

# TOWER HOUSE SURGERY

Tower House  
Rink Road  
Ryde  
Isle of Wight PO33 1LP

**Telephone**  
**01983 817200**

**Fax**  
**01983 817215**

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



# Welcome To Tower House Surgery

## THE DOCTORS

<b>Dr Richard Hudson</b>	MB BS DAvMed	(Reg 1.8.79 London)
<b>Dr Michele Legg</b>	MB BS BSc (Hons) Neuroscience	(Reg 1.8.94 London)
<b>Dr Natasha Rittmeyer</b>	MB BS nMRCGP	(Reg 1.8.04 London)
<b>Dr Kristin Hauge</b>	MB ChB DRCOG DFSRH MRCGP	(Reg 26.7.10 London)
<b>Dr Himanka Rana</b>	MB BS MRCGP DFSRH PG Award & Diploma	(Reg 01.11.06 London)
<b>Dr Oliver Cule</b>	MB BS	(Reg 15.07.12 London)

## THE PRACTICE

Tower House Surgery is a well-established practice in Ryde, providing essential health services to around 10,500 patients. The surgery has excellent access and facilities for patients with disabilities.

## PRACTICE STAFF

### *Practice Manager*

The practice manager is responsible for the administration and smooth running of the practice. If you wish to make an enquiry, comment or a complaint about the administrative or non-medical aspects of your health treatment, please speak or write to them, or contact them via the practice website at [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk)

### *Receptionists*

Our receptionists are here to help you. They will be your first contact with the practice and may ask you for further details about your request for an appointment or home visit. This is to ensure that we can assist you efficiently and ensure that you see the right person. They are bound by the same rules of confidentiality as the doctors and nurses. It may be that you can be seen and treated sooner by one of our practice nurses, rather than a doctor.

### *Practice Nurses*

Our practice nurses see patients by appointment. They are involved in all the different screening programmes as well as ear syringing, routine blood pressure checks, undertaking cardiograms, cervical smears, coil fittings, Microsuction etc. Our nurses can offer advice on numerous health topics. They assist in all the minor operations that are carried out and are fully competent at carrying out general health checks. Our annual flu clinics are also provided by the nurse team.

### *Nurse Practitioner*

We now have a nurse practitioner in the surgery who can help with the following health matters: Coughs and colds, chest infection, sinus infection, ear and/or eye infections, cellulitis/wound infections, thrush (oral and vaginal), head lice, threadworms, athletes foot, eczema, chicken pox, scabies, urine infections, piles (if already diagnosed by GP), some repeat prescriptions, contraceptive pills, creams, minor constipation, impetigo, infected finger / nails and bites.

### *Healthcare Assistants*

The practice's healthcare assistants also see patients by appointment. All new patients to the surgery will be seen by them for a health check. They assist the practice nurses in several clinics, and are involved in undertaking ECGs, blood pressure and Glucometer tests. Our healthcare assistants also undertakes NHS health checks.

## *Community Nurses*

The local Community Nurse Team are based within the practice, but are part of the Island's wider Community Nurse Team who are managed by the IOW NHS Trust. They will care for, treat and give advice to patients who are housebound. They may be contacted direct on (01983) 61 1246 between 12.30-1.30pm weekdays. At other times there is an answer machine on this number where non-urgent messages may be left.

## SURGERY OPENING HOURS

The surgery is open Monday to Friday 8.30am-6.30pm.

Routine appointments are at 10-minute intervals and can be booked up to eight weeks in advance. If you feel you need a longer appointment please ask when booking. We do try to run to time but delays can inevitably occur.

In addition, the practice is open from 7.00am on Monday morning, and from 6.30pm Monday, Tuesday and Thursday evenings for pre-bookable appointments. If you need to see a doctor during these times please book an appointment in the usual way, advising the receptionist of your need. The surgery participates in the All Island training afternoons which are held on three Thursday afternoons during the year. On these occasions (which will be advertised in the surgery in advance) the surgery will be closed from 1.00pm until 8.30am the next morning (8.00am for general telephone enquiries and 8.15am for telephone appointment booking). Emergency cover will be provided on these afternoons by the 111 service. In addition, the practice has a further three in-house training afternoons through the year. You can still contact the surgery if you have a medical emergency during these afternoons by telephoning the surgery and pressing '0' on your telephone. Your call will be answered and our duty GP will respond appropriately. Late afternoon and evening appointments will continue after these additional training afternoons.

