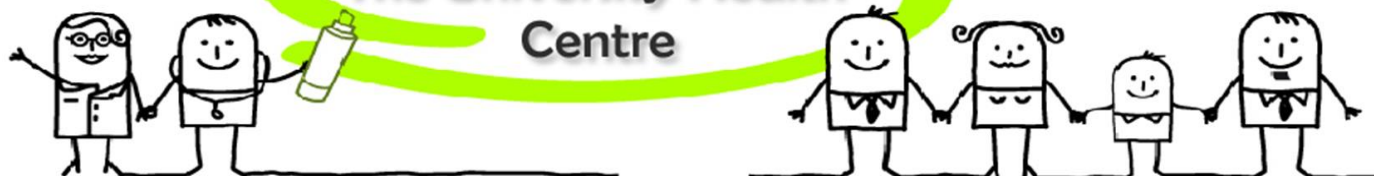


12 Sand Street
Huddersfield, HD1 3AL
Tel: 01484 430386

The University Health Centre



Practice Handbook

Drs Mounsey, Rasakumaran & Thomas

With

Drs O'Shaughnessy, Moffitt, Snowden, Uppal

**The University Health Centre
12 Sand Street
Huddersfield
HD1 3AL**

Telephone: 01484 430386

Fax: 01484 440880

Email: Health-Centre@GP-B85062.nhs.uk

Website: www.universityhealthhuddersfield.co.uk

Facebook: www.facebook.com/universityhealthcentrehudds

Download Our App – (QR Code)

Please have a look at our mobile APP.

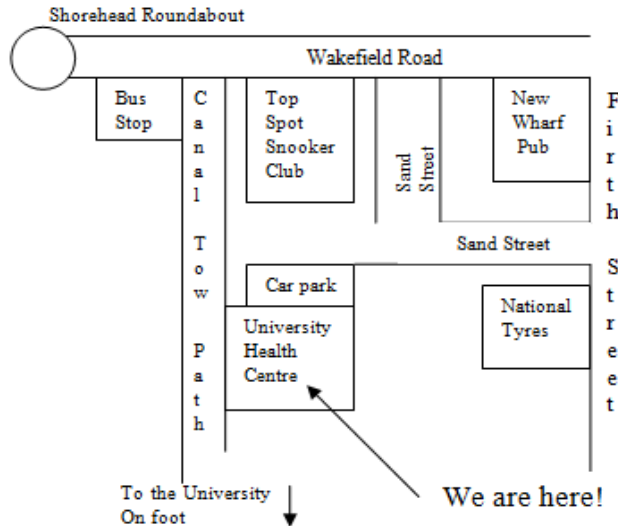
Call us, email us, book appointments online or rate us! There is lots of self-help information available.
(Please note that you will need to collect your online access passwords from reception to enable you to book online).



We are an NHS General Practice, providing Personal Medical Services to our registered patients. The practice is not a limited partnership. Since January 2016 the practice has welcomed Medical Students to the team. This means students will be with us on Tuesdays and Thursdays and will be sitting in on some clinics. They will be learning how to take detailed histories from a patient in order to make a diagnosis. If you do not wish for the medical student to be present during your consultation, please let the receptionist know.

The Health Centre's Location

We are situated off the main campus, the entrance is on the tow path at the side of the canal (follow the signs on campus for HUBS and look to the left as you cross the bridge, turn left down the steps before you get to the entrance to the HUBS building). Disabled access, including a lift, is available via the main entrance off the canal towpath.



Health Centre Office Opening Hours

Monday – Friday 8:15am – 6:00pm

The Health Centre is open all year round, apart from bank holidays.

Extended Surgery Hours

Late evening surgery – Thursday 6:30pm – 8:15pm. Early morning surgery – Tuesday 7am – 8am. (There are doctor and nurse clinics available).

