

Data Protection Privacy Notice for Patients

The privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. The privacy notice applies to personal information processed by or on behalf of the practice.

The Notice explains:

- Who we are, how we use your information and our Data Protection Officer
- What kinds of personal information about you do we process?
- What are the legal grounds for our processing of your personal information (including when we share it with others)?
- What should you do if your personal information changes?
- For how long your personal information is retained by us?
- What are your rights under data protection laws?

The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

The Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

The Privacy Notice for Cumberland House Practice is available from reception or please ask to speak to the Practice Manager or GP Support Manager

SUMMARY CARE RECORDS (SCR)

Summary Care Records (SCR) are an electronic record of important patient information, created from GP medical records. Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays to urgent care.

Further information can be found at <https://digital.nhs.uk/services/summary-care-records-scr> or please enquire at reception or speak to the Practice Manager or GP Support Manager.

NOTES & APPOINTMENTS

Useful Telephone Numbers

NHS 111	111
County Hospital Stafford	(01785) 257731
St Georges Hospital.....	(01785) 257888
Royal Stoke University Hospital	(01782) 715444
Stafford Ambulance Service	(01785) 253521
Department for Works and Pensions.....	0800 882200
Boots the Chemist, Stone	(01785) 813277
Birchill & Watson, Chemist, Stone.....	(01785) 812597
Walton Pharmacy, Stone.....	(01785) 812059
Stone Pharmacy, Stone	(01785) 819999
Kitsons Chemist, Barlaston	(01782) 372558
Stafford Social Services	0300 1118010
Trentside Clinic, Stone	(01785) 811471
NHS England, Shropshire & Staffordshire Area Team	0300 7900 233
Police Station, Stone	0300 1234455

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BURNS

If electrical, always switch off or unplug the device before approaching the patient, or pull the patient away with a long handled broom or similar non-metal object.

If small, quick douse the effected part with cold water and keep it there for at least 5 minutes. Remove any clothing in contact if this can be done easily. If extreme, it is best to call an Ambulance as soon as possible.

If you are at all worried about the size of the burn especially on a small child, it is always safest to either contact the Surgery or take the patient to the Casualty Department at the nearest Hospital.

INSECT BITES/STINGS

These are usually harmless, but painful. Remove the sting if it is still remaining. If there is a lot of swelling, especially around the mouth, advice should be sought. Otherwise antihistamines as directed by the pharmacist.



SUNBURN

The best thing is to avoid this altogether, especially in young children, by using hats, avoiding full sunlight and using high factor sunblocks. If all of this is too late, then plenty of fluids, a cool room and liberal moisturising cream applied to the area can relieve some of the discomfort.

RASHES

The majority of rashes are harmless. If it has come on after starting a new medication, the medication should be stopped and a Doctor contacted. If the patient is ill, medical help should be sought as soon as possible.

NOSE BLEEDS

These are less severe than they may look!! Pinch the soft part of the nose firmly for at least 10 minutes while sitting up leaning forward. Do this by the clock. If this does not work repeat this. Most will stop. Do not blow or rub your nose for at least 12 hours.

TELEPHONE SYSTEM

**Information for patients ringing
Cumberland House Surgery
on (01785) 813538**

**Your call will be answered
“WELCOME TO CUMBERLAND HOUSE”
You will be given the following options:-**

Option 1 - To Cancel an appointment

(Please leave a message with the details of the appointment you wish to cancel)

Option 2 - To make an appointment

Option 3 - if you wish to speak to our Secretarial Staff

Option 4 - Prescription Clerk

Option 5 - Medical Professionals

(this option is for urgent calls from medical professionals only)

Option 6 - General Enquires

**(For all other enquiries you will be put through to the
Reception Office)**



Drawn by I.E. FURBER R.I.B.A.

