



STAFF HANDBOOK

VERSION 5

4 JANUARY 2019

CONTENTS

1. Hub contact details
2. Practice Manager on call telephone numbers
3. Practice pathology codes
4. Confidentiality policy
5. Confidentiality agreement
6. Hub staff contact details
7. Staff information sheet
8. Reception daily check list
9. Quick guide - how to use SystemOne
10. Quick guide - how to use EMIS
11. Clinical staff - consultation requirements
12. Late arrivals policy
13. Walk in policy
14. Local pharmacy information
15. Blood clinic information
16. Useful telephone numbers
17. Hub staff contact telephone numbers
18. A - Z of Church Farm
19. Significant event form
20. Complaints policy
21. Patient complaint information and form
22. Whistleblowing/freedom to speak up policy
23. Safeguarding children information
24. Safeguarding adults information
25. Hub contingency plan
26. Lone working policy
27. DNA contact form

Contact details

Amber Valley Health Limited
 Church Farm Primary Care Centre
 Steeple Drive
 Ripley
 Derbyshire
 DE5 3TH

Mobile telephone numbers:

Mobile one - 07377665877

Mobile two - 07931257876

Practice Manager contact list in case of need - please contact in order:

Practice Manager	Telephone Number
Cheryl Annable	0771 3525800
Jane Wharton	07908 215972
Carol Rice	07906 936565
Marion Leister	07866 530130
Sharon Draper	07446 205731
Simon Barraclough	07535 980818
<i>Julie Maleham</i>	<i>07789 687443 (to be used by the Practice Managers only)</i>

Practice Pathology codes

Practice	Pathology Code	Telephone Number
Ivy Grove Surgery	IVYIVY	01773 514130
Jessop Medical Practice	SANJMP	01773 602707
Crich Medical Practice	DIEBUL	01773 852966
Parkside Surgery	FRELIM	01773 546900
Somercotes Medical Centre	HEASOM	01773 601700
Ripley Medical Practice	MILRMC	01773 303591
Brooklyn Medical Practice	WIL65M	01773 712552
The Park Surgery	TOMILK	01773 531011
Kelvingrove Surgery	REI28H	01773 713201

CONFIDENTIALITY POLICY

APPLICABILITY

The policy applies to all employees, Doctors, and also applies *in principle** to other people who work at the service e.g. self-employed staff, temporary staff and contractors - collectively referred to herein as 'workers'.

**The organisation should ensure that workers who are not employees are aware of and agree to abide by this Policy in principle. In cases calling for action and if the worker is an employee or another organisation (e.g. an agency), the worker's employer should also be involved.*

POLICY

- Workers must not under any circumstances disclose patient information to anyone outside the Practice, except to other health professionals on a need-to-know basis, or where the patient has provided written consent
- All information about patients is confidential; from the most sensitive diagnosis to the fact of having visited the hub or being registered at any of the organisations practices.
- Workers must not under any circumstances disclose other confidential information about any patient to anyone outside the organisation unless with the express consent of the patient.
- Workers should limit any discussion about confidential information only to those who need to know within the organisation. The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person
- Workers must be aware of and conform to the requirements of the Caldicott recommendations
- All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required when somebody is at grave risk or serious harm).
- Electronic transfer of any confidential information, once approved, must be transmitted via the NHS net. Workers must take particular care that confidential information is not transmitted in error by email or over the Internet.
- Workers must not take any data from the Practice's computer system (e.g. on a memory stick or removable drive) off the premises unless authorised to do so.
- Workers who suspect a breach of confidentiality must inform the senior member of the practice team.
- Any breach of confidentiality will be considered as a serious disciplinary offence and may lead to dismissal
- Workers remain bound by the requirement to keep information confidential even if they are no longer employed by the service. Any breach, or suspected breach, of confidentiality after the worker has left the organisation's employment, will be passed to the organisation's lawyers for action.

RESPONSIBILITIES

All health professionals must follow their professional codes of practice and the law. This means that they must make every effort to protect confidentiality. It also means that no identifiable information about a patient is passed to anyone or any agency without the express permission of that patient, except when this is essential for providing care or necessary to protect somebody's health, safety or well-being.

All health professionals are individually accountable for their own actions. They should, however, also work together as a team to ensure that standards of confidentiality are upheld, and that improper disclosures are avoided.

Additionally, Amber Valley Health as the host organisation:

- Are responsible for ensuring that everybody who works for the organisation understands the need for, and maintains, confidentiality
- Have overall responsibility for ensuring that systems and mechanisms are in place to protect confidentiality
- Have vicarious liability for the actions of those working in the Practice – including health professionals and non-clinical staff (i.e. those not employed directly by the organisation but who work in the hubs).

