



Patient Information Leaflet

Core Opening times: 08:00 – 18:30 Monday to Friday

Medical Emergencies

In the event of collapse, suspected heart attack or suspected stroke, severe breathing difficulties, fractures, burns, or haemorrhaging, please call 999 immediately or if you can safely get to A&E, attend there – do not call the practice first as this may waste valuable time in getting you the necessary treatment.

Need an appointment?

If you need a GP appointment, please visit our surgery website www.horizonhc.co.uk and click on the AskMyGP button create an account or sign in. Once signed in, you will be able to submit an appointment request online. AskMyGP sends your request directly to a GP meaning you no longer have to spend time trying to get through to us on the phone. We try to deal with all appointment requests on the day they are received so please make sure that you only contact us on a day when you are available to come into the surgery for a face to face appointment if the GP thinks that is necessary. The GP will respond to you via email or telephone either to speak to you or to ask you to come in for an appointment.

If you need help setting up an email address or an AskMyGP account, please phone the surgery On 0345 350 3973 so one of our receptionists can help you.

If you need an appointment with one of our Nurses or Healthcare Assistants, please phone the surgery on 0345 350 3973 so that one of our receptionists can book you in.

Unfortunately there are times when we have reached our maximum capacity and we have to switch Ask My GP off. If you find the service is off and are happy to wait then please try again the next day, however, if your issue is urgent, please telephone us.

Multidisciplinary Team

We have a wide range of staff including advanced nurse practitioners, paramedic, physiotherapist. If we suggest your problem can be dealt with by one of our extended team, please follow this advice so that our GPs can focus on the most complex issues. Providing us with plenty of detail about the problem you would like help with is extremely helpful to get you the right help from the right team member.

Need to cancel an appointment?

Please call us on 0345 350 3973 if you cannot attend an appointment as soon as possible – there is a large demand for both GP and Nurse appointments and we can offer the cancelled appointment to someone else if you let us know.

Test Results and Repeat Prescriptions

If you need to find out your test results, or you want to order a repeat prescription, please sign up for the NHS App or Patient Access (or see our information on the website about the many other providers there are that enable you to access your information). The NHS App is an online service which allows you to securely view your medical record, test results, and order repeat prescriptions online. To sign up for an on-line App such as the NHS App.

Many pharmacies offer a repeat prescription service

The pharmacy will request the medication on your behalf. Please talk to your local pharmacy if you are interested in this.

Please do not send in repeat prescriptions by post.

Please make sure you allow three full working days for your prescription to be prepared. For example, if you submit your prescription request on a Monday morning, it may not be ready until Thursday evening. We need this time to be able to process, check, and issue your next prescription safely and accurately. Prescriptions are then sent electronically to a pharmacy of your choice (please let us know your preference). Please note that if your pharmacy delivers your medication to your home, this is likely to add some time to the overall turnaround.

Electronic Prescription Service (EPS)

If you nominate a pharmacy through EPS, it means that your prescriptions will go directly there from the surgery and you will be able to collect it from there, saving you lots of time. We can also track the prescription's progress through the system. Please sign up to EPS with your preferred pharmacy. Please note that we can now send controlled drugs through the EPS service.

Disabled Access

If you use a wheelchair or struggle to walk you will be able to access the surgery when visiting as there are no steps and wide doorways suitable for mobility scooters. Please let us know if we can do anything to make your visit to the surgery any easier.

Clinical Service provided by the Practice

Respiratory Clinics (Asthma and COPD)

Baby immunisations

Cervical smears

Contraceptive implant fitting

Contraceptive coil (IUCD) service

Emergency contraception

Family planning

Diabetic care services

Flu and pneumococcal vaccinations

Wound management

Leg ulcer care

Hypertension care

Maternity services

Phlebotomy service

Anticoagulation service

HRT/Menopause service

Additional services for our patients (provided by other health services on the premises)

First Contact Physiotherapy (Primary Care Network/PCN service)

Comments and Complaints

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We welcome all feedback on the services we provide, whether good or bad. We can always learn and improve from feedback so there is a range of ways to contribute your views:

- Fill in a compliment or complaint form on our website: www.horizonhc.co.uk
- Complete a Friends & Family Test comment card either in the waiting room

If you wish to make a complaint, you can request a copy of our complaints policy or ask to speak to the Operations Manager or Practice Manager and they will help you to complete a complaints form.

