

## Introduction

Welcome to Thatcham Medical Practice (TMP). It is one of the largest GP practices in West Berkshire. We are able to offer a large number of patient services and we are trying to present all the information that you may need in this welcome booklet.

TMP is easily visible from the main A4 road passing through the town. There are two large car parks nearby. One of them is easily visible from the road to the west side of the building and the other is located at the end of Brownsfield Road, behind us. Both car parks are "pay and display". TMP cannot accept responsibility for any car parking charges or fines. Two designated disabled spaces are available on the eastern side of the building between TMP and the library. These spaces are very close to the automatic front door which gives level access to the building. All consulting and treatment rooms are on the ground floor.

A hearing loop is installed at Reception and a portable hearing loop is available for use by any member of staff. If you need this type of help, please make reception staff aware.

Language Line Interpreting Services and large print versions of this leaflet and registration forms are available from Reception.

Please do not hesitate to speak to any of our receptionists should you require any help or general advice.

We aim to minimise risks of infection. A receptionist will check your temperature on arrival at the surgery. Please wear a face mask if able to do so and maintain social distancing. Please use the hand gel facilities located around the building.

**Please do not enter the building if you have signs of infection** (please see COVID 19 questions on the last page of this booklet prior to visit). Call the practice and, if necessary, an appointment will be made for you to be seen in our isolation rooms. These are accessed via the side entrance adjacent to the library.

## Registering with the Practice

You will need to complete Patient Registration Forms for each family member. The forms are available from Reception and on our website [www.thatchammedicalpractice.co.uk](http://www.thatchammedicalpractice.co.uk). If you are on any repeat medication(s), please attach the repeat form from your previous surgery. We will then be able to issue medication for one month. During this time, you will be able to make an appointment with your new GP. We advise all patients aged 40 years and over to have their BP checked every 5 years. Please book an appointment with the Treatment Room. If you are over 16 years of age, you can see one of the practice nurses for a mini health check. This will include a blood pressure test and urine analysis. Please bring a sample of urine with you to the pre-booked appointment. A home visit may be arranged for those patients unable to attend the surgery.

**TMP operates an electronic prescribing service.** If you used this service at your previous surgery, please cancel your registration with your previous pharmacy and re-register with a local pharmacy. Your electronic prescriptions

will go to your previous pharmacy until you have re-registered with a new pharmacy.

### Carers

*'A carer is someone who regularly looks after relatives, friends or neighbours who because of disability, age or frailty might not otherwise be able to live at home. Carer has become a legal term and does not necessarily mean someone who is paid to care. A carer can be any age, a child, parent, partner or spouse.'*

Carers can access further support and information, please notify Reception if you are a carer so that you can be complete a TMP Carers Form.

Further information and support is available from Berkshire Carers Service on 0800 988 5462 or visit their website: [www.berkshirecarers.org](http://www.berkshirecarers.org)

Social Services may also be able to help and can be contacted on 0118 - 930 2777

### Surgery hours

The surgery is open weekdays from 8:00am – 6:30pm.

### GP Working days

	Working day				
Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Rudgley				Calls and visits	
Sylvester		AM surgery			N/A
Pongratz					
Foulkes			Calls and visits		
Mottram				N/A	N/A
Veldtman	N/A		AM surgery		
Wadsworth		N/A		N/A	
Marfina		N/A			N/A
Ellis	N/A				N/A
Matongo	N/A		N/A		

### Extended hours are available:

- Monday – Thursday morning and evenings by appointment only
- Saturday mornings – generally the 2<sup>nd</sup> and 4<sup>th</sup> Saturday of each month by appointment only (subject to change for vaccination services).

**Westcall provides out of hours emergency cover**

NHS111 provides a help and advice line (dial 111 for the free telephone call from mobiles and landlines). It acts as triage service for Westcall and details are passed to Westcall call-handlers. Care plans for some patients are shared with Westcall. These patients can opt out of sharing this information by contacting the Patient Services Manager.

Boots Pharmacy opens on Saturday mornings and holds the TMP prescription box on our behalf. Prescriptions can be collected from, but do not have to be dispensed by, this pharmacy.

