurgeryworkington.co.uk)**

**Further information:**

**PALS, ICAS & OMBUDSMAN**

**PATIENT ADVISORY LIAISON SERVICE**  
**(PALS)**

**PALS provide a confidential service  
designed to help patients get the most**

**from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found @**

**Patient Advice & Liaison Service – NHS Cumbria**

**Workington Community Hospital Park Lane, Workington, CA143 2RW**

**Tel: 0300 1239006 (24hr answer  
phone)**

**<http://www.pals.nhs.uk/officemapsearch.aspx>**

# **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

**ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment.  
Your local ICAS service can be found @**

**Penrith Office: Suite 5, Cumbria House,  
Gilwilly Industrial Estate, PENRITH,  
CA11 9FF**

**Tel: 0808 802 3000**

**[http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)**



## **OMBUDSMAN**

**As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's**

**Complaints Helpline on 0345 015 4033  
or <http://www.ombudsman.org.uk> or  
Textphone (Minicom): 0300 061 4298**

# **COMPLAINING ON BEHALF OF SOMEONE ELSE**

**Please note that Orchard House  
Surgery keeps strictly to the rules of  
medical confidentiality. If you are  
complaining on behalf of someone else,  
the practice needs to know that you  
have their permission to do so. A note**

**signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.**

**COMPLAINING TO OTHER  
AUTHORITIES**

**The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies: PALS, ICAS & OMBUDSMAN**

# **CONTACTING THE CARE QUALITY COMMISSION**

**If you have a genuine concern about a staff member or regulated activity by this Practice then you can contact the Care Quality Commission on 03000**

**616161, or alternatively visit the  
following website:**

**<http://www.cqc.org.uk>**





# **Patient confidentiality**

**We are Data Protection registered and respect your right to privacy and keep all your health information confidential and secure.**

*A patient has the right of complete confidentiality – even after death.*

**No receptionist (or indeed any member of staff) should reveal anything they know about a patient to that patient, any relative or third party.**

**Access to their medical records and information contained therein is restricted to medical staff and other staff at the discretion of the doctor only on a need to know basis.**

**It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those**

**treating you can give you the best possible care.**

**This information may be used for management and audit purposes. However, it is only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you**

**would like to see your records, please call one of our practice manager's at the surgery.**

**We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent**

**behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.**

## **Patient Participation Group**

**Orchard House Surgery has a Patient Participation Group, which aims to meet quarterly during the year to discuss, and improve the services we offer to our patients. Please find the dates on our practice web site.**

**Would you be interested in being a part of the Patient Participation Group and helping us improve our service's to our patients?**

**If so please contact the surgery**



# **Our Virtual Patient Participation Group**

**Would you like to have your say about the services that are provided by Orchard House Surgery, but do not wish to attend monthly meetings?**

**If so please leave your e-mail details and we will contact you every now and**

**again to ask you a few questions. The replies that we receive from our virtual patient participation group will be summarised at the end of each year and will form the patient questionnaire results for our practice.**

**Contact forms where you are able to complete you e-mail address for us to**

**add you to our Virtual Patient Group  
are available from reception.**

## **Any Suggestions:**

**If you have any suggestions or ideas that you think should be contained in this guide, please inform us accordingly.**

**Thank you for taking the time to read  
our Practice Guide**