Standards of confidentiality apply to all health professionals, administrative and ancillary staff – including receptionists, secretaries, manager, cleaners and maintenance staff who are bound by Contracts of Employment to maintain confidentiality. They must not reveal to anybody outside the organisation, personal information they learn in the course of their work, or due to their presence in the hub, without the patient's consent. Nor will they discuss with colleagues any aspect of a patient's attendance at the hub in a way that might allow identification of the patient unless to do so is necessary for the patient's care.

IF DISCLOSURE IS NECESSARY

If a patient or another person is at grave risk of serious harm which disclosure to an appropriate person would prevent, the relevant health professional can take advice from colleagues within the hub, or from a professional/regulatory/defence body, in order to decide whether disclosure without consent is justified to protect the patient or another person. If a decision is taken to disclose, the patient should always be informed before disclosure is made, unless to do so could be dangerous. If at all possible, any such decisions should be shared with another member of the Practice Team.

Any decision to disclose information to protect health, safety or well-being will be based on the degree of current or potential harm, not the age of the patient



Confidentiality Agreement Declaration

I understand that all information about patients held by Amber Valley Health is strictly confidential including the fact of a particular patient having visited the hub.

I will abide by the confidentiality guidelines set out below

I have read the Amber Valley Health Confidentiality Policy and fully understand my obligations and the consequences of any breach of confidentiality. I understand that a breach of these obligations may result in dismissal.

I understand that any breach, or suspected breach, of confidentiality by me after I have left the organisations employment, will be passed to the organisations lawyers for action.

If I hold a professional qualification and my right to organisation depends on that qualification being registered with a governing body, it is my responsibility to have read and understood their advice on confidentiality.

Name: -----

Signature: -----

Date:.....



STAFF INFORMATION SHEET

To be completed by all hub staff:

Employee Details:

Name:			
Job title:		Date:	
Date of Birth:		Start Date:	
Address		Contact Numbers Home: Mobile: Email Address:	

Next of Kin Details:

Name:		Relationship:	
Address if different Contact Numbers: Home: Mobile Emergency Contact :			

Confidentiality agreement signed:

Defence Union confirmed in place:

Chaperone (reception only):

GMC/NMC number:

This is the information that Amber Valley Health hold about you and will be stored at Parkside Surgery for the purposes of the role that you perform. Should you no longer work within Amber Valley Health, this information will be destroyed after a period of 3 months

Reception daily check list

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Opening Up the Session							
Turn computer on in the clinical rooms to be used so that the clinician can log on using their own GP domain log on.							
Ensure signage for Amber Valley Health is on display							
Wear name badges which can be found in the reception box							
Ensure clinicians have arrived. If not contact them within 5 mins of surgery starting time. Contact numbers are on the list on in the staff handbook.							
Ensure that the smartcard sign in/out sheet is completed daily							
Fall back Smart Cards should be used by hub staff - they are not permitted to use their own card.							
Ensure clinicians are given their information boxes and clinical equipment.							
Ensure that the Amber Valley Health prescriptions are added to the printer.							
Please provide clinicians with drinks							
During the session							
Welcome the patient, check patient identifiers and mark the patient as arrived when patient attends reception							
If clinicians are running behind, ensure patients are informed and apologise. If the GP is dealing with an emergency offer to rebook the patient into another clinic by right click and move appointment DO NOT refer patient back to their surgery							
Ensure that every patient has a friends and family questionnaire to complete and that this is collected explaining the importance of their feedback in service improvement							
Keep the Friends and Family Test forms in the folder. These should be made available for either Cheryl Annable or Simon Barraclough to collect at the end of each month							
Check the hub mobile phone for messages							
Send text reminder or telephone all clinicians who are working the next session.							
Follow up all DNAs from the previous session, asking the reason for not attending (see DNA checklist). We need this information to see if there are any learning points for the service. Completed forms should be placed in the DNA folder. Cheryl Annable, Operations manager will collect monthly.							
Re-stock the receptionists folder							
Re-stock the clinician boxes							
Saturday weekly - check stock and order as needed							
Check for notifications on RecepA							
Ensure all identifiable information is placed for shredding.							
Closing down the session							