Consulting Times

<u>Day</u>	<u>Morning</u>	<u>Afternoon</u>
Monday	08:30 – 12:00	13:00 – 17:30
Tuesday	07.00 – 12:00	13:00 – 17:30
Wednesday	08:30 – 12:00	13:00 – 17:30
Thursday	08:30 – 12:00	13:00 – 20:15
Friday	08:30 – 12:00	13:00 – 17:30
Weekend	CLOSED	CLOSED

Please note that all Doctors do not consult every day.

For your information we have detailed below the current working days for Doctors at the Practice:-

<u>Day</u>	<u>Doctors Working</u>
Monday	Dr Mounsey, Dr Snowden, Dr Moffitt, Dr Uppal, Dr Thomas
Tuesday	Dr Mounsey, Dr Rasakumaran, Dr O'Shaughnessy, Dr Moffitt, Dr Snowden
Wednesday	Dr Mounsey, Dr O'Shaughnessy, Dr Moffitt, Dr Thomas
Thursday	Dr Rasakumaran, Dr Snowden, Dr O'Shaughnessy, Dr Uppal
Friday	Dr Rasakumaran, Dr Snowden, Dr O'Shaughnessy, Dr Thomas.

Dr Moffitt does not usually work during the University vacation periods and Dr O'Shaughnessy also works term time only with the exception of working Tuesdays during the University summer vacation periods.

How To Register?

We are a University Practice who are experienced in looking after University students - delivering a bespoke service which is tailored specifically to meet the demands of a student population. Please be aware that as such, our skills are specifically geared towards the needs of this particular population. If you live within the practice area, you can register with the health centre.

Bring your previous GP details to the Health Centre and your NHS number if you have it and complete the registration paperwork at reception. Alternatively, you can download the registration booklet and complete the pre-registration form online on our website; www.universityhealthhuddersfield.co.uk.

Out of Area Registrations

If you are living out of the practice area but study or work within the Huddersfield area you are now able to register here. Please note, as you will be registering as an "out of area" patient, this means that if you were sick at home we would be unable to offer you a home visit. However, there are systems and processes in place whereby you can access urgent care closer to your home address. Please call the health centre on 01484 430386 if you require more information.

Your Named GP

All patients are allocated a named GP, upon registration, who is responsible for the patients' overall care at the practice. Patients are able to contact the health centre if they wish to know who their named GP is. If they have a preference as to which GP it is, the health centre will try to make reasonable efforts to accommodate the request.

Appointment System

There are several ways to make an appointment with the doctor – appointments can be made in person, by telephone 01484 430386 or on line www.universityhealthhuddersfield.co.uk

There are two types of appointments:

- **Pre-bookable appointments** – available in advance
- **Book on the day appointments** – available Monday to Friday from 8:15 a.m.

Online Access

You are now able to book appointments, order repeat prescriptions and update your contact details online. To register for this service, please visit reception and ask for your online access login details to activate your account. Please note access codes cannot be issued until your registration has been accepted by the Health Authority.

Viewing My Electronic Health Records

You can now see your Electronic Health Record via the internet if you have the right equipment (for example a home computer or laptop). If you feel that having access to your Electronic Health Record is right for you please speak to us and it can be arranged.

Home Visit Request

If you think you are too ill to come to the Health Centre then ring us on **01484 430386** and ask for advice. If a friend has to ring for you, they need details of your problem. The Doctor will decide whether a visit is necessary. Please ring before 10:30am whenever possible. Please note patients are expected to attend the surgery in all but exceptional circumstances. This offers better and more prompt facilities for assessment, treatment, observation and review.

Emergencies and out of hours calls

Between 6:30 pm and 8:15 am the following day, and at weekends - **Do not call the Health Centre for routine or non-urgent matters but if you do need medical advice when the surgery is closed – Call 111 this is a free call.**

The nearest Accident and Emergency Department is at Huddersfield Royal Infirmary, Acre Street, Lindley, Huddersfield. The Accident and Emergency service should be used only when it is an emergency.