Cumberland House

8 High Street, Stone. ST15 8AP
Telephone: (01785) 813538

(calls are recorded for security & training purposes)

Website

www.cumberlandhouse.org.uk

SURGERY OPENING HOURS

Monday to Friday - 8.25 am - 1.00 pm & 2.00 pm - 6.30 pm

Surgery Telephone lines are answered from 8.00am - 6.30pm. Please note from 8.00 am - 8.30am emergency calls are the only calls that are dealt with.

Please keep near the telephone for easy reference

***OUT OF HOURS EMERGENCY TELEPHONE No.
NHS 111***

Welcome To Cumberland House Surgery

*This booklet has been designed to help you make
the best use of the Surgery.*

Main Surgery

Cumberland House is a grade II listed building situated in the High Street of Stone. It has the benefit of two entrances, one from the High Street and one from the self-contained car park at the rear of the building off Crown Street. Modernised, with a spacious extension completed in 1994, this provides the friendly but efficient headquarters for today's primary care team. There are full facilities for the disabled, a comfortable waiting area, up-to-date nurses rooms and helpful receptionists.

A full range of services are offered to all our patients including many disease management appointments, such as heart disease, asthma and diabetes.

To Register with the Practice

Please check that your permanent address falls within the practice boundary (see map on page 5). If you are unsure please ask at reception. Present your completed medical card to the reception staff who will take you through the procedure. With effect from 1.4.2004 your registration will be with the practice and not an individual doctor as previously. However, all patients have the right to express a preference of GP when registering with the practice.

Access to Patient Information

The practice is registered and complies with the Data Protection Act 2018. Any request for access to medical records by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

TREATMENTS OF COMMON ILLNESSES

These are some common illness which you should treat yourself:

COLDS

Colds are caused by a virus and there is no cure for them. If feverish, drink plenty of fluids and 6 hourly use of Paracetamol to bring down the temperature. Steam inhalations especially with menthol type additive can help. Wheeze or coloured phlegm is a sign to see the Doctor. Antibiotics will not affect the outcome of a simple cold.

FLU

Flu is caused by a virus, there is no cure. If necessary, rest in bed and take Paracetamol 4-6 hourly, drink plenty of fluids and only eat if you feel like it. Antibiotics do not help. If after 48-72 hours there is no sign of improvement contact the Doctor.



BACK PAIN

Simple strains of the back will settle with rest on a firm surface, preferably in bed, and taking regular painkillers such as paracetamol.

VERRUCAS AND WARTS

Unless they are very painful, treatment is now not usually advised as they will disappear without treatment, but this may take many months. Treatment can be unpleasant and frequently unsuccessful.

TOOTHACHE

You should first consult your dentist. Doctors are not trained fully in this subject as are dentists. Oil of cloves or paracetamol can be used to help the toothache. Dentists now provide 24 hour cover for registered patients.

Sickness & Diarrhoea

This is common and generally does not need treatment and lasts only a few days. Fluid replacement is very important and clear fluids only should be given within the first 24 hours. If your child is under 1 year old or symptoms do not improve after a few days or if a child is very sleepy and distressed you should contact a doctor.

Sprains and Bruising

Firm pressure over the site of injury with an ice pack (frozen peas, etc) if possible for 20 minutes after the accident will reduce the swelling and pain.

A firm bandage should be applied and the affected part rested. It may take some weeks for the injury to return to normal. Paracetamol will be useful for the pain.

If there is an obvious severe injury or broken bone it is better take the patient directly to casualty.

Head Lice

These are extremely common and are even said to prefer the cleanest of heads. They are usually recognised by the small eggs on the hair roots. The practice adopts a protocol for the management of head lice.

Practice Policy

- Prescriptions for head lice can only be issued when the patient has been seen by a School Nurse, Health Visitor or Practice Nurse and head lice are clinically confirmed
- The current recommended guidelines for treatment in South Staffordshire:-

First line treatment

Please ask Pharmacist for up-to-date information.

Second line treatment

Wet combing for two weeks.