Registering as a new patient and the Practice Area

To register at Horizon Health Centre you need to:

- Live within the practice boundary
- Collect the registration form and accompanying paperwork from reception
- Bring the form and the 'New Patient Questionnaire' and other paperwork back fully completed

You do not need ID to register at the practice but you will need to show this in order to get access to online services. It is strongly recommended that you show your ID while registering to save yourself another trip to the surgery at a later date.

Online Services

There are several options to contact the surgery and to get helpful advice and information online. The practice uses AskMyGP for all GP appointment requests. We also use Patient Access for patients who would like to view their medical record online or to order repeat prescriptions; you can also do this on the NHS App. If you are looking for some advice or information, please check our website: www.horizonhc.co.uk

Patient Responsibility

We aim to provide a professional, caring, and friendly service. To help us to help you and other patients we ask that you adhere to the following:

- Please arrive on time for your appointments
- It is important that you keep us informed of your up to date home phone number, mobile phone number, address, and email address details at all times.
- Please cancel any appointments you cannot make as soon as possible, including nurse appointments.
- Home visits are only for those who are unable to leave the house for any reason. If you think you need a home visit, please call as early as possible, ideally before 10am to make your request. Remember that if there is any way you can get to the surgery, or ask someone to bring you, please do this. Please be aware that if you request a home visit and you are not at home when we visit you – you will not be able to request home visits in the future. It is better for you to be seen in the surgery where the clinician has all the equipment and your medical records available to them. A GP can see 6 patients in the time it takes to do 1 home visit.
- Like most surgeries, we can run late on occasions so please bear with us in these circumstances. We do try to give patients the time they need but sometimes this makes us run late.
- Be courteous to all members of staff and we expect them to be courteous to you at all times.
- Pay for any non-NHS work that you ask us to complete.
- Ensure you give us enough time to manage your repeat prescriptions safely.

- Keep abreast of what is going on in the surgery by keeping an eye on the information in the waiting area and on the website.
- Please remember that generally speaking there should only be one problem per consultation – try not to ‘save up’ your concerns as this doesn’t help us to manage our time, despite your intentions being not to waste an appointment. If you are concerned about something it is never a waste of an appointment.
- To ensure the safety of your children, please keep an eye on them at all times in the waiting room. If you can safely organise for child-minding whilst you have your consultation this helps the clinician to give you their full attention.
- When booking an appointment, be prepared to be asked the reason for your request. This helps us to ensure you get the care you need in the most appropriate timescale. You do have the right not to give a reason.

Interpreting Service

The clinicians and staff at the practice have access to a telephone interpreting service. It generally only takes a moment to get an interpreter on the line. You should ask for an interpreter if you need one. You should not need to bring a family member with you to translate if you do not wish to. If you require a British Sign Language Interpreter, we can arrange this for you.

Friends and Family Test

The Friends and Family Test is an initiative across all practices in England. There are comment slips in the waiting room and on the website. You are invited to give us your feedback on any of your interactions with the practice and as often as you like. The results will be seen on NHS Choices website.

Abuse, Violence and Aggression

The practice operates a zero tolerance policy in accordance with NHS Guidelines. Staff have the right to work in safe environment without fear of physical or verbal abuse. Abuse to our staff may result in your removal from our list and/or police involvement. Please be aware that calls are recorded and abuse over the phone will not be tolerated and may lead to you receiving a warning letter or possibly being removed from the Practice List.

Minor injuries provision in North Somerset

The practice does not currently offer minor injuries services. You can attend the Clevedon Hospital Minor Injuries Unit which is open from 08:00 until 21:00, 365 days a year. Clevedon Community Hospital, Old Street, Clevedon, North Somerset, BS21 6BS, telephone 01275 546852 You will usually be seen in less than 1 hour and they can deal with minor injuries, cuts, scrapes, sprains. For more information visit: <http://www.sirona-cic.org.uk/nhsservices/adult-services/minor-injuries-and-urgent-treatment/>

Please keep the Accident and Emergency Department at Weston Hospital free for more serious accidents and emergencies. Please be aware that A&E Department at Weston Hospital currently closes at 22:00.