**Appointments**

If you ring the surgery for any reason, your call will be answered by a receptionist. They will ask relevant questions to help direct you to the most appropriate service.

**All requests for same day appointments** are triaged by a GP/clinician and a telephone call or 'face to face' appointment will be booked as necessary with either a GP, Nurse Practitioner, Clinical Pharmacist, MSK Physiotherapist, Mental Health Practitioner or Social Prescriber, alternatively patients may be directed to another appropriate service.

**Patients aged over 80 years and those on care plans** can book a 'face to face' appointment with their GP by request.

**Telephone calls** can be booked with a GP up to 6 weeks in advance. Your GP will return your call and if need be book a 'face to face' appointment to see you. Although you are registered to one particular doctor, you may book an appointment with any GP in the practice.

**Routine appointments** are for 10-15 minutes. If you need a longer (double) appointment, please tell the receptionist when you make the booking.

To make an appointment:

- Telephone 01635 – 867171
- My GP app (download from App Store or Google Play)

**Please cancel any appointments that you are unable to keep** with as much notice as possible. This enables another patient to be seen. The dedicated cancellation telephone number is 01635 – 295445.

**Please note** all calls may be recorded for training purposes.

## Online services

### Phone App Access

You can download one of the recommended apps to book the appointments online, you may already have the NHS app for your COVID passport. Other applications are available. For full access to your medical record, you will require a linkage code from the surgery.

 <p>NHS App</p>	<p>iPhone: <a href="https://itunes.apple.com/us/app/nhs-app/id1388411277?ls=1&amp;mt=8">https://itunes.apple.com/us/app/nhs-app/id1388411277?ls=1&amp;mt=8</a>            Android: <a href="https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline">https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline</a></p> <p>More information available here: <a href="http://www.nhs.uk/nhs-app/">www.nhs.uk/nhs-app/</a></p>
 <p>Patient Access App</p>	<p>iPhone: <a href="https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8">https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8</a>            Android: <a href="https://play.google.com/store/apps/details?id=uk.co.patient.patientaccess&amp;hl=en">https://play.google.com/store/apps/details?id=uk.co.patient.patientaccess&amp;hl=en</a></p> <p>More information available here: <a href="http://support.patientaccess.com">support.patientaccess.com</a></p>
	<p><a href="https://www.nhs.uk/apps-library/mygp/">https://www.nhs.uk/apps-library/mygp/</a></p>

### Computer/Desktop Access

Alternatively you can use the online version from a computer or laptop. You will have to setup a new account and you will need to request a linkage code from the surgery to use this service.

Register or sign in here: [www.patientaccess.com](http://www.patientaccess.com)

Please get in touch with the surgery if you have any queries



or sign in here: [Login screen \(service.nhs.uk\)](http://Login screen (service.nhs.uk))



### Telephone

If you or a relative are unable to access online services please call the practice.

### Test results

Results can be obtained after 11:00am each day

### Home visits

Ideally, requests for home visits should be made as early as possible in the working day. Visits normally take place after morning surgery and should be for

Giving and achieving the best possible care

patients who are incapable of attending the surgery. The GP will phone to triage the visit first. If you are able to attend, examination and treatment facilities are better within the practice.

### **The Treatment Room (01635 – 867171, press Option 4)**

The Treatment Room offers a variety of services including dressings, ECGs, 24hr blood pressure and ECG monitoring, health promotion, hearing tests and medicals. There is also a Minor Operations suite.

The Treatment Room is usually open 08:30am – 12:30pm and 2 – 5:30pm. (Closed at all other times but the answerphone is regularly checked for messages.)

## **Clinics**

The Practice runs a variety of clinics. Appointments need to be booked in advance. Details of times and days are available from the Treatment Room Reception. The clinics include Family Planning, Child Health immunisations, Diabetes, Asthma, COPD, Hypertension, Heart, Smoking Cessation, Ante-Natal, Healthy Living and Mental Health Practitioner.

Family Planning services are available from doctors during normal surgery times and nurse led clinics during Treatment Room times. TMP provides a range of contraceptive services by appointment only including contraceptive implants, coil fitting and emergency contraception.