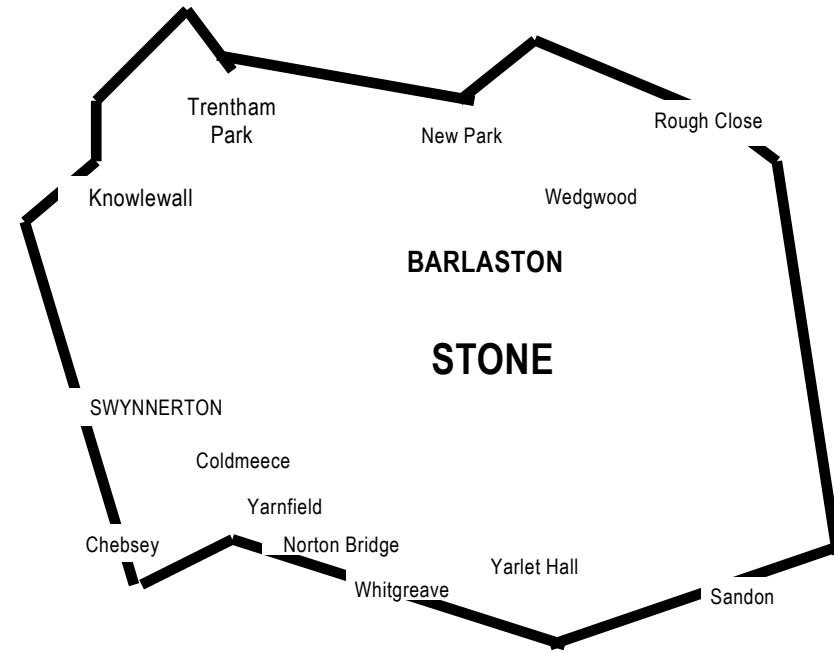
Approved by the School Nurses and Infection Control at South Staffordshire Primary Care Trust

Practice Policy for Removal of Patients from the Practice List

The Cumberland House Practice aims to provide the best possible care for their patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.

Situations that justify removal

- **Violence** — the practice operates a zero tolerance policy
- **Crime & Deception** - where a patient fraudulently obtains drugs, steals from practice premises or deliberately lies to the doctor or other member of the primary health care team in order to obtain a service or benefit by deception
- **Distance** - where a patient has moved out of the designated practice area and has failed to register with another GP
- **Embarkation** - where a patient has moved abroad for a period of 3 months or more
- **Failure to attend pre-booked appointments** - where a patient fails to attend pre-booked appointments on a number of occasions during a period of a year



THE
PRACTICE
BOUNDARY

THE DOCTORS

The Registered Medical Practitioners listed below conduct a General Medical Practice in and around Stone in Partnership

Dr Russell Griffiths

MBBS (LOND) 1988, MRCGP

Dr Shupa Rahman

MBBS (LOND) 1992, MRCGP, DRCOG, DFFP

Dr Richard Payne

MB BCh (2000) DRCOG, MRCGP

Each doctor provides a full range of maternity, contraceptive, minor surgery and general medical services.



PREVENTATIVE MEDICINE

CHILDHOOD IMMUNISATION

Up-to-date information is available - [Public Health England](https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule)

<https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule>

Adults

Tetanus boosters after 10 years if any injury occurs involving soil.

Travel Vaccinations

Every country has its own requirements. The Practice Nurse will be able to advise you on this.

Flu Vaccinations - Who can have the flu vaccine?

The flu vaccine is given to people who:

- are 65 and over (including those who'll be 65 by 31 March 2021)
- have certain health conditions
- are pregnant
- are in a long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who's at high risk from coronavirus (on the NHS shielded patient list)
- frontline health or social care workers

Who should have the nasal spray flu vaccine

The nasal spray flu vaccine is free on the NHS for:

- children aged 2 or 3 years on 31 August 2020 – born between 1 September 2016 and 31 August 2018
- all primary school children (reception to year 6) – ***undertaken at school***
- all year 7 in secondary school – ***undertaken at school***
- children aged 2 to 17 years with long-term health conditions



FAMILY PLANNING APPOINTMENTS

The GPs and the Practice Nurses are available by appointment.