If any of the emergency equipment has been used during the session, please enter in the communication book for Julie Maleham, Practice Manager, Jessop Medical Practice							
Lock the front door - weekdays only							
Log off computer - ensure that all clinician computers have been logged off.							
Ensure that all smart cards are returned and the form signed. Completed forms should be put in the smart card folder.							
Ensure reception badges are put in the box for the next day							
Check waiting room is tidy							
Tidy clinical rooms (looking around the work area) replace couch roll. Wash, dry and put away cups and ensure kitchen area is tidy and ensure toilets are flushed.							
Ensure the Amber Valley Health prescriptions are removed from the printers and put back in the storage box. Ensure the signage for Amber Valley Health is put away.							
Weekday - advise the housekeeping team that you are leaving Weekend - wait for the person who is locking up and setting the alarm							

Messages for Hub staff

QUICK GUIDE - HOW TO USE SYSTMONE

1. Double click on the SystmOne icon to open SystmOne – log on with your smart card and choose the practice from the drop down list.
2. You will see the 'home' screen
3. F10 – to find a patient, put the patients name in the box and click 'search'. Choose the patient from the list below and click 'select'.
4. The clinical tree on the left hand side is where you choose which area of the patient record you need to see, i.e. new journal for clinical history, communications for letters, pathology for results etc.
5. To start a consultation, please use the 'auto consultation' button at the top. Then choose Amber Valley Health and consultation – this has the required read code for a hub appointment.
6. To issue an acute script, please click on the icon 'acute' and complete all the relevant information. When you have completed the consultation and save the record it will give you the option to print the prescription at the time.
7. Once the consultation is complete – save the record. Discarding will lose any information which you have added to the record.
8. Please ensure that any read codes used are the relevant codes for QOF.
9. If you need to do a referral, please type the referral information into a task and send to the patients practice using task type 'Amber Valley Health'.

QUICK GUIDE - HOW TO USE EMIS

SOMERCOTES - 99

IVY GROVE – 1231

KELVINGROVE - 322

FROM THE DESKTOP, CLICK ON THE EMIS WEB ICON

ALLOW THE CLINICAL SYSTEM TO LOAD

FROM THE EMIS WEB HOME PAGE, CLICK ON APPOINTMENTS

CLICK ON THE PATIENT AND THE PATIENTS CONSULTATION SCREEN WILL OPEN

PATIENTS DETAILS WILL BE DISPLAYED IN THE TOP PRECIS BAR AND BY CLICKING ON THE DOWNWARD ARROW YOU CAN THEN EXPAND THE DETAILS.

ADDING A CONSULTATION

TO ADD A CONSULTATION, CLICK ON THE GREEN/WHITE ADD BUTTON, ENSURING YOU USE THE DOWNWARD ARROW AND CHOOSE CONSULTATION.

A CONSULTATION PROPERTY SCREEN WILL THEN BE DISPLAYED. CLICK OK

ANY PATIENT WARNINGS WILL BE DISPLAYED, CLICK CLOSE

YOU CAN NOW BEGIN TO ADD THE CONSULTATION

NAVIGATION ICONS ARE DISPLAYED IN THE LEFT HAND PANE.

BY DOUBLE CLICKING ON THE REQUIRED DESCRIPTION, YOU CAN THEN ENTER THE CONSULTATION

EG: EXAMINATION : BLOOD PRESSURE

HISTORY : PROBLEM HISTORY

COMMENT : THIS CAN BE USED FOR ENTRY OF THE READ CODE FOR THE CONSULTATION – USING:

EMIS 9kh0 - attended extended hours clinic

or

ESA; 9kh2 DNA extended hours clinic ESA

FOR ANY BLOOD TEST REQUESTING PLEASE ENSURE THAT THE BLOODS REQUESTED ARE ENTERED IN THE COMMENT SECTION

MEDICATION REQUESTING

DOUBLE CLICK ON THE MEDICATION OPTION. THIS THEN DISPLAYS THE ADD A DRUG TEMPLATE

START TO TYPE IN THE REQUIRED DRUG. ALL DERBYSHIRE CCG MEDICINES MANAGEMENT APPROVED DRUGS ARE



SHOWN IN BOLD AND ANY CD DRUGS ARE SHOWN IN RED TYPE.

DOSAGE, QUANTITY, Rx TYPE IS ALSO COMPLETED. CLICK ISSUE. AT THIS POINT A FURTHER BOX IS DISPLAYED AND IT IS AT THIS POINT THAT THE DOWNWARD ARROW AGAINST CHANGE ALL IS CHOSEN. CHOSE THE OPTION – NHS PRINTED SCRIPT (NON EPS) . THE PRESCRIPTION WILL THEN BE PRINTED

NAVIGATION OF SYSTEM

YOU WILL SEE SEVERAL ICONS DISPLAYED IN THE TOP PRECIS BAR – SUMMARY / MEDICATION / PROBLEMS / INVESTIGATIONS ETC.