**We do not provide a pregnancy confirmation service.** The doctors are happy to rely on the outcome of a home pregnancy test and clinical history.

### **Minor surgery clinic**

All doctors carry out minor surgical procedures. They are happy to advise on 'lumps and bumps' and arrange their removal, if necessary.

### **Phlebotomy**

A Blood Clinic runs at TMP between 8:00am and 10:30am, Monday to Friday to take blood samples. Appointments need to be booked in advance.

Blood samples can also be collected at West Berks. Community Hospital, by appointment only. Fasting blood tests are collected from 8.30am (Mon – Fri) and other blood samples can be collected until 3pm.

### **Flu injection clinic**

Each autumn, TMP offers 'flu injections to patients who are at particular risk, those who are immunosuppressed and also to carers. These "at risk" patients include everyone aged 50 years and over, diabetic and those with long-standing chest, kidney or liver complaints. Your GP will advise you if such an injection is appropriate. These injections are given at special sessions organised by the practice nurse. All patients over 65 years of age are also offered a pneumococcal vaccination.

### **COVID Booster injection clinics**

We will be offering COVID boosters to patients in care homes, patients aged over 70 years including housebound patients and those in 'at risk' categories'.

The covid booster will be offered 'at least' 6 months after your 2<sup>nd</sup> vaccine.

Please see [www.nhs.uk](http://www.nhs.uk) for further information and to find alternative sites where you can obtain a COVID Vaccination.

### **Cervical smear clinic**

Ladies between the ages of 25 – 49years are recommended to have a cervical smear test every three years. Aged 50 – 64years, it is recommended that a

cervical smear test is taken every five years. If your appointment is overdue, please inform TMP.

### **Travel clinic**

Treatment Room nurses are able to give advice about injections and possible healthcare that you may need for your holiday abroad. In addition to providing the usual vaccines for which there may be a charge, we can also supply travel packs for you to take on holiday at a small cost.

Please book your appointments 4 - 6 weeks in advance of your travel date.

### **MSK (musculoskeletal) Clinic**

Please contact Reception for information about and access to physiotherapy triage.

**Mental Health Practitioner** for help with anxiety, depression and bereavement.

Please contact reception for an appointment

**Clinical Pharmacists** for medication queries and reviews, hypertension reviews.

### **Postnatal care**

Midwives care for mothers and their babies for 10 - 14 days following delivery. GPs carry out postnatal checks on mother and baby, 6 -10 weeks after delivery. Health Visitors check every child at 8 months old.

Baby Clinics are held at the Family Hub, Park Lane, Thatcham – about 10 minutes walk from Thatcham Medical Practice.

(Subsequent help and support is provided by your Health Visitor until your child is aged 5years.)

**Long COVID** – we are setting up a group consultation programme for Kennet PCN patients suffering with long covid. Dr Mottram is overseeing this work

**Cancer** we are participating in several enhanced services, conducting audit work reviewing our screening uptake, early diagnosis and 2 week wait referrals.

**Pulse oximetry at home** – patients who are at risk of COVID and tested positive are being monitored in a virtual ward where they are provided with a pulse oximeter at home to monitor their oxygen saturation levels.

**TMP has a self-serve Blood Pressure machine** and weighing scales sited between room 1a and 1b. (If you use the BP machine, please take the result to Reception and the details will be added to your medical history.)

Where possible patients are encouraged to monitor their own blood pressure at home. Readings can be entered on the NHS app or via our practice website [www.thatchammedicalpractice.co.uk](http://www.thatchammedicalpractice.co.uk)

### **Making the most of any appointment.....**

An Isolation Room is available if you think you may have an infectious/contagious illness –

Upon arrival, please use the hand gel facilities located in the waiting room in order to aid infection control.

- Do you have the right appointment? Do you need a double slot?
- Each child needs an appointment in its own right, even if they have the same problem.
- Complex ongoing issues may require longer time with your GP
- Make a list of your concerns before you arrive. If you have many problems, you may be asked to return at a later date so that each problem can be given the time it deserves.
- If you have urinary symptoms, please bring a fresh urine sample in a clean container.
- Please wear loose fitting clothing if you think you will be examined.
- Chaperones are available on request. If possible, please advise Reception at the time of booking your appointment.