## HOW TO SEE THE DOCTOR

Surgeries are held each day, except Saturday, Sunday and public holidays. Patients with urgent medical needs will be seen on the same day, but you may be unable to see the doctor of your choice. Please only ask to see a GP on the same day if you have an urgent need to do so. Alternatively, a telephone call from a GP may be enough to assist you. Fitness to work notes or repeat prescription requests are not generally considered to need urgent GP appointments as these matters can be dealt with in advance under normal circumstances. If you are asking for an appointment in connection with these, please tell the receptionist who may be able to arrange alternative assistance for you.

Appointments can be made either by telephoning (01983) 817200 or calling in when the surgery is open. If you are unable to keep an appointment, it is very important to let us know as soon as possible so that the appointment may be given to another patient. If you wish to cancel an appointment more than 24 hours in advance you can call the surgery and leave a message by pressing option 6. When requesting an appointment or home visit, please give the receptionist the name of your preferred doctor. We cannot always guarantee that you will see your preferred GP but will generally try to make this possible for you.

## WHEN THE SURGERY IS CLOSED

If you require urgent medical advice out of hours (after 6.30pm and before 8.00am), please telephone 111.

The out-of-hours 111 service covers the whole Island. You may be asked to attend an out of hours clinic at the Beacon Centre, at St Mary's Hospital.



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## Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Until recently there were two distinct types of home available – Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

ADVERTISING FEATURE

Attract more business by placing your advert here. Simply call 0800 0234 196.

## HOME VISITS

Home visits are at the discretion of your doctor. Please do not ask your doctor to visit unless the patient is too ill or physically unable to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger others; simply tell the receptionist on arrival. Where the condition of the patient does require a home visit please telephone (01983) 817200 between 9.00-10.30am Monday to Friday unless the situation is more urgent, when you should contact the surgery before 9.00am.

## CLINICS

A range of clinics is provided at the surgery. Please contact reception for further details or to book an appointment.

### Child Health Development Clinic

GP Thursday 4.00 to 5.30pm

A routine check will be made at eight weeks of age by one of our doctors in the CHS clinic. An appointment for this will be sent to you automatically but if you think your child has been missed please contact the surgery and we will be pleased to advise you. We will occasionally hold additional CHS clinics at other times, should the need arise.

### Children's Immunisations

Nurse-led Thursday 2.00 to 3.30pm

### Respiratory Clinics – COPD/Asthma

Nurse-led Monday 3.00 to 5.10pm  
Tuesday 10.50 to 11.35am and 6.15 to 7.45pm  
Wednesday 8.40 to 12.35pm  
Friday 8.40 to 10.35am and 3.40 to 4.25pm

### Diabetic Clinic

Nurse-led Monday 8.40am to 12.40pm  
Tuesday 8.40 to 11.35am and 6.00 to 7.45pm  
Friday 8.40 to 10.40am

### Family Planning/Sexual Health Clinic and Well Woman

Nurse-led Monday 8.40am to 1.00pm  
Tuesday 3.35 to 5.40pm  
Thursday 8.40 to 11.40am and 2.10 to 3.40pm

A full range of family planning care, including coil fitting and emergency contraception, is available from the surgery. Family planning advice is available from your doctor during a normal surgery appointment or you can make an appointment in our family planning clinic, which is held as set out above. We strongly believe in the preventative value of regular cervical smears. Having a cervical smear performed is a simple, painless procedure. Patients are regularly called by the computer programme operated by PPSA.