The nearest Walk-In Centre is at Dewsbury and District Hospital. Halifax Road, Dewsbury WF13 4HS.

Telephone: 01924 542695.

Ordering A Repeat Prescription

At your registration health check details of on-going medication will be taken. When you need a new supply you can order on line or contact the Health Centre in person, or letter, giving details of your request. Your prescription will be ready 48 hours after the initial request (excluding weekends/Bank Holidays). Please note we no longer accept prescription requests over the phone.

Please note - the 'pill' - oral contraceptive - is not automatically a repeat drug. Please request a Contraceptive Clinic appointment (clinics run daily) rather than a GP clinic appointment.

Dental Advice

Doctors are not trained to deal with dental problems. You are therefore advised to register with a dentist as soon as possible after arriving in Huddersfield to avoid running into problems later.

- To register with an NHS Dentist call 111
- For emergency dental care please call 111

Access To Services By People With Disabilities

The practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients:

- There are designated parking spaces in the car park.
- If you need any assistance whilst attending the practice please contact reception.
- Access is around the back of the building (avoiding the canal towpath) with automatic doors.
- Reception has a lower desk for those in wheelchairs.
- An induction loop is available to help the hard of hearing have clearer conversations. This can be provided for individual consulting rooms when necessary.
- There are also toilet facilities for the disabled located on both floors.
- Surgery rooms and reception are accessible by using the lift.
- We have available on request large print practice leaflets. If you require large print or braille leaflets please ask at reception and we will aim to help where possible. We can provide easy read booklets for some services and will source items as necessary to assist accessibility.

If you experience any problems, please speak to our reception staff, who will do their utmost to assist you.

Other Access Issues

Prams and Bicycles - Pram and bicycles may be left in the outer foyer of the main entrance to the Practice at your own risk. There is a bicycle park at the back of the building which is available for securing bicycles, however patients should provide their own chains/locks.

Dogs - All dogs, with the exception of assistance dogs, should be left outside the building.

Smoking and Food - The building is a non-smoking building and we request that this be honoured. We also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

Sickness Certificates

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

Evidence That You Are Sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). Your employer can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification. If you're sick and off work for more than seven days, your employer will probably ask for proof of your illness. Most employers ask for a fit note from your GP. However, this will also depend on your employer's company policy on sick leave (or sickness absence). This policy should tell you how many days you can be off sick before you need to provide proof of illness or a fit note. You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Medical Certificates for University

If you require an extension to your academic deadlines due to your circumstances you may be required to gather supporting evidence. You will need to submit an electronic request via the MyDetails link within your Student Hub and follow the prompts. If you are unsure how to do this you will need to see your tutor, School Office or the Students' Union Advice Centre. You will be informed on completion of your request as to whether you are required to gather medical evidence.

If you require "a letter due to extenuating circumstances" due to a missed deadline (i.e. a request for an extension was not submitted or approved) or where you could not sit an exam or had to leave an exam due to illness you will need to see a GP and request evidence to support this. Please note fees may apply for any letter/evidence provided by your GP/health practitioner.

You may require a letter/evidence for a CAB (Course Assessment Board) Appeal. A CAB Appeal is needed when you wish to query the marks or degree classification you have received. You must follow the guidance offered to you by the University under this procedure. This procedure requires more robust medical evidence therefore you will need to book an appointment with a GP/health practitioner to discuss this further. Please note fees may apply for any letter/evidence provided by your GP/health practitioner.

If you are unsure which medical certificate you require please speak to the Reception staff, your tutor or the Students' Union Advice Centre who will be able to help you further.

If you require a letter for Disability Services in order for support to be put in place for your studies, please speak to the Reception Team at the practice. This evidence can either be:-

- A letter which confirms your diagnosis, confirms how long you have been or are likely to be affected by the disability or condition and the impact this has on your day to day life.
- A disabled Students' Allowance (DSA) Disability Evidence Form which you can ask your GP or health practitioner to complete. The forms are available from this link http://media.slc.co.uk/sfe/nysf/sfe_dsa_disability_evidence_form.pdf or from the Wellbeing Disability Services Help Desk in Student Central.

