**The Clays Practice**

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**Dr Neil Mellor**

**Dr Andrew Shaw**

**Dr Claudia Bool**

**Dr Stephen Fraser**

**Mr Robert Woods**

**Dr Victoria Lewis**

**Dr Jo Parry**

**Dr Miranda Shatwell**

**Dr Paul Whitelegg**

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| **OUR SURGERIES:** |
| The Clay Area Health CentreVictoria Road**Roche**St AustellPL26 8JF | Bugle SurgeryRoche Road**Bugle**St. AustellPL26 8PP | St. Dennis SurgeryFore Street**St. Dennis**St. AustellPL26 8AD |

**Telephone 01726 890370**

For Out of Hours Advice (18.30 – 08.30) call NHS 111

Welcome to our Practice, which covers the area commonly known as the “Clays Area”. Our main site at Roche is open from 08.30 – 18.30 and our surgeries at St Dennis and Bugle are open every morning until 12:30. Please check the timetable available in the practice or on our website’

Our surgery premises are as follows:

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| **Roche**  | Clays Area Health Centre, Victoria Road, Roche PL26 8JF |
| **Bugle** | Roche Road, Bugle PL26 8PP |
| **St. Dennis** | Fore Street, St Dennis PL26 8AD |

Please note that all of our surgeries are accessible to wheelchair users.

# HOW TO SEE THE DOCTOR/NURSE

All consultations to see a doctor/nurse are by appointment, made by contacting us in person, submitting an electronic request via our website or by telephoning **01726 890370.** Patients under the age of 16 years should attend with a parent or legal guardian if possible.

You can request to see a female doctor, but appointments are limited and are at the discretion of the doctor.

Requests for urgent appointments will be dealt with as necessary but please be prepared to wait.

# TELEPHONE ADVICE

If you feel you do not need to attend surgery, but require advice from the doctor or nurse; please telephone the surgery and ask to be added to the appropriate telephone list. The doctor or nurse will then phone you back, at home or work.

**Also, check out our website for information and health links:**

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

# HOME VISITS

Home visits are reserved for those who are bed bound, immobile or terminally ill. If you require a home visit, please make your request by 10 am if possible.

# OUT-OF-HOURS EMERGENCY CARE

If you require emergency care out-of-hours, please contact NHS 111 for non-emergency advice.

# ACCIDENT AND INJURIES

If you have a non-life threatening injury which may require medical attention, please attend the Minor Injuries Unit at St Austell Hospital or Bodmin Hospital. You can also contact 111 for advice.

# PRACTICE STAFF AND SERVICES

The Practice employs the following staff:

State **Registered Nurses** who are directly accessible by all patients for nursing care and advice. They routinely carry out a variety of procedures including immunisations, travel vaccinations and cervical smear tests. They also hold special clinics for the routine care of patients with asthma, diabetes and coronary heart disease.

**Health Care Assistants** who are trained in routine procedures including blood tests, recording blood pressures and ECGs.

**Receptionists** are able to assist you in using our services, and how to access other primary and secondary care in the area.

Our **Dispensary Team** will be able to advise you on matters relating to your prescriptions, including how to get help with health costs. They will also be able to offer advice on the use of your medications.

**Administrative Staff** who are not directly accessible by you, but help in the organisation of the day-to-day running of the Practice.

# ONLINE SERVICES

Further information and the signup form can be found on our practice website, here:

# <https://www.theclayspractice.co.uk/doitonline.aspx>

# THE RIGHTS AND RESPONSIBILITIES OF PATIENTS

1. Please try to attend the surgery for any consultations. Visits are reserved for those who are too ill or frail to attend.
2. Please make any request for essential home visits before 10 am.
3. Please keep us informed of your correct address, telephone number and changes in personal circumstances.
4. Please keep a range of over the counter medicines at home in a secure container and follow the suggested advice at the end of this booklet in the section headed “Looking After Yourself”.
5. Please treat our team with courtesy. Violent/abusive behaviour will not be tolerated and may result in removal from the Practice list and may also be reported to the police

# THE DISPENSARY

The dispensary in Roche surgery is open 08:45 – 12:45 & 13:30 – 18:00**.** Repeat prescription requests will be processed within 72 hours (3 full working days).

Repeats can be requested by post or by depositing the repeat slip at the surgery or via the NHS App. Our trained dispensers are available to advise and help you with the management of your medicines.

# YOUR NOTES AND RECORDS

All information recorded by the Practice (whether manual or computerised) will at all times be treated with absolute confidentiality. Only practice staff and health care professionals with direct clinical contact with patients may have access to such information.

The Practice is registered under the Data Protection Act (DPA) 1998 and under the terms of the Act you have the right to request access your records at any time. Requests should be made in writing to the practice.

# GENERAL DATA PROTECTION REGULATIONS (GDPR)

GDPR is a piece of legislation which updated the Data Protection Act (DPA) 1998.  It applies to the UK and EU. It also covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the DPA. The main changes are:

* Practices must comply with subject access requests within 1 month
* Where we need your consent to process data, this consent  must be freely given, specific, informed and unambiguous

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.

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the GDPR.

The following notice reminds you of your rights in respect of the above legislation and how The Clays Practice will use your information for lawful purposes in order to deliver your care and the effective management of the local NHS system.

# THIS NOTICE REFLECTS HOW WE USE INFORMATION FOR:

* The management of patient records;
* Communication concerning your clinical, social and supported care;
* Ensuring the quality of your care and the best clinical outcomes are achieved through clinical audit and retrospective review;
* Participation in health and social care research; and
* The management and clinical planning of services to ensure that appropriate care is in place.

# ****DATA CONTROLLER****

As your registered GP practice, we are the data controller for any personal data that we hold about you.

# CONFIDENTIALITY (TEENAGERS)

We have a specific confidentiality policy for our patients under the age of 18. This is to reassure our younger patients that the principles of confidentiality apply equally to all. The policy of the practice is to support young people in their choice of medical treatment and to deal with them in a sympathetic and confidential manner.

# FEEDBACK & COMPLAINTS

Practice comments, compliments or complaints should be made in writing and addressed to the Complaints Manager.

RCHT complaints can be made to rcht.patientexperience@nhs.net or 01872 252 793.

CPFT complaints can be made to cft.pals@nhs.net or 01208 834 620

# USEFUL TELEPHONE NUMBERS

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| NHS 111 for non-emergency advice | 111 or [www.nhs.uk](http://www.nhs.uk)  |
| Community Midwives | 01872 258000 |
| Macmillan Nursing Service | 01872 354383 |
| Department of Adult Social Care | 0300 1234 131 |
| Health Visitor | 01872 324261 |
| Dental Helpline | 111 or 0333 405 0290 |
| Banns Pharmacy – St Dennis | 01726 822200 |
| Banns Pharmacy - Roche | 01726 891639 |
| Day Lewis Pharmacy (St Austell) | 01726 72478 |
| Boots Pharmacy (Bodmin) | 01208 72836 |
| Stop Smoking Service | 018572 324200 |
| Addaction Truro | 01872 263001 |

# LOOKING AFTER YOURSELF:

