

GP MATTERS - Practice Policies

This section lists some of the most important Practice Policies. It is not practical to list all of the Practice

policies on this website but please speak to our Practice Manager (Tel 0141 334 0894 or info@gpmatters.com if you require details of our other policies.

Practice Policies on this document:

- **Patient Rights**
- **Confidentiality & Medical Records**
- **Freedom of Information**
- **Access to Records**
- **Complaints**
- **Chaperones**
- **Violence Policy**
- **Safeguarding Adults Policy Statement**
- **Safeguarding Children Policy Statement**
- **Equality and Diversity Policy**
- **Clinical Governance Policy**
- **Consent Policy**

Patient Rights

You will be treated with respect and as a partner in your care. Being a partner means you have

responsibilities too.

We will:

- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern.

The medical staff will advise and inform you of the steps you can take to promote good health and a

healthy lifestyle. We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.

As patients, you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation.

Identifiable

information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases

Reception and administration staff require access to your medical records in order to do their jobs.

These members of staff are bound by the same rules of confidentiality as the medical staff.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available at request regarding our complaints procedure.

Please contact us on Tel 0141 339 0894 or info@gpmatters.com

Chaperones

The practice is committed to providing a safe and comfortable environment where patients and staff are confident that best practice is being followed.

Patients are entitled to ask for a chaperone for any consultation, examination or procedure where they feel they prefer to have a chaperone.

Patients would help us by requesting a chaperone when booking an appointment where a chaperone is required. This may mean rescheduling appointments in order to meet this need.

Violence Policy

We operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Safeguarding Adults Policy Statement

Purpose: This policy will enable GP Matters to demonstrate its commitment to keeping safe patients who are vulnerable adults and other vulnerable adults with whom it comes into contact with. The Practice duly acknowledges its duty to respond appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that all who work at the Practice can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable the Practice to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported
- Stop that abuse occurring

Definition: Vulnerable adults are defined as:

People aged 18 or over

Who are receiving or may need community care services because of learning, physical or mental disability, age or illness

Who are or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation

Scope: It is acknowledged that significant numbers of vulnerable adults are abused and it is important that the Practice has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce these numbers.

GP Matters is committed to implementing this policy.

It addresses the responsibilities of all members of the practice team and those outside the team with

whom we work. It is the role of the Safeguarding Adults Lead and the Practice Manager to brief all staff and partners on their responsibilities under the policy.

In order to implement this policy the Practice will work:

To promote the freedom and dignity of the person who has or is experiencing abuse

To promote the rights of all people to live free from abuse and coercion

To ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
To manage services in a way which promotes safety and prevents abuse
To recruit staff safely, ensuring all necessary checks are made
To provide effective management for staff through support and training

Responsibilities:

GP Matters will:

Work with other agencies within the framework of the local Safeguarding Adults Board Policy and Procedures

Act within GMC guidance on confidentiality and will usually gain permission from patients before sharing information about them with another agency

Pass information to Adult Services when more than one person is at risk eg if there are concerns regarding any form of abuse including neglect.

Inform patients that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the services user's consent

Make a referral to Adult Services as appropriate

Endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults

The Practice recognises that it is the role of the practice to be aware of maltreatment and share concerns but not to investigate or to decide whether or not a vulnerable adult has been abused.

Safeguarding Children Policy Statement

Purpose: GP Matters is committed to protecting children from abuse and neglect, preventing impairment of health and development, and ensuring they grow up in circumstances consistent with the provision of safe and effective care enables children to have optimum life changes and enter adulthood successfully.

This policy is in place to:

Provide awareness for all staff of the importance of prompt and effective action in response to child protection concerns

To practice good inter-agency cooperation at all levels

To ensure that agreed multi-agency procedures are followed in dealing with cases of child abuse

To promote the sharing of information in order to safeguard the welfare of children at risk

Scope: GP Matters is committed to implementing this policy. This policy will be made accessible to staff and Partners and will be reviewed regularly.

The commitment to the safeguarding of children means that many different practice protocols and policies include mention of child protection. The purpose of this policy is to give an overview of Child Protection procedures, and signpost to the specific policies as appropriate.

It addresses the responsibilities of the practice team and those outside the team with whom we work.

It is the Safeguarding Children Lead and the Practice Manager to brief the staff and partners on their responsibilities under the policy.

Responsibilities: GP Matters will:

Make arrangements to take all reasonable measures to ensure that risks of harm to children's welfare are minimised including protecting children from maltreatment and preventing impairment of children's health or development.

Ensure all national, regional and local guidelines are followed as applicable to the practice
Work with colleagues in other disciplines (Health Visitors, Social services etc) to ensure timely and appropriate action.

Share information essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection

Make a referral to Children's Services as appropriate

Manage services in a way which promotes safety and prevents abuse

Recruit staff safely, ensuring all necessary checks are made

Provide effective management for staff, through support and training

Equal Opportunities Policy

The Practice will take all steps necessary to ensure that all patients, staff and visitors are treated with dignity and respect.

Patient services and care are offered and provided according to clinical need regardless of sex, age, marital status, race, ethnicity, disability, sexual orientation, religion or belief.

All Practice employment policies operate regardless of sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief, and from 2006, age. This applies, for example, to recruitment, selection, training, remuneration and terms of employment, promotion, and dismissal policies.

All employees and Directors and other people who work at the Practice eg. locum GPs, attached staff, temporary staff and contractors are bound by the Practice's Equal Opportunities policy and unfair discrimination against patients, staff or visitors will be considered as a disciplinary offence.

Clinical Governance

Everyone at the Practice is committed to providing the best possible care we can for our patients.

As a Health Improvement Scotland registered clinic we work within a system called *Clinical Governance* to help us keep improving our services to patients. The system is based on five principles, and this is how we apply them in our surgery:

- Patients

We like to work in partnership with our patients to provide the most appropriate care and treatment for each individual in our care. This means listening to your concerns, answering your questions and providing information on illnesses and treatments so that you can be fully involved in decisions about your care and treatment.

We also have an annual patient survey to find out how well you think we are doing.

- Clinical Effectiveness

We carry out audits of our clinical work to make sure we are following up-to-date guidelines and best practice.

- Risk Management

Having good systems for routine procedures helps us to avoid mistakes.

We have procedures for reporting mistakes and 'near misses' so that we can learn from these and prevent them happening again. These are discussed in the practice meetings so that everyone is aware of risks and how to avoid them.

- Use of Information

We use a clinical information system to help us maintain accurate records for all our patients. With hand held computers this means that a doctor on a home visit has up-to-date information on test results, reports from the hospital and medication literally at their fingertips.

Also the staff use the Internet to check the latest information about conditions and treatments.

- Education and Training

The practice is committed to ensuring that all staff have the right training for their job.

The staff have Continuing Professional Development to maintain and develop clinical and other skills.

Consent

Consent for a non-intimate examination, such as taking blood pressure, is generally implied. This means permission will not be sought.

Consent for an intimate examination requires expressed (verbal) consent. This means permission will be sought.

Consent for a minor operation requires written consent. You will be counselled so that informed consent is obtained.

Consent for Children's Treatment (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.