**If your doctor is running late, please be patient.** There will be a genuine reason as to why this has happened. You may need extra time, next time!

### **Training new GPs**

TMP is an approved training practice. We are involved in the final stages of training qualified doctors who are experienced in hospital medicine. Their year in general practice completes their training to become a GP. They are known as GP registrars. All appointments offered by the GP Registrars are in addition to the appointments usually available with the doctors at TMP.

On occasions, TMP also has medical students, student nurses, health visitors and midwifery students. As an approved training practice, many educational opportunities are available for teaching and learning. It recognises the quality of care that we provide and it ensures that we are kept up to date with the latest advances in the field.

### **What difference will this make to you?**

- The GP or Clinician may hold joint surgeries / home visits with the Registrar or student.
- You may see the Registrar instead of your own GP but you will be informed of this when you book an appointment.
- Initially, the Registrar may have a longer appointment but these will shorten to the usual 10 minute time slot.
- Some consultations may be filmed. The tapes will only be viewed by doctors and are destroyed within one year. You will **always** be asked to give written consent before the consultation. If you would prefer not to be filmed, please say at the start of your consultation. It will not affect your future care in any way.

If you prefer not to see a registrar, please advise the receptionist when you are booking your appointment.

As an established and respected training practice, TMP works with the Thames Valley Primary Care Agency Research Partnership, in conjunction with the Universities of Oxford and Southampton. Patients may be invited to attend to help with their research. Alternatively, TMP may ask you to consent to sharing information with them. (Please see Confidentiality section on page 11.)

**It is entirely your choice as to whether you take part in any study and we will never release any medical information without your permission.**

## Practice Staff

**Practice Manager** Linda Lawson

**Deputy Practice Manager** Jenny Marnock

**PA to Practice Manager** Kate Nicholson

**Patient Services Manager** Emma Batten oversees Reception and helps with patient concerns and advice.

**Medical Secretaries** manage our medical referrals to secondary care.

### Reception

Staff are usually the first point of contact with patients – either in person or by telephone.

### Medications Team

- **Clinical Pharmacists** Sarah Gray and Gameelah El-Shinnawi provide medication reviews and can give advice on a wide range of clinical conditions
- **Prescription clerks** deal with prescriptions and queries.

**Social Prescriber** Anthony Roots for help regarding health and well-being and information about a wide range of local services.

### Computer and Administration

Shona Deas (Practice Analyst) and Ayo Dairo (IT Manager)

**Finance Officer** Sarah Geater.

### Treatment Room

**Nurse Practitioners / Independent Prescribers:** Liz Banner and Caroline Dyer (Treatment Room Team Leaders)

Our large nursing team run minor illness clinics and clinics for routine cervical smear tests, travel vaccinations, childhood immunisations, diabetes, asthma, heart, weight management, chronic kidney disease, family planning, women's health, dressings and a leg ulcer clinic. All clinics use appointments.

### Health Promotion

Health Care Assistants (HCA) run health promotion initiatives, undertake health checks, mental health, learning disability and dementia reviews.

### District Nurses

Permanent attached nursing staff and healthcare assistants provide nursing care to patients in their own home who are unable to attend the surgery.

**Health Visitors** are based at the Family Hub in Park Lane, Thatcham. They can be contacted on 01635 – 860955.

### Midwives

Registered Midwives are attached to TMP. Working with the doctors, they look after the day to day antenatal and postnatal care of patients. Patients contact RBH Maternity Services on 0118 322 8964, Option 1, to make a "booking"

appointment and midwife care starts. Subsequent appointments are organised by the midwives. Student midwives can be attached to the Practice.

## **Other services provided by TMP**

### **Choose and book**

If your GP decides that you need hospital treatment, you will be given some options to decide where you would like to go. Further information is also available on the NHS website, [www.nhs.uk](http://www.nhs.uk).