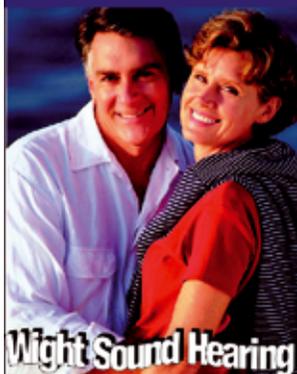
The fitting of an intra-uterine device (coil), diaphragm (cap) or implant requires a special appointment which you may arrange after discussion with your family planning nurse or doctor. You do not have to be registered with a practice in order to obtain family planning advice. Patients of this practice are able to attend any of the other local surgeries for contraceptive advice if they wish. Similarly, patients of other local surgeries are welcome to attend us for contraceptive advice.

### Coronary Heart Disease/Health Promotion Clinic

Nurse-led Friday 11.00am to 12.45pm

For the latest information click to: [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk)

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Did you know that if gum disease is left untreated, it can rob you of your smile?

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**Do you or a family member need care and want to stay in your own home?**



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

## Minor Surgical Procedures

These are carried out during a special appointment which is arranged through your own doctor. Most minor surgery appointments are booked for half an hour maximum.

### Smoke-Stop Clinic

Nurse-led Tuesday 8.40 to 10.40am and 2.10 to 3.40pm

### Warfarin Clinic

Nurse-led Monday 8.40am to 12.40pm  
Thursday 8.40am to 12.40pm

### Travel Clinic

Nurse-led Friday 4.25 to 5.55pm

### Drop-in Clinic For Under 25-year-olds

Nurse-led Wednesday 2.00 to 5.00pm

### Sexual Health Clinic (For All Ages)

Nurse-led Tuesday 6.00 to 7.45pm

### Influenza Vaccine

The aim of influenza immunisation is to protect those who are at increased risk of complications should they develop flu. Immunisation is therefore strongly recommended for adults with any of the following:

Asthma and other chronic lung diseases      Coronary heart disease  
Diabetes      Renal disease

In addition, patients aged 65 or over, and those in nursing and residential homes are also advised to have flu vaccinations, as are pregnant women, children, carers, patients who are immunosuppressed and those living with them. The vaccine is usually given each year between September and December and special clinics are held at the surgery. We don't usually write to patients to invite you to attend the flu clinics, as we usually advertise locally and place promotional banners outside the surgery. You can usually book your flu clinic appointment from early September. If you would like to discuss flu vaccinations, please speak to one of our practice nurses.

### Pneumococcal Vaccine

Recommended for:

All patients aged 65 and over

Patients aged 55-65 with chronic diseases of the heart, lungs or liver, or with diabetes

Patients aged 2-65 with chronic renal disease, sickle cell disease or who have had their spleen removed.

If you fall into one of these categories and would like to be immunised against pneumococcal disease, please discuss with the practice nurse so that an appointment can be arranged for you. Most people will only need to have the vaccine once. You may need a second dose if you have certain conditions such as a damaged spleen or no spleen, or problems with your kidneys. Please speak to our nurse if you think this applies to you.

## TRAVEL ADVICE

Our practice nurses will be pleased to give advice to those patients going abroad. Please allow adequate time in order for a vaccine to be effective. You may have to pay for certain vaccines - please check when booking an appointment.

### Before You Go

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. (It would be helpful to bring your full itinerary details for the trip to your appointment together with details of any previous immunisations you may have had). Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.



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## The picture that could save your life

SPECSAVERS customers in Ryde can benefit from a potentially lifesaving health-assessment service, thanks to the installation of a state-of-the-art fundus camera.

The fundus camera is a specialised microscope with an attached digital camera, which takes a digital image of the back of the eye, known as the fundus.

Timothy Kidd, store director at Specsavers Ryde, says: 'The fundus camera can play a vital role in the early diagnosis and management of many conditions, which can lead to blindness if not detected at an early stage. Some are potentially life-threatening.

'The fundus camera broadens the testing process to deliver a more in-depth health assessment for the customer. It also enables them to see the image, which helps them to gain a greater understanding of the test. It is then retained as a record, to help monitor any changes over a prolonged period.'

Fundus camera images can help with the early detection and monitoring of conditions such as glaucoma, diabetes, inflammatory disorders, as well as heart disease, high cholesterol, detached retinas and high blood pressure.