Cervical Smear Screening

Appointments can be made at the same time as your Well Woman health check. Please ask for a longer appointment when booking for a smear test.

COMMUNITY HEALTH SERVICES

District Nurses Provide nursing care in your home, messages can be left on Stone (01785) 813538.

Community Midwives Ante-natal clinics are held in Stone every Thursday morning (up to 11am)

Physiotherapist If your doctor feels treatment is necessary an appointment can be arranged for you.

Health Visitors Are available to provide advice, support and counselling and can be contacted by telephoning:- Stone (01785) 811471

In House Complaints Procedure

If you are not satisfied with any aspect of our service, you may wish to know that we have an “in-house” complaints procedure. Please ask for a leaflet or contact the Practice Manager, Mrs Griffiths who will assist you in the process of making a complaint.

Primary Care Extended Access

A network of GP Practices has been set up across Stafford, Rugeley and the Seisdon area of Staffordshire offering extended opening hours for pre-bookable and same day routine appointments with a healthcare professional (e.g. Advanced Nurse Practitioner, Clinical Pharmacist, GP).

6.30pm - 8pm Weekdays

9am - 1pm Saturdays

10am – 12 noon Sundays

10am – 12 noon Bank Holidays

All Healthcare Professionals who cover this extended service will have access to your full medical records with your consent. Patients may be required to travel to the following participating Practices:

STAFFORD GP PRACTICES

- Brewood Medical Practice
- Castlefields, Surgery
- Crown Surgery
- Cumberland House Surgery
- Gnosall Surgery
- Holmcroft Surgery
- Mansion House Surgery
- Mill Bank Surgery
- Penkridge Medical Practice
- Rising Brook Surgery
- Stafford Health & Wellbeing
- Weeping Cross Health Centre
- Wolverhampton Road Surgery

SEISDON GP PRACTICES

- Bilbrook Medical Centre
- Claverley Surgery
- Dale Medical Practice
- Featherstone Family Health Centre
- Gravel Hill Surgery
- Lakeside Medical Centre
- Moss Grove Surgery
- Kinver
- Russell House Surgery
- Tamar Medical Centre

RUGELEY GP PRACTICES Aelfgar Surgery, Brereton Surgery & Sandy Lane Surgery

Please contact your Surgery to book an appointment. You will be informed which GP Practice has availability.

CUMBERLAND HOUSE PRACTICE STATEMENT OF PURPOSE

Our Vision

To work in partnership with our patients and staff to provide the best Primary Care services possible working within local and national governance, guidance and regulations.

Our Aims and Objectives

- To provide high quality, safe, professional Primary Health Care General Practice services to our patients
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- To be a learning organisation that continually improves what we are able to offer patients.
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
- To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To encourage our patients to communicate with us by joining our Patient Forum, talking to us, participating in surveys and feeding back on the services that we offer
- To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently
- To take care of our staff offering them support to do their jobs and to protect them against abuse
- Have a zero tolerance of all forms of abuse.
- To provide our patients and staff with an environment which is safe and friendly
- To operate on a financially sound basis.

HEALTHCARE TEAM

Practice Nurses

*Sister Sharon Bowers RNC * Sister Clare Riley RNA*

Our Practice nurses are fully trained in all aspects of nursing in general practice. They are available by appointment and provide a wide range of health care i.e., dressings, cervical smears, suture removal, travel vaccinations, dietary advice, weight reduction and advice on aspects of health.

Phlebotomist -

Mrs Karen Burton - Available for all blood tests by appointment and routine health checks.

Advanced Nurse Practitioners -

Mrs Jessin Antony & Mrs Ruth Cope

An Advanced Nurse Practitioner (ANP) is a registered nurse who has acquired the expert knowledge base, complex decision-making skills and clinical competencies for expanded practice.