Within a few days of seeing your GP, you should receive a confirmatory letter and passwords. You can telephone the hospital of your choice to arrange your appointment. The telephone number and all other information you will need to make the appointment is contained within this letter. (If you are referred to hospital and you have not received any communication you can contact the relevant department directly. Our Medical Secretary will also be happy to assist you.

### **Repeat Prescriptions**

Please give TMP at least 2 **working days notice** to produce your new prescription. Please note the pharmacist will also require time to process your prescription.

**TMP will not process any telephone requests for repeat prescriptions.**

TMP has an electronic prescribing service. Electronic prescriptions can be sent to any designated pharmacy of your choice in the country. They must be able to receive with EPS.

Your prescription can also be forwarded to most local pharmacies for dispensing and collection from the pharmacy. To use this option, you need to register your wishes with the pharmacy and your prescription will be forwarded automatically from TMP.

## **Confidential Patient Information**

We ask you for information so that you can continue to receive proper care and treatment. We keep all this information because it may be needed if we see you again.

We may use some of this information anonymously for other reasons – e.g. to help protect the health of the general public and to see that the NHS runs efficiently. (We can plan for its future, train its staff, pay its bills and can account for its actions.) Information may also be needed to help educate future clinical staff and to carry out medical and health research for the benefit of everyone.

Information and/or records may be processed electronically, on paper, or using a mixture of both. Your personal data will be kept confidential and secure

Any patient can opt out of the shared data system. To do so, access

<https://digital.nhs.uk/national-data-opt> or

telephone NHS Digital (Leeds) on 0300 303 5678 or

download a form from [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) and post it to the address on the form.

**Everyone working in the NHS has a legal duty to keep all your information confidential.**

You may receive care from other people. Working together for your benefit, we may need to share some information about you. We never pass on your

information to others, unless there is a genuine need for it and it is in your interest. Whenever we can, we shall remove identifying details. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

'Share your care' is an initiative for local hospitals and Out of Hours to give appropriate treatment by accessing some information from your GP record. The clinician will always ask for your consent to access. You can opt out of, or change your mind about, this system by talking to the practice.

### **Reasons why your information may need to be shared**

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning within the NHS
- Ensuring our services can meet future needs
- Paying for your treatment provided by others
- Auditing accounts
- Preparing statistics on NHS performance and activity
- Investigating complaints or legal claims
- Helping staff to review the care they provide to ensure it is of the highest standard
- Training and educating staff. You can choose whether or not to be involved personally
- Research approved by the Local Research Ethics Committee (If anything in the research would involve you personally, you will be contacted to see if you are willing to participate.)

### **Privacy and confidentiality of your medical records**

The Practice is responsible for the accuracy and safekeeping of your medical records. You can help us to keep it accurate by informing us of any change in your name, address and contact details, marital status and by ensuring that we have full details of your important medical history. If you move to another area of the UK, we will forward your medical records to the new GP practice.

Since April 2013, the Care Quality Commission can inspect your medical records.

### **Your right to privacy**

You have a right for your personal health information remaining confidential between you and your doctor. This applies to anyone over the age of 16 years and, in certain cases, to others under that age.

The law does impose a few exceptions to this rule. Apart from those listed in detail, you have a right to know who has access to your medical records.

### **Who else may see my medical records?**

There is a balance between your privacy and your safety. We will share some information about you with others involved in your health care, unless you ask us not to do so. This may include doctors, nurses, therapists and technicians involved in the treatment or investigation of your medical problems. If you see a medical student during a consultation, they may be given supervised access to your medical records.

It is our policy to try to have a single record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care. Our medical records administration staff has limited access to records. They need to perform various tasks on your medical records.

Official external organisations, such as the CQC and GP Trainer assessors, may review the data from medical records.

**Every member of TMP staff has a legal, ethical and contractual duty to protect your privacy and confidentiality.**

**TMP may send patient information to**

- notify the Government of certain infectious diseases ( meningitis, measles but **not** AIDS) for public health reasons.
- law courts – can insist that medical records are disclosed.
- Solicitors - can ask for medical reports but will always have a patient's signed consent form. We will not normally release details about other people that are contained in your records (e.g. wife, children, parents etc) unless we also have their consent.
- the Health Authority - to help them organise national programmes for Public Health such as childhood immunisations.
- the Health Authority - about certain procedures that we perform on patients.
- Social Services, the Benefits Agency and others may require medical reports about you from time to time. These will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to a patient's loss of benefit or other support. However, if we have not received your signed consent, we will not normally disclose information about you.
- Social Services may need information for child or adult safeguarding procedures.
- Life assurance companies frequently ask for medical reports on prospective clients. They are **always** accompanied by your signed consent form.