The free service is offered as part of an eye examination for customers aged over 40 or in cases where the optician or GP recommends it.

Mr Kidd continues: 'Our eyesight changes over time, so it's vital that people come in for an eye examination at least once every two years. That's even more important for higher risk groups, like the over 60s, diabetics and people with a family history of glaucoma.'

To book an eye examination or enquire about fundus screenings at Specsavers Ryde please call 01983 617 650 or visit [www.specsavers.co.uk/stores/ryde](http://www.specsavers.co.uk/stores/ryde)

ADVERTISING FEATURE

Attract more business by placing your advert here. Simply call 0800 0234 196.

### *When Abroad*

Check on the quality of the drinking water. If the quality is doubtful either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruit should be carefully washed in clean water. If you have any doubts stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored. In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

### *On Your Return*

If you fall ill, don't forget to tell your doctor that you have been travelling abroad. If you have received treatment abroad, tell your doctor on return. When donating blood, tell the transfusion staff which countries you have visited.

## PRACTICE INFORMATION

### *Advice*

If the practice nurse is unable to help you, the doctors and nurses are usually available for telephone advice. Ask the receptionist for the best time to ring or to request an appropriate call back.

### *Change of Personal Details*

If you move house, change your name, telephone number or email address, please let us know as soon as possible in order that we may keep our records up to date. It would be very helpful if you could ensure that we have your correct contact details at all times.

Should your new address be outside of our practice area it will not be possible for us to continue to provide you with medical care and you will need to register with a practice in the vicinity of your new address. Details of practices and the areas covered can be obtained from the Isle of Wight Primary Care Trust, St Mary's Hospital, Parkhurst Road, Newport, Isle of Wight PO30 5TG, telephone (01983) 524081 or via the NHS website: [www.nhs.uk](http://www.nhs.uk)

### *Confidentiality*

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. This information may also be shared with other external healthcare professionals unless you advise the surgery that you wish to 'opt out' of this information sharing initiative.

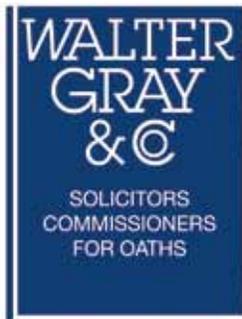
The principles of confidentiality apply equally to all patients regardless of age. Young people (including those under 16) are entitled to equal confidentiality as all other patients. This includes respecting their wishes to withhold information from parents or guardians. The GP involved will determine the competency of a young person seeking treatment and will determine the extent to which confidentiality guidelines apply in each case.

Prescriptions and some of the consultation records are run entirely on computer.

### *Disabled Access*

Wheelchair access to the building is via the ramp and main entrance door (automatic sliding doors are in place). All of our corridors and doorways are constructed to allow wheelchair access and all consulting and treatment rooms are on the ground floor. Disabled patients' toilet facilities are situated by the main entrance. Should you have any other disability needs which are not currently being met please speak to a member of our staff.

For the latest information click to: [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk)



## Rosemary Hardwicke BA (Hons) MA TEP

We are an Island Firm established in 1947, offering a Personal and Professional Service to the local community. We are happy to arrange home and hospital visits to the elderly and disabled at no extra cost.

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## Your Solicitor – A Friend in Deed!

In the normal course of our daily lives, there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel happy and confident with your solicitor, since they are going to act on your behalf. To assist with this, many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also, of course, gives you the ideal opportunity to make sure you feel comfortable with them. Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchase to making a Will, inheritance or probate enquiries.

ADVERTISING FEATURE

Over the last few years there have been a number of quite large national firms springing up who specialise in one specific area of the law. However, it is certainly worth first contacting a local firm, with local knowledge, to see how they can help you.

To assist you when attending the first appointment, write down all the questions that you want to ask, and take the list along to the meeting. Collect together any relevant paperwork you'll need in your meeting. Try to get these papers in order: this makes it easier for your solicitor to understand your situation and advise you more quickly.

Remember, your local solicitor is there to act on your behalf and will be happy to advise what is best for you on all legal matters.