Practice Matron - *Mrs Karen Allbut*

The practice has recently introduced a Community Matron visiting service to our Nursing and Residential Homes. Our Practice Matron is very experienced in providing community medical care and is an independent prescriber.

The Practice Manager - *Mrs Sue Griffiths*

The Practice Manager runs the business side of the practice and is available if you encounter any problems with the care or service you have received. If you have any suggestions as to how we could provide a more efficient service please contact Mrs Griffiths.

GP Support Manager - *Tory* is responsible for the day to day running of the reception office

Secretariat - *Julie & Shelley* are responsible, amongst other things, for arranging hospital out-patients appointments and first point of contact in relation to insurance reports

Reception Staff - our receptionists are an integral part of our practice team and are usually the first contact for patients accessing our services. They look after the appointments system and try to keep things running as smoothly as possible and will be glad to help you in any way they can.
expanded practice.

TO MAKE AN APPOINTMENT

E-CLINIC;- You will be able to access a slot via the online facility (Patient Access) or via the NHS App, please leave a reason why the appointment is required. One of the GP Partners will assess your request and one of our care navigators will ring you back with the option that is most fitting to your needs. Please note you do not need to attend the surgery until a care navigator has called you back.

By Telephone:- please call 01785 813538 (during opening hours)

Text Messaging Service

This service reminds you of an appointment via a text message. All registered patients are automatically opted into the service. However, if you do not wish to subscribe please contact the surgery and inform reception that you wish to opt out.

Routine & Emergency Appointments

Routine and Emergency Appointments are available Monday to Friday and all requests will be assessed on the day of the request by the On Call GP.

Home Visits for Strictly Housebound Patients only

The On Call GP will assess your request for a home visit.

All Home Visit requests to be received by 10 am

GP Extended Opening Hours in the Community

A network of GP Practices has been set up across Stafford, Rugeley and the Seisdon area of Staffordshire offering extended opening hours for pre-bookable and same day routine appointments with a healthcare professional

(e.g. Advanced Nurse Practitioner, Clinical Pharmacist, GP).

(6.30pm - 8pm Weekdays /9am - 1pm Saturdays/10am – 12 noon Sundays/
10am – 12 noon Bank Holidays)

Please contact your Surgery to book an appointment. You will be informed which GP Practice has availability.

PATIENTS CALLING OUT OF HOURS WITH AN EMERGENCY

NHS 111

**PLEASE USE THE OUT-OF-HOURS SERVICE FOR
EMERGENCIES ONLY**

Repeat Prescriptions

Please give 72 hours notice

The Surgery has a fully

computerised prescription system. Requests should be made by ticking the appropriate box on the special request slip and either placing in the boxes provided in Reception or by post (please enclose SAE).

72 hours notice criteria

Day rec'd by Practice	Day Available at the Pharmacy
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

The prescription can be sent directly to a designated chemist – please advise the reception staff if required.

An online service is also available which allows the patient to access a list of repeat medication and request a repeat prescription. Please enquire at reception for further information and how to register for the service.

When your prescription comes up for renewal please make an appointment with the Doctor before another prescription can be issued.

Please do **NOT** request repeat prescriptions by telephone in order to avoid any mistakes.

Laboratory Specimens

All specimens must be received by 10.30 am weekdays to link with the hospital courier service. If necessary, you can put your specimen through the letterbox (front door) in a sealed clean container (available at Reception). Please ensure the bottle is clearly marked with your name.

Sickness Certificates

The patient is responsible for self-certification for the first 6 days of illness, using Form SC2, available your employer. Thereafter, certificates are obtained from the Doctor as part of the consultation on request.

New Patients - New Registrations Check

All newly registered patients are advised to attend for a health check with the Health Care Assistant, this will provide details of your medical history from the start. Please ask Reception for details.