This evidence can apply to a range of disabilities including medical conditions such as Diabetes or Epilepsy, specific learning difficulties such as AHDH, mental health issues physical or mobility disabilities, hearing impairments, visual impairments or social communication difficulties such as Autistic Spectrum.

Additional details of the Practice can be found on the following websites:-

www.universityhealthhuddersfield.co.uk

www.hud.ac.uk - click on support services, followed by health centre

www.foi.nhs.uk/practice (Freedom of Information)

www.nhs.uk – Choices Website

Health Centre Staff will advise on many matters outside the scope of General Practice and work to promote the health of registered students and staff in the widest sense.

Clinics

<u>Clinics</u>	<u>When Are They...?</u>
Contraception and Sexual Health Clinics (CASH)	CASH Drop In Clinic runs daily from 9:30am to 11:30am. 'Pills', 'morning after' pill, condoms, STI screening for both male and female patients. You do not need to book an appointment for this - just turn up! Pre-bookable CASH clinic appointments are available daily from 8:30am to 9:30am. *This service is for registered patients only*
Coil/Implant Clinics	Ask at reception for appointments.
Cytology Clinic	Various by appointment with the Nurse/CASH Drop In Clinic
Condoms/Safer Sex	No appointment necessary. Free Service ask at reception.
Travel Clinics (including vaccinations)	Various by appointment with the Nurse.
*Some vaccines do incur a fee made payable to the practice and/or to the pharmacy.	
Weight Reduction Clinic	Various - by appointment with the Health Care Assistant e.g. weight loss, weight gain, low fat, vegetarianism - any eating issues.
Alcohol Support	By appointment with the Health Care Assistant e.g. counselling and support.
Asthma	Various by appointment with the Nurse or Doctor.
Minor Operations	Weekly by appointment.
Baby Immunisation Clinic	By appointment with the nurse.
Antenatal Clinic	Wednesday afternoon 1:30 p.m. – 3:30 p.m.
Late Clinics	Available by appointment. Telephone for availability or check the website.

All the above services are Free and Confidential *with exception.

Smoking Cessation

From 12th February the Kirklees Smoke Free Service will no longer accept new referrals. From this point, if you want to stop smoking there are a series of on-line resources www.nhs.uk/smokefree to help you quit or cut down. You can also contact your pharmacist for support to stop... Remember, it's important to minimise the harm of smoking by using e-cigarettes, eating a healthy diet and keeping physically active. Please see our website for a list of pharmacy's that deliver smoking cessation.

Carer's Champion

At the Health Centre our Carer's Champion is Rita Taylor. We have dedicated Carer's boards displayed in the practice with various details of help and support that is available.

Blood Test Appointments

If you are required to have a blood test, you can make an appointment with the Phlebotomist, on a Wednesday morning, here at the surgery. Alternatively, you can collect your blood test form from reception and have your blood taken at the hospital; Huddersfield Royal Infirmary (HRI).

Opening Times: 8am – 5pm (Last admission for bloods is at 4:50pm)

8am – 11.30 am is very busy.

12pm – 2pm is quiet.

2pm – 5pm is fairly busy.

There is a late night service every Wednesday 5 – 6.30pm.

This service is by appointment only. Patients can make an appointment by telephoning 01484 342552.

Health Promotion and Preventative Medicine

We believe strongly in preventative medicine and offer advice (and much printed material) on exercise, heart disease risk reduction, healthy eating including eating disorders, stress management, relaxation, alcohol misuse and drug misuse as well as teaching breast and testicular 'self' checks, taking cervical smear tests and immunising. Our aim is to keep you fit and healthy, as well as treat your illness.