### *Emergency Dental Treatment - How To Get Help*

If you are registered with an Island dentist you should contact your dental surgery where you will be given details of your dentist's arrangements for emergency cover, or you can telephone the Dental Helpline on 0845 050 8345.

If you do not have a dentist on the Island and you need help to find a dentist, contact the Dental Helpline on the number stated above.

### *Health Promotion*

The aim of promoting health is to try and identify risk factors at an early stage and prevent them from causing ill health. For this reason we will ask about drinking and smoking habits and measure your blood pressure and weight. You may also be asked to have a blood test from time to time. This is especially wise for anyone with a family history of heart disease, diabetes or stroke.

### *Hospital Transport*

It may be possible for you to have transport to your hospital appointments if you have no other way of getting there, ie family, friends, bus etc.

However, this can only be arranged if you tell the doctor at the time they suggest referring you to the hospital for tests and/or consultant's opinion. The hospital will charge you for the transport. Details of the cost may be obtained from the receptionist.

### *How to Obtain Treatment If You Are Away From The Area*

If you fall ill while away from home or are temporarily living outside the practice area, you can be seen by a local GP as a "temporary patient". If you stay longer than three months, the GP may wish to register you on their list as a permanent patient. This is important for you, your new GP and especially your former GP who can make sure your medical history is passed on properly.

### *Medical Examinations*

Medical examinations for special purposes, such as fitness to travel, pre-employment, insurance, driving etc, are undertaken by the doctors. These examinations are outside the scope of the NHS and a leaflet containing the fees and charges can be picked up at reception. Appointments for medical examinations should be arranged with the receptionist. It is important to tell the receptionist when you book the appointment that you are coming for a medical so that sufficient time can be allocated.

### *New Patients*

It is very important that all new patients wanting to register with the practice book an appointment for a health screening examination with our healthcare assistant. This normally takes a maximum of 20 minutes. Patients are registered with the practice and with a GP for administrative purposes only.

### *Repeat Prescriptions*

If your doctor agrees, you may obtain a repeat prescription without needing to be seen. You will receive a slip with your new prescription. When you require a repeat, this slip should be left at the surgery and your new prescription should normally be available for collection after two working days. Alternatively, you may post your request to the surgery, enclosing a stamped, addressed envelope for its return. If you use the post please remember to allow additional time. You must indicate clearly on your slip which items you require. You can also order your repeat prescription by using the online form at our website at [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk). In order to avoid errors we do not accept requests for repeat medication over the telephone. The local pharmacies in Ryde also offer a service where you can leave your request slip with them and collect your medication from them without the need to come to the surgery. Alternatively, you may have your repeat prescriptions set up on the electronic prescribing system. Ask at reception or your pharmacy for more information about these.

## *Results of Medical Tests and X-rays*

These may be obtained by telephoning (01983) 817200 after 2.00pm Monday to Friday. The receptionist may then inform you of the result(s) or they may ask you to arrange an appointment with your doctor to discuss your result(s). It is practice policy only to give the results to the patient (or a parent/guardian where the patient is under 16 years of age, as appropriate). The practice will not automatically contact you with your results. It is your responsibility to contact the surgery. You will be asked questions to establish your identity before we can provide any information.

If the results of your tests do not require you to be seen urgently but the GP may still wish to discuss them with you, you may be advised that your GP will discuss the results at your next routine appointment. Your GP wanting to discuss your test results does not usually require an urgent appointment unless your GP has asked you to make such an appointment.

## *Non-NHS Work*

The practice also provides other private reports, statements of fact and letters, which are not available via the NHS. There are fees and charges for these items, which are in line with those recommended by the British Medical Association. All fees and charges are payable to the practice (Tower House Surgery), not to individual doctors. Please ask at reception for a copy of the current fees and charges for non-NHS work.

## **FREEDOM OF INFORMATION ACT PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme from January 2005. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme can be obtained from reception.

## **STAFF PROTECTION**

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

Our staff have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our registered patients list.