We must disclose **all** relevant medical conditions unless you ask us not to do so. In that case, we would have to inform the insurance company that you have instructed us **not to make a full disclosure** to them.

You have the right to see reports to insurance companies or employers before they are sent. You will have to request to see them prior to posting.

**How can I find out the content of my medical records?**

Legally, you are allowed access to your medical records. If you wish to see your records, please contact Reception for the request form. All requests to view medical records should be made in writing on this form. Photographic ID is required. We have a duty to keep your medical records accurate. Please advise us of any factual errors which may have crept into your medical records to enable them to be corrected.

You can have online access to your medical records if you are over 16 years old. Application forms are available from Reception or the practice website. Specific ID must be supplied before access is granted. There may be a delay from application to access.

**To protect your privacy and confidentiality, TMP will not**

- disclose any medical information over the telephone or by fax unless we are sure that we are talking to you. We will not disclose any information to your family, friends or colleagues unless we have recorded your written consent to do so. Staff are instructed to protect your privacy.

- normally disclose test results over the phone unless we are sure of your identity. We may call you back to ensure that we are talking to the right person.
- disclose any information to a parent about a child older than 16 years of age.

**Thatcham Medical Practice displays its privacy policy on a Noticeboard in Reception. It is also available in a large print version.**

If you have any further queries, comments or complaints about privacy, your medical records or how we use your information, please contact the person in charge of your care, or alternatively

### **Care Quality Commission (CQC)**

CQC National Customer Service Centre  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)  
(Tel: 03000 – 61 61 61)

### **Complaints procedure**

The following information relates to the TMP complaints procedure.

#### **Unhappy with care or treatment?**

TMP tries to give the best possible care to every patient. In any organisation, things can go wrong sometimes and we may not be able to reach all of our high standards all of the time. We are always trying to improve the service we offer and need to know if things go awry. All NHS organisations have a complaints procedure and the Practice Manager (or appointed Complaints Manager) will make sure your complaint is thoroughly investigated.

#### **What can you do?**

Our aim is to sort things out as quickly and helpfully as possible. If you have a particular concern or complaint, please speak to someone involved in your care, such as a Doctor, Nurse or Receptionist. They are often best placed to deal with your concerns and put things right almost immediately.

If you do not wish to speak to a member of staff, or you are unhappy with how they dealt with your concerns, you may take your complaint to the Practice Manager.

Complaints should be made within twelve months from the date of the event, or within twelve months of the date on which the subject of the complaint came to your notice. (If there were good reasons for not making the complaint within this time scale, it is still possible to carry out an investigation and the time scale may be extended.)

**We always respect our duty of confidentiality to patients and cannot provide confidential information without a patient's appropriate authority.**

#### **What can you expect if you make a formal complaint?**

The Practice Manager (or appointed Complaints Manager) will contact you about your complaint. It will help us understand exactly what has happened and how we can help.

**Oral complaint :** TMP aims to resolve all oral complaints by the end of the next working day. If this is not possible, a GP will be appointed to oversee your complaint and it will be acknowledged within three working days. At this point, you will be invited to a meeting to discuss how your complaint will be managed and the likely time period an investigation will take to complete. You may bring a friend or relative to the meeting. If you would prefer not to attend a meeting, please let us know. We will write to you to confirm how your complaint will be managed and the likely response time.

**You may have further questions during the complaints investigation :** TMP is always willing to listen and to meet with you to discuss your concerns. We aim to keep to the agreed timescale for responding to your complaint. If this is not possible, we will notify you accordingly.

**Once we have thoroughly investigated your complaint:** TMP will contact you and advise you of any follow up action taken as a means of continuous improvement.

