**Child Health & Immunisation**

Appointments are available for your baby or child to have their vaccinations by the Practice Nurse, each Tuesday between 2pm & 4pm. A GP will be here for any further advice. Our aim is to promote the well-being of your child. A Health Visitor is attached to the Practice. Please ask a Doctor, or at Reception and they will take your details for the Health Visitor to contact you.

**Confidentiality**

All staff in the Practice are bound to maintain patient confidentiality at all times. Any proven breach of confidentiality will be treated extremely seriously. Confidentiality also extends to family members, therefore medical information relating to you will not be divulged without your consent.

Access to patient medical records can be obtained under a subject access request, General Data Protection Regulations 2017. Please see reception for details.

We pride ourselves on our helpful, friendly staff. Help us to run an efficient Practice. Patients will be treated with respect and courtesy. Kindly afford us the same. The Practice has a complaints system in place and nominated personnel to deal with such matters in a caring, supportive and effective manner. If you wish to make a complaint, please ask for the Reception Team Leader. Complaints Leaflet available from Reception. Patients are always welcome to comment on services, or make suggestions for improvement. A suggestions box is in the patient’s waiting area.

Language and interpretation services are offered by the Interpretation Services. We also operate a translation service for 28 of the most used languages. This is offered through the Language Line. We can book an interpreter for you from the Translation Service. Please ask at Reception.

The Accessible Information standard of July 2016 aims to ensure that everyone is communicated to in a way that’s suits them. If you have any communication or information needs relating to a disability, impairment or sensory loss please inform the Practice.

We operate a policy of ZERO tolerance
to violent and/or abusive behaviour.

Our policy defines the practice guidelines for when it is reasonable to remove a patient from the practice list and to ensure that any concerns about removing patients from the list are dealt with fairly.

The exception to this is if a patient has to be reported to the police for violent behaviour towards any member of the practice staff, s/he may be immediately removed.

# Additional information

There is a bus stop outside the surgery.

We recommend that you **do not** park outside the surgery, unless in the designated parking bays but be aware these have a time limit

We have a loop system available in both reception area and consulting rooms. Just ask at Reception.

There is suitable access for disabled patients by ramp and ground floor toilet provision. Provision for consultation with a G.P. on the ground floor is an option available to all patients who experience difficulties with climbing the stairs. The reception staff will only be too pleased to assist you with your requests.

If you require any information in a different format the surgery will be happy to supply, please contact reception for details.

Dr G.S. Chauhan, MBBS, DCH

Dr C. Lewis MBBCH

Dr P. Chawla MRCGP, MRCOG, MBBS

Clinical Practitioner Maria Storr

Treatment Room Nurse Angela Culshaw RGN

Practice Nurse Karen Bailey RGN

Phlebotomist Nicky Park

Healthcare Assistant Charlie Toft



Clifton House Medical Centre

263-265 Beverley Road

Hull

HU5 2ST

Tel: 01482 341423 for appointments

www.cliftonhousemedicalcentre.co.uk

Open every weekday
from 8.00 a.m. – 6.30 p.m.

**How to register as a patient**

Patients have the right to register with the doctor of their choice, subject to acceptance by that doctor. We are a group practice, however if you so choose, you may express a preference for a particular doctor. You will be required to have a New Patient Medical on registration. **The Practice list is currently closed until further notice.**

**Clinician Appointments –**

**GP and Advanced Nurse Practitioner -**Telephone triage or face-to-face appointments can be booked on the day after 8am by calling 01482 341423.  If after the initial telephone triage consultation the **Clinician** feels it necessary, you will be offered a face to face appointment at some point over the following few days.

**Emergency appointments** available daily during surgery working hours

**Pre-bookable appointments**We have a small number of pre-bookable appointments, these can be book online or by calling the surgery.

**Nurse, HCA and phlebotomist** These appointments can be pre-booked up to 3 weeks in advance by calling the surgery.

As part of the Acclaim PCN, we now offer appointments outside of Clifton House, these can be evening and weekend appointments.  If these appointments would suit you, please enquire when speaking to the receptionist, who will be happy to check availability.

Please remember we care for over 8,000 patients and appointments are VALUABLE. **Please cancel if you are unable to attend.**

**How to contact your Doctor when the surgery is closed**

If you require URGENT medical attention please telephone 111.

**Repeat Prescriptions – Please see our website for full information.**

Due to increasing work pressures in general practice and community pharmacy can we please request you order your medication 7 days in advance. This gives the pharmacy team time to review and issue your medication and the community pharmacy time to dispense this for you.

**We NO LONGER take requests over the telephone**

You can order your medication via :

* Online requests – If your medication is not on your repeat list then please use the freetext box to send us a message
	+ If you do not have online access and would like it, then please contact the surgery who can arrange this for you
* Email your request in: [www.hnyicb-hull.b81054-outsidemail@nhs.net](http://www.hnyicb-hull.b81054-outsidemail@nhs.net)
* Post – Allowing enough time for the post to reach us
* Dropping off at the practice – Post box outside the door

**Practice Nurses**

Our nurses are happy to see patients in the treatment room for dressings, injections, removal of stitches etc. They will also give advice and vaccinations for travel abroad.

**Health Promotion**

The Practice provides health promotion including Asthma, Diabetes and Coronary Heart Disease. For information please see the receptionist. Please visit our Practice website at: www.cliftonhousemedicalcentre.co.uk

for healthy lifestyles information.

**Maternity**

Each Doctor provides maternity care for their own patients.

**Family Planning**

Advice on family planning, including emergency contraception, is available from any of the Doctors during routine surgeries. Please make an appointment in the usual way.

