**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.

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

Dr C.V. Baranauskas MBBCH

Clinical Practitioner Kim Stanworth

Practice Nurse Trina Bolton RGN

Treatment Room Nurse Angela Culshaw RGN

Practice Nurse Karen Bailey RGN

Practice Nurse Becky Marshall

Phlebotomist Sue Armstrong

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.

**How to see your Doctor**

**Pre-bookable appointments
more than 48 hours in advance**

These appointments can be made up to 10 days ahead. We are a Group Practice; however please ask if you wish to see a specific GP.

**Appointments - am and pm**

These appointments can be made by contacting the surgery on 341423. You will be given an appointment time**.** You can now book your appointment on-line, please ask at reception for details.

You can also book on-line. Please ask at Reception.

**Emergency appointments
available per day**

Telephone consultations are available at a mutually agreed time, by contacting the Reception Team Leader.

Please remember we care for 8,900 patients and appointments are VALUBLE.

**Please cancel if you are unable to attend.**

**How to request a Home Visit**

If you are too ill to attend the surgery please ring 341423 **BEFORE 11.00a.m.** one of our Doctors will be happy to call. Please do not request a visit on the grounds of lack of transport.

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

If you require URGENT medical attention please telephone 111.

**Repeat Prescriptions**

You can obtain repeat prescriptions:

By leaving your computerised repeat prescription tear-off slip in the Repeat Prescriptions box at the front of the surgery premise.

By Post - mail your computerised repeat prescription tear-off slip to the surgery with an S.A.E.

By using the Systmone online, please ask at reception to sign up for this option.

By asking your pharmacist to order on your behalf.

**Prescriptions will be available for collection after 5.00 p.m. the next working day when requested before 12 noon, or the day after if requested after this time.**

Certain Chemists offer a pick-up and collections service – please enquire at your local pharmacy.

**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.