Self Help for Minor Illnesses

(The CHEMIST will often advise or see the website for more information)

- SORE THROAT** - dissolve 2 soluble aspirin in water and gargle before swallowing. Repeat 4 hourly. Drink plenty.
- COLD/RUNNY NOSE** - **the doctor cannot cure the common cold.** Discomfort can be relieved with aspirin or Paracetamol, by drinking plenty, resting and relieving the congested nose/catarrh with Sudafed from the Chemist.
- COUGHS** - cough occurs when there is something to be cleared from the air passages (e.g. mucus, infection, dust). To suppress this with cough mixture can cause harm. Inhaling steam and removing the pillow at night can help. See a doctor if cough persists more than a week after a cold has cleared up or if there is yellow, green or bloodstained sputum, chest pain or shortness of breath.
- VOMITING** - vomiting due to virus infection or too much alcohol usually stops after 24 hours. Eat nothing. Drink (sip) small amounts of water every 2 hours. As it settles, take simple foods such as dry biscuits before gradually returning to normal diet. See a doctor if there is continuous pain, if it lasts more than 24 hours or if there is a raised temperature.
- DIARRHOEA** - often comes from a change of diet or virus or bacterial infections. It is often accompanied by cramp-like pain in the tummy and may be preceded by vomiting. Treat it by drinks of water and miss the next 2 meals. See the doctor if it doesn't settle in 24 hours or if the pain is continuous.
- FLU-LIKE ILLNESSES** - follow the above advice, according to the symptoms and REST. The body will then be more able to fight the virus. Viruses are not killed by antibiotics.
- SPRAINS, STRAINS, BRUISES** - remember **R.I.C.E.**
Rest the part and gently return to movement as the pain goes.
Ice - place a bag of frozen peas over a cloth on the injured part for 10 minutes every 2 hours.
Compression - apply a firm (not tight) crepe or tubigrip bandage.
Elevate - raise the injured part above the level of your heart (use a sling, cushions, etc.). This helps the swelling drain away and speeds healing.
- TEETH and GUMS** - Doctors are not trained to deal with dental problems.
CALL 111 for help and advice for emergency dental care and/or advice on how to register with a dentist.

Car Parking Policy

Car parking at the Health Centre is limited and we cannot, therefore, guarantee parking for all patients. If you are disabled and the disabled bay is not available please give us a ring on 01484 430386 and a member of the team will come out to assist you. We are now operating an Automatic Number Plate Recognition camera controlled car park management system. It is important that you put your car registration details into the terminal on the reception desk which will entitle you up to one hour free car parking whilst in the Heath Centre only. We do have an agreement in place for a company to issue a parking fine to anyone who parks in the car park without an appointment at the Health Centre. We are unable to rescind any car parking tickets issued. **If you will be at the Health Centre for more than 1 hour please inform reception.**

Confidentiality

Total confidentiality between doctor and patient is maintained at all times. **NO** information can or will be given to anyone e.g. the University, your tutor, your parents, partner/friend unless you request it and give your permission. **The University does not tell us when you change your address or course.**

Non-Attendance Policy

Appointment time is a very valuable resource of the practice and if a patient books an appointment and subsequently then fails to attend they are denying another patient the opportunity to see that particular clinician. If you are unable to attend an appointment which you have booked you should **ALWAYS** cancel that appointment by contacting the Health Centre on 01484 430386. Please ensure you have this number in your phone so you can ring us from wherever you are. **PLEASE** give us as much notice as possible. If you do then somebody else who needs to see the clinician the same day will have the opportunity to book an appointment. Next time that patient may be **YOU**. Failure to do so will result in you receiving a letter from us and repeat offences will be taken very seriously and may result in you being **removed from the practice List**.

Practice Charter

We are committed to giving you the best possible service.