**To make a complaint :** please contact the Practice Manager by

- telephone 01635 - 867171
- e-mail to [lindalawson1@nhs.net](mailto:lindalawson1@nhs.net)
- post (address on the front cover of this booklet)

We recognise that you may need support or help in understanding the complaints procedure, particularly when several organisations are involved. The following services are available to help you.....

#### **Patient Advice and Liaison Service (PALS)**

PALS is a confidential Patient Advice and Liaison Service based at Royal Berks and Battle Hospital that can help you to understand the complaints procedure and assist you in making a complaint, or taking a complaint further. Call 0300 123 6258.

**The advocacy people** support patients and their carers wishing to pursue a complaint about their NHS treatment or care. Call 0330 440 9000.

**NHS England Complaints National Support Centre** 0300 311 2233 or [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If you remain dissatisfied with the outcome of your complaint, you can take your complaint to the **Parliamentary and Health Service Ombudsman (PHSO)**. Call 0345 - 015 4033.

The **CQC** can also deal with complaints.

By making a complaint, you will not affect your rights as a patient at our practice. We endeavour to learn from our complaints and improve the service we provide.

#### **The Patient Participation Group (PPG)**

The Patient Participation Group is made up of patients, doctors and staff. It has the following aims

- Improve relations
- Act as a 'communications' tool
- Suggest change
- Problem solving

- Link with other groups
- Raise awareness

The Chairman can be contacted via TMP. The PPG meets bi-monthly and an annual newsletter is produced.

### **Patient Reference Group**

The Patient Reference Group is an online group of patients who are interested in helping TMP with surveys and dialogue. If you are interested in joining this group, please contact Mrs Emma Batten, Reception Supervisor.

### **Removal of patients from GP lists at TMP**

Under certain circumstances, TMP is entitled to remove patients from its list. Examples of these situations include

- unacceptable behaviour from a patient directed towards any member of the primary health care team (whether on or off the premises)
- unacceptable behaviour towards patients or others on the premises
- swearing or abusive behaviour under any circumstances

If for any reason you are removed from the practice list, TMP will write informing you of the decision and the reason for removal from the list. The Primary Care Organisation will be informed and it will advise you of alternative practices with which you can register.