## **SUGGESTIONS OR COMPLAINTS**

We are very happy to receive constructive comments and suggestions for improving our service to patients. Similarly if you have a complaint about any aspect of the services we provide, please write or speak to the practice manager. It may not be possible to see the practice manager without an appointment. If you do make a complaint we will acknowledge this in writing within three working days, and will endeavour to provide you with full details of our investigation and conclusions within 10 working days from the date your complaint was received. It may take longer to provide you with a final response if more information or investigation is needed. If you do not feel that we have dealt with your complaint to your satisfaction we will direct you to the appropriate authority to help you.

## **CHAPERONE**

You are entitled to request or we may offer the presence of a chaperone during your consultation or procedure at the surgery. This can be a nurse, health care assistance or appropriate member of staff from the surgery, with your agreement. If you are not sure whether or not you would like a chaperone please contact the surgery to discuss before your appointment.

For the latest information click to: [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk)

## **CONSENT**

The doctor or nurse that you see will obtain your (or appropriate representative) understanding, agreement and consent prior to undertaking any proposed treatment, immunisation or investigation. Consent may be implied or expressed, depending on the individual circumstances. A copy of the practice's policy on consent can be obtained by contacting the surgery.

## **CCTV**

CCTV is installed for the purpose of staff, patient and premises security.

Access to stored images will be controlled on a restricted basis within the practice.

Use of images, including the provision of images to a third party, will be in accordance with the practice's Data Protection registration.

CCTV may be used to monitor the movements and activities of staff and visitors whilst on the premises.

CCTV images may be used where appropriate as part of staff counselling or disciplinary procedures. External and internal signs are displayed on the premises stating the presence of CCTV.

Images from cameras are recorded on a digital recording unit. Where recordings are retained for the purposes of security of staff, patient and premises, these will be held securely, and access controlled. Recordings which are not required for the purposes of security of staff, patient and premises, will not be retained for longer than is necessary. Our standard retention period is no longer than eight weeks.

The data controller is the practice manager who can be contacted during office hours for enquiries on 01983 817200.

## **STANDARD OF CARE**

The practice aims to achieve and maintain a quality health service to meet your requirements. We believe that we meet the high essential standards of care as set out by the Care Quality Commission. If you feel that we do not meet any of these required standards please contact the practice manager.

## **TEACHING**

This practice is approved by the Wessex Regional Postgraduate Medical Education Committee as a training practice for doctors intending to become general practitioners. These doctors are fully qualified and we hope you will treat them as one of the team. We also teach medical students from time to time.

## **OUR RESPONSIBILITIES**

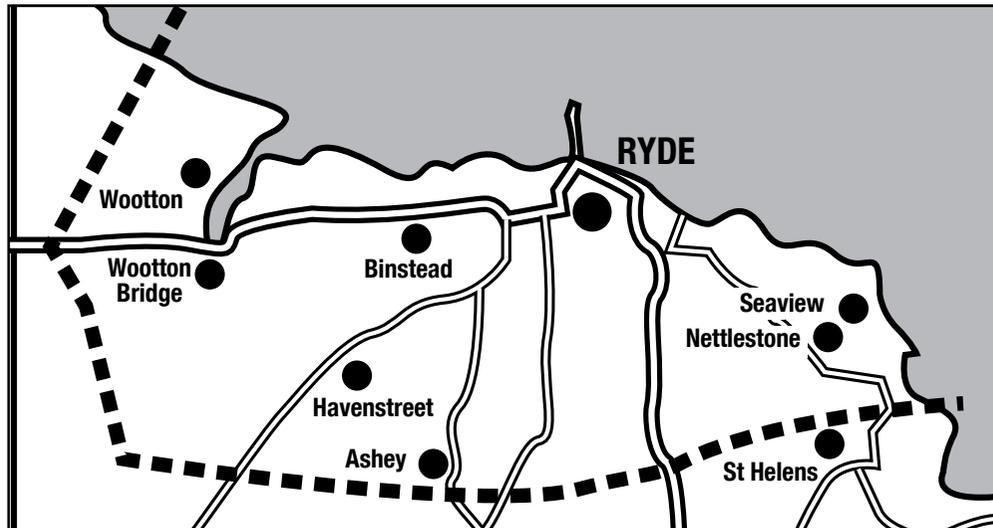
- You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially.
- Respect for religious and cultural beliefs will be honoured.
- We aim to answer the telephone promptly and courteously.
- You have a right to information about your own health (illness and treatment, possible side effects, prevention or recurring illness etc). We will offer medical advice and information for the promotion of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be made.
- Home visits will be made when requested and if a doctor feels that you are not well enough or not able to attend the surgery. The final decision rests with the doctor.
- We may give you test results when you telephone the surgery for them, or you may be asked to make an appointment with the doctor to discuss them.
- On registering as a new patient you will be offered a health check.
- If your doctor believes that you need a second opinion then this will be arranged.
- You will be given a time to see a doctor in accordance with the system used in this practice. If there is a substantial delay for any reason, you will be given an explanation.