Non NHS Work

Some of the work you may ask us to do falls outside of NHS contractual work. Items such as medicals for HGV, PSV, or other medicals may be outside of the NHS and you may be asked to

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pay a fee in advance. Please ask reception for the list of fees. Please note that non NHS work cannot take priority over our responsibilities to care for our registered patients and therefore there may be delays in non NHS work. Please be patient.

Protecting your Information, Confidentiality and Information Sharing

The information we hold about you is solely for the purpose of caring for your health and will only be seen by those who need to. There is a possibility of patient information being used by other organisations for the purpose of managing your care or the management of health care services. In addition, recent changes to IT and NHS policy have made it possible to share information with other healthcare professionals e.g. hospitals. Please ask at reception for more information on the Summary Care Record (national scheme), and Connecting Care (local scheme across Bristol, South Gloucestershire, North Somerset). You have the right to opt out of information sharing. We have a legal duty to keep confidential all the information held about you. The obligations the NHS has, together with the rights that every individual enjoys, are set out in the General Data Protection Regulations (GDPR) which came into force in May 2018. If you have any questions about patient confidentiality please contact the Practice Manager. Protecting your personal information is of paramount importance. If you would like a copy of our Privacy Notice, please either download it from our website or ask for a copy at reception.

Consent Policy

It is important that during the course of any treatment or advice you receive at the practice you understand the nature, purpose and risks associated with any proposed care plan or advice. The practice staff will inform you of these during your consultation. If you are ever unsure about the nature, purpose or risks associated with what is being discussed then please do not hesitate to ask for further clarification. If you require additional assistance, for example an interpreter, additional advice or illustrations, then please do not hesitate to ask your clinician or the practice manager.

Prescribing Policy – Changes of Medication

We continually monitor our prescribing to ensure patients are receiving the most effective and medically appropriate treatment. We work closely with our colleagues at NHS North Somerset Clinical Commissioning Group and their Medicines Management Team to make changes to either improve safety and quality or to reduce costs without affecting your treatment. Your medication will be reviewed on a regular basis and where appropriate alternative medication may be prescribed.

Patient supplied samples

Please remember that in order for us to process patient supplied samples (such as urine and stool), they must be supplied to us with all the paperwork completed and the sample itself clearly identified as instructed by your clinician. Failure to do so will mean that we are unable to send your sample to the laboratory for testing.

Carers

Are you helping someone with their day to day living? Without your help and care would they be able to manage? If so, you are a carer. Please make sure you tell your clinician so that we can make a note of this in your records. We can put you in touch with local organisations that can offer you help and support, for example Crossroads North Somerset. There is help out there for you so please let us put you in touch. You will also be entitled to additional services such as flu

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vaccination or NHS Health Checks.

Veterans

If you are a veteran, please make sure you let us know. This means we can offer you additional support and can ensure this is noted on any referrals we do for you to hospital trusts, this sometimes means you can be seen a little more quickly. You are considered a veteran after just one day of military service.

Chaperones

A chaperone is a trained member of staff, who you can request to be in the consultation with you, for example if you have having an intimate examination. Please don't be afraid to ask for one.

Feeling vulnerable or at risk?

Whether you are an adult, a child or a teenager, if you are feeling that you are at risk of harm or neglect, worried about your or somebody else's wellbeing then please speak to a GP. We can put you in touch with the right people.

Out of hours GP service – dial 111

To contact the out-of-hours doctor, just dial 111. The 111 service is available 24 hours a day, 7 days a week, 365 days a year. The NHS 111 service has been introduced to make it easier to access medical help, especially when the practice is closed. They will take some information from you and can direct you to the most appropriate service, whether that is a pharmacy, the GP out of hours service (in Weston), the minor injuries service in Clevedon or A&E. Calls are free from landlines and mobile phones.

Covid-19

The practice has taken measures to protect patients when visiting the building. We have minimised footfall into the building where possible. We have a particularly small waiting room and are very careful not to overfill this to protect patients. Please contact the Practice Manager or Operations Manager if you would like more information about how we have made the practice Covid secure. Patients are expected to wear a mask when visiting the surgery. If you are unable to wear one it is vital that you let us know before attending so we can risk assess your visit to protect other patients and staff.