The Department of Health and local Family Health Authority have issued Patients' Charters to all citizens - explaining your rights to receive optimum health care from your GP. With these rights come responsibilities, help us to help, this means:

- **Attend appointments on time.** Give adequate notice if you have to cancel an appointment. Lateness or non-attendance inconveniences other patients, depriving them of appointment time.
- **Out of hour's calls** (e.g. evening, night, and weekend) should only be requested if they are truly necessary.
- **Courtesy to the staff at all times.** We are here to act professionally to assist you. Please return the respect we offer you. This practice supports the Government's NHS Zero Tolerance Campaign.
- **Zero Tolerance.** If the use of unacceptable behaviour/language is used to any member of staff they will be asked to leave the premises immediately and further action may be taken.
- **Home visits must be medically justifiable** and not requested for social convenience. You should make every effort to consult at the Health Centre to make best use of the nurses' and doctors' time. It may well be uncomfortable and inconvenient for you to attend surgery when feeling ill, but the place for adequate examination and treatment facilities is at the surgery.

Patients have the right to:

- Be registered with a GP
- Change doctor easily and quickly.
- Be offered a health check on joining a doctor's list for the first time.
- Receive emergency care at any time through a family practitioner.
- Have appropriate drugs and medicines prescribed.
- Be referred to a consultant acceptable to them when their GP thinks it is necessary, and to be referred for a second opinion if they and the GP agree this is desirable.
- Have access to their health records, subject to any limitations under the law, and to know that those working for the NHS are under a legal duty to keep their contents confidential.
- Choose whether or not to take part in medical research or medical student training.
- If between the ages of 16 and 74 they have not seen their doctor in the last three years, to have the health check to which they are entitled under the existing health promotion arrangements; and to be offered a yearly home visit and health checks if seventy five years of age or over.
- Be given detailed information about local family doctor services through the West Yorkshire Central Services Agency local directory.
- Receive a copy of their doctor's practice leaflet, setting out the services he or she provides.
- Receive a full and prompt reply to any complaints they make about NHS services.
- Under the Data Protection Act 1998, you are entitled to access your clinical records or any other personal information held about you.
- Further information can be obtained from the Choices website – www.nhs.uk

NHS Constitution

The NHS is there for us from the moment we are born. It takes care of us and our family members when we need it most. The NHS Constitution has been created to protect the NHS and make sure it will always do the things it was set up to do in 1948 – to provide high-quality healthcare that's free at the point of access and available for everyone. Please download the NHS Constitution document from our website and get more information about your rights as an NHS patient. No government can change the Constitution without the full involvement of staff, patients and the public. The Constitution is a promise that the NHS will always be there for you.

What is the NHS Constitution?

For the first time in the history of the NHS, the constitution brings together in one place details of what staff, patients and the public can expect from the National Health Service. It also explains what you can do to help support the NHS, help it work effectively, and help ensure that its resources are used responsibly.

The Constitution sets out your rights as an NHS patient. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong.

Rights and pledges

One of the primary aims of the Constitution is to set out clearly what patients, the public and staff can expect from the NHS and what the NHS expects from them in return.

Chaperones

Our practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you wish to have a member of the practice staff present during your consultation please mention this to our reception staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

Zero Tolerance Policy

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list. The University Health Centre also reserves the right to remove any patient seen to be making abusive or defamatory remarks on any social networking site (Facebook/Twitter etc.). Please be aware that by posting online anything that can be construed as slanderous will be treated as abuse and appropriate action will be taken by the Practice. Please help us to help you.

Comments And Complaints

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident or within 12 months of you discovering. If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet. We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects. Send your written complaint to:

Rita Taylor
Complaints Manager
University Health Centre
12 Sand Street
Huddersfield
HD1 3AL

What To Do Next?

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned or the complaints manager in an attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses. When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so. When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining On Behalf Of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed. Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. We may still need to correspond directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If You Are Dissatisfied With The Outcome

You have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk**

PACS (Patients advice and complaints service) will provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. The contact details are:

For questions, complaints about a GP surgery – you can speak to NHS England on 03003 112233 or Email: england.contactus@nhs.net in case of a complaint.