For 24-hour information click to: [www.towerhousesurgeryryde.co.uk](http://www.towerhousesurgeryryde.co.uk)

## YOUR RESPONSIBILITIES

- We ask that you treat our doctors and all practice staff with courtesy and respect.
- The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls until later in the day.
- You are responsible for your own health and that of your children. Please take the advice given to you at the practice. Let us know immediately if you change your address or name and remember to give us your telephone number and postcode.
- If you wish to see your medical records, please put your request in writing to your GP.
- Arrangements will then be made with you. A charge may be made for access to medical records.
- Please contact the surgery between 9.00 and 10.30am for a home visit during the day.
- If tests are ordered for you, please contact the surgery for the results.
- Please let us know if you are unable to keep an appointment. We can then offer this appointment to someone else.
- If you are aged 16-75 and have not seen a GP or nurse in the past three years and feel you need a health check, you may, if you wish, make an appointment at our health promotion clinic.
- If you are aged 75 or over and have not seen a GP or nurse in the past 12 months and feel you require a health check, please speak to one of our practice nurses.
- Please check our patient information booklet for the procedure for obtaining repeat prescriptions.
- Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within six weeks, please contact the hospital concerned.

## PRACTICE AREA



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## NOTES

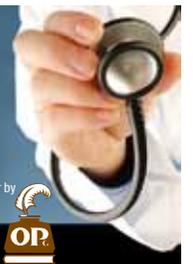
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Ambulance (Emergencies).....	999
Age Concern .....	525282 or 866109
Alcoholics Anonymous (24-hour Helpline) .....	0845 7697555
Cancer Support Helpline (Macmillan).....	0800 800 1234
ChildLine .....	0800 1111
Children's Services (IOW) .....	827810
Citizens Advice Bureau .....	0845 1202959
Community Nurses - Tower House .....	611246
CRUSE IW Branch (Bereavement) (9.00am to 1.00pm Monday to Friday) .....	523030
CRUSE National Helpline (24-hour).....	0870 167 1677
Island Drug And Alcohol Service.....	526654
Dental Helpline .....	0845 050 8345
DIAL (Disability Information And Advice).....	522823
Earl Mountbatten Hospice.....	529511
IW Red Cross .....	522718
IW Youth Trust (Confidential Counselling For Young People).....	529569
Out-Of-Hours Service .....	111
PALS (Patient Advice And Liaison Service) .....	534850
Registrar Of Births And Deaths .....	823233
RELATE (Marriage Guidance) .....	524402
Ryde Health Clinic.....	615555
Samaritans .....	521234
Social Services .....	408448
St Mary's Hospital .....	524081
SureStart (Ryde) .....	617617
Women's Refuge .....	825981

## USEFUL WEBSITES

### *NHS Official Website - [www.nhs.uk](http://www.nhs.uk)*

Holds information on what the NHS has to offer and how to access the services. It also includes contact details, maps and addresses for GP practices, hospitals, opticians, pharmacies etc.

### *The Food Standards Agency - [www.foodstandards.gov.uk](http://www.foodstandards.gov.uk)*

An independent food safety watchdog set up to protect the public's health and consumer interests in relation to food. Contains interesting articles on diet and health, food safety etc.