### **Other services available at TMP premises**

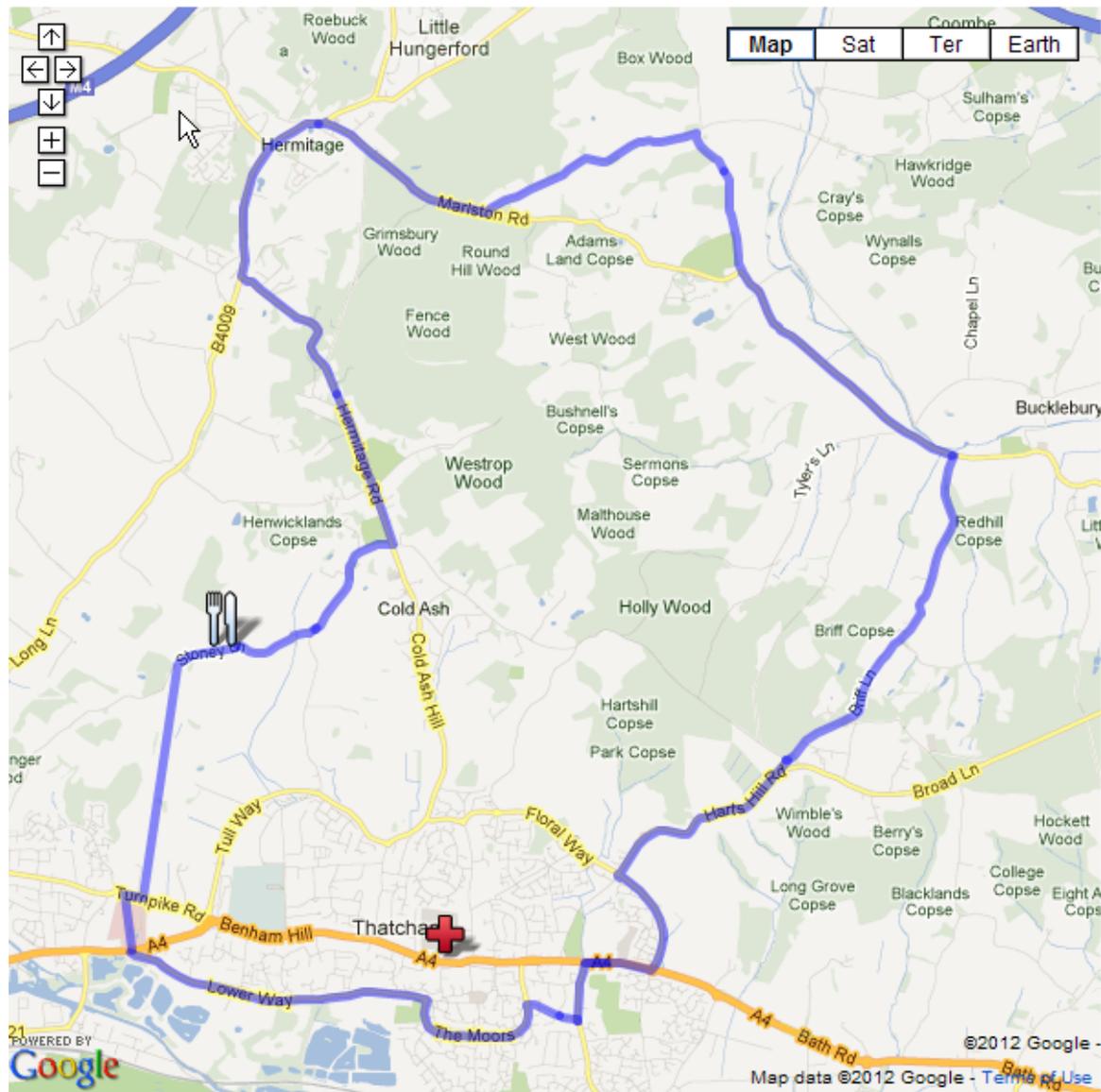
Boots the Chemist

The following services run appointment only clinics: Chiropractor, Talking Health. They are separate businesses housed within the Health Centre and have their own operating procedures and public liability insurance.

*TMP cannot be held responsible for any loss, damage or injury sustained in these facilities. Any complaints or concerns about their service should be addressed to the respective managers.*

**Kennet PCN. TMP is a member practice of Kennet PCN with Burdwood Surgery and Falklands Surgery.** Dr Sylvester and Dr Rudgley (Clinical Directors), Executive Board Members are Mark Betkowski , Mark Foster and Linda Lawson. The PCN member practices continue to work closely together to recruit additional staff workforce across the three practices and to achieve clinical targets including prescribing targets, cancer diagnosis and safety netting. We are piloting a new Mental Health Practitioner role and also planning future staff training events. We will also be participating in Phase 3 of the COVID Vaccination programme.

### Thatcham Medical Practice boundary map



## Thatcham Medical Practice

### COVID-19 screening questionnaire for patients, staff and visitors

COVID-19 Screening Questions for staff and visitors entering to the surgery	
Questions	Yes/No
Have you tested positive for Covid-19 in the last 14 days?	
Are you waiting for a Covid-19 test or the results (if PCR test)?	
If you are staff, have you undertaken LFT twice weekly and the result negative?	
<b>Do you have any of the following symptoms?</b> <ul style="list-style-type: none"> <li>• New, continuous cough (this means coughing for longer than an hour, or 3 or more coughing episodes in 24 hours)</li> <li>• High temperature or fever</li> <li>• Loss of, or change in, sense of smell or taste?</li> </ul>	
Do you live with someone who has either tested positive for Covid-19 or has had symptoms of Covid-19 in the last 14 days?	
During the last 14 days have you been notified by NHS Test and Trace that you are a contact of someone who has tested positive for COVID-19 (and you don't live with that person)?	
Your temperature today (if checked)	

If you have answered **YES** to any of these questions, you may need to defer your visit - please speak to reception

Name of staff/patient/visitor .....

Date .....