For questions, comments or complaints about either HRI or CRH – patients should call the CHFT PACS line on: 0800 013 0018 or email: patientadvice@cht.nhs.uk.

For questions, comments or complaints about an Individual Funding Request or the commissioning of a health service patients can call Greater Huddersfield CCG on: 01484 464222 or email contactus@greaterhuddersfieldccg.nhs.uk.

Preferred Doctor or Nurse Practitioner

Patients are free to consult with whichever Doctor or Advanced Nurse Practitioner they choose, irrespective of their named doctor. However, it is best if some continuity can be maintained by seeing the same Doctor/Advanced Nurse Practitioner for each problem. If you have a preference for a particular Doctor or Advance Nurse Practitioner, please inform our reception staff. All GPs are registered with the General Medical Council.

Please be aware that our Advanced Nurse Practitioners are highly skilled clinicians and are able to deal with most routine consultations. If unsure please ask reception if your problem can be dealt with by them.

Staff At The University Health Centre

<u>Staff</u>	<u>Special Interests</u>
Dr Nicky Mounsey Partner – Female GMC 4338552 MB, ChB, DRCOG, FP Cert (1996 Leeds)	Child Health, Family Planning, Diabetes
Dr Shanthakumar Rasakumaran Partner – Male GMC 6039176 MB, ChB, MRCP(2001 Sheffield)	Musculoskeletal Injuries
Dr Julia Thomas Partner – Female GMC 4631774 MB ChB MRCP	Dermatology
Dr Catherine O'Shaughnessy Salaried G.P. – Female GMC 4421214 MB, ChB, DRCOG, FP Cert (1997 Newcastle)	Child Health, Family Planning, Diabetes
Dr Sandy Moffitt Salaried G.P. – Female GMC 2805252 MB, ChB, MRCP, DRCOG (1983 Birmingham)	Sexual Health, Psychological Problems, TB Associate Specialist
Dr Monica Uppal Salaried G.P. – Female GMC 6107997 MBBS, MRCP	Dermatology
Dr Andrew Snowden Associate Partner G.P. – Male GMC 7039652 MBChB, BA(Hons), MRCP	-
Mrs Julie Cooper (MSC Advanced Nurse Practitioner Primary Care) – Female - RGN, RM, FP Cert, Asthma Diploma Diabetes Diploma	Nurse Practitioner Clinics, Travel Clinic, Asthma, Diabetes, Family Planning, Cervical Smears
Mrs Katie Crabtree Advanced Nurse Practitioner (in training) - Female	Nurse Practitioner Clinic, Minor Illness Clinics
Miss Alix Ewen Advanced Nurse Practitioner - Female	Nurse Practitioner Clinic
Ms Nicola Bagshaw Advanced Nurse Practitioner - Female	Nurse Practitioner Clinic
Mrs Kate Wadsworth Female RGN, Adult Nursing Diploma, Asthma Diploma, Nurse Prescriber, Cervical Screening Diploma, Contraception And Sexual Health Diploma	Nurse
Mrs Samantha McNeely Female RGN, Adult Nursing Diploma, Minor Illness And Major Injuries Diploma, Contraception And Sexual Health Diploma, Asthma Diploma, Cervical Screening	Nurse Manager / Senior Management Team
Mrs Nicola Inglesfield Female RGN, Adult Nursing Diploma, Contraception And Sexual Health Diploma, Cervical Screening	Nurse
Mrs Diane Scholefield Female	Healthcare Assistant
Miss Aisha Ahmed Female	Healthcare Assistant (in training)
Mrs Nicola Toner	Business Manager / Senior Management Team
Mrs Rita Taylor	Patient Experience Manager / Senior Management Team
Miss Nicola Kelly	Operational Manager / Senior Management Team

Administration/Reception Team	-
Female	Community Midwife

PRIVACY NOTICE

This Practice aims to provide you with the highest quality of Healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide.

These records may include:

- Basic details about you, such as address, date of birth, next of kin;
 - Notes and reports about your health;
 - Contact we have had with you such as clinical visits;
 - Details and records about your treatment and care;
 - Results of x-rays, laboratory tests etc.
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals;
 - Make sure your care is safe and effective;
 - Work effectively with others providing you with care.

We may also need to use records about you to:

- Check the quality of care;
- Protect the health of the general public;
- Help investigate any concerns or complaints you or your family have about your health care

We will not share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give your consent;
 - It is clinical emergency;
 - We have to do this by law

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

- Maintain full and accurate records of the care we provide to you;
 - Keep records about you confidential, secure and accurate;
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).

You have the right:-

- You have the right to confidentiality under the Data Protection Act 1998 (DPA), The General Data Protection Regulations 2018, the Human Rights Act 1998 and the common law duty of confidentiality.
- You also have the right to ask for a copy of your records to enable you to verify the lawfulness of the processing of data held about you – Please write to the Practice FAO Data Controller at the normal surgery address detailing the information you require.

The Data Controller for this Practice is:

**THE UNIVERSITY HEALTH CENTRE
DRS MOUNSEY, RASAKUMARAN & THOMAS**

The Data Protection Officer for this Practice is: **Nicola Toner**

What is GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

What is 'patient data'?

Patient data is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient – an individual's consent is defined as "any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed."

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.

OUR DATABASE PROVIDER STATEMENT – EMIS Health

GDPR Compliance Statement As a business we take issues of information governance very seriously and we already have in place a standing Information Governance Board looking at issues across the Group, including of course the forthcoming changes to data privacy law arising through the introduction of the General Data Protection Regulation ((GDPR) see: https://ec.europa.eu/info/law/lawtopic/data-protection_en) to be implemented by the Data Protection Act 2018 (see: <https://services.parliament.uk/bills/2017-19/dataprotection.html>). We are committed to:

- ensuring the security and protection of the personal information that we process, and to providing a compliant and consistent approach to data protection; and
- complying with the requirements of the GDPR and the data privacy related obligations in our contractual commitments.

We are actively working on our GDPR strategy and we have a project team who are mobilised and focussing on our strategy and implementation of GDPR. As part of these preparations:

- We have undertaken a GDPR training program available to all but aimed in particular at key employees identified as IG Champions across the group – we have also rolled out the Information Governance training provided by NHS Digital across all employees, to ensure that our staff understand the basics of data protection law, to instil in them the nature and importance of personal data, to educate them to recognise and respond to subject access requests and learn how to report privacy breaches.
- We are issuing an undertaking to be signed by all employees which reaffirms their commitment to information governance and maintain confidentiality.
- We have a Data Privacy Impact Assessment policy whereby all new products and services which would involve the processing of personal data are subject to an assessment in order to identify risks and to ensure that the principles of privacy by default and privacy by design are taken into account.
- We are revising and updating our privacy notices across the group and our internal policies and processes which relate to information governance (including in relation to subject access requests).
- We have revisited our existing incident reporting policy and process with a view to compliance with our obligation to report IG breaches without any undue delay.
- We are implementing intra-group agreements in order to ensure that where services are provided across EMIS Group it is done so in a consistent and compliant manner.
- We have undertaken a 'data mapping' exercise to ensure that we are clear as to the data and information assets we have across the Group (including patient data, employee data and customer data) and are working through the outputs from that exercise.
- We are updating our contracts to ensure that they meet the specific requirements set out in the GDPR and we are actively engaging with our customers (and suppliers) to update our existing contracts.
- As required by the GDPR we have appointed a Data Protection Officer, Ian Mckie, who may be contacted via privacy@emishealth.com if you have any queries regarding our approach.

If you should have any comments or concerns regarding our approach then please do not hesitate to contact us and we would be more than happy to discuss such matters with you in more detail. Please note that this statement is provided for information purposes only and does not constitute a specific warranty or representation.