INVESTIGATIONS SHOW ALL INVESTIGATIONS INCLUDING BLOOD & SCAN RESULTS

CARE HISTORY SHOWS ALL READ CODED INFORMATION

DOCUMENTS SHOW ALL CORRESPONDENCE INTO THE PATIENT RECORD AND ANY CORRESPONDENCE TO THE PATIENT FROM THE SURGERY.

ONCE THE CONSULTATION HAS BEEN COMPLETED ENSURE THAT THE CONSULTATION IS SAVED BY CLICKING ON THE BLUE / WHITE BOX ON THE LEFT HAND SIDE AND CLICK SAVE.

AT ANY POINT IF YOU WISH TO EDIT A CONSULTATION, RIGHT CLICK IN THE CONSULTATION YOU WISH TO EDIT AND CHOOSE THE OPTION – EDIT, MAKING SURE YOU RESAVE THE CONSULTATION AFTER EDITING.

WHEN CLOSING DOWN AT THE END OF THE SESSION, CLICK ON THE X ON THE RIGHT HAND TOP OF THE SCREEN

CLINICAL STAFF - CONSULTATION REQUIREMENTS

Continuity of care and flow of communication is one of the key elements we aim for in Amber Valley Health as a quality assurance for patients and practices.

Please include the following criteria in all consultations where relevant:

1. Clinician name (as logging in with fall-back card)
2. Read code extended access:
SystemOne XaQMx Attended extended hours clinic; XaQN0 DNA extended hours clinic,
EMIS 9kh0 attended extended hours clinic -ESA; 9kh2 DNA extended hours clinic ESA
3. Read code diagnosis
4. Clear communication of plan to patient and practice where relevant
5. Safety net
6. Please avoid use of ambiguous abbreviations.

We will audit these elements on three random consultations for each clinician quarterly and forward a report for your reflection and appraisal portfolio.

LATE ARRIVALS POLICY

Introduction

This protocol sets out the procedure to follow where a patient:

- Is late for their appointment, but is less than 10 minutes late
- Is more than 10 minutes late

General Policy

The hub will, as far as practicable, see patients who arrive late.

It is generally inappropriate to delay patients who have arrived on time to accommodate earlier patients who have arrived late, however where an opportunity develops (for example where an earlier patient has been seen quickly and the GP becomes "ahead of time") it may be possible to see a late arrival in the gap.

The hub will monitor and record the incidence of patients who are late for appointments within the clinical system. Persistent late attendees will be monitored.

The following general provisions will apply:

Less than 10 minutes late

The patient will be asked to take a seat while the receptionist checks with the clinician if they would be happy to see the patient. The clinician will be encouraged to see the patient and call them in at the first available opportunity. The patient should be advised of this and that there may be some delay while they are fitted in.

More than 10 minutes

The patient will be asked to take a seat while the receptionist checks with the clinician if they are happy to see the patient. The clinician can refuse to see the patient if they feel that it is clinically safe to do so. If the patient cannot be seen then reception should offer another appointment and move the appointment to that slot. If the patient does not wish to rebook the appointment should be recorded as '**Cancelled by unit**' on the clinical system (right click on the appointment) and asked to contact their surgery to rebook an appointment.

If the patient is unhappy with this then please give them a complaints form to complete and send it to Jane Wharton (see complaints information).

WALK IN POLICY

Should a patient walk in and ask to be seen without an appointment, the following process should be followed:

1. The reception staff should ask the patient if the matter is urgent.
2. If not urgent - the patient should be asked to contact their own GP practice on the next working day to book an appointment.
3. If the patient says that the matter is urgent - the reception staff should ask the nature of the problem and refer to the next available GP.
4. It is the GP's responsibility to determine whether the reason is urgent and whether the patient should be asked to attend A&E/Walk in centre/MIU or whether they should be advised to contact their own GP practice on the next working day.

LOCAL PHARMACIES

ALFRETON

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENING TIMES	
Boots	36 High St, Alfreton, DE55 7BL	01773 833121	Mon-Sat Sunday	8:30am – 5:30pm 10:00am – 4:00pm
Lloyds	Alfreton Health Centre, Church St, Alfreton, DE55 7BD	01773 836328	Mon-Fri Sat/Sun	8:30am – 6:30pm Closed
Manor	1 Limes Ave, Alfreton, DE55 7DW	01773 831171	Mon-Fri Sat/Sun	8:30am – 6:00pm Closed
Tesco	Hall St, Alfreton, DE55 7BT	0345 677 9833	Mon-Fri Saturday Sunday	6:30am – 10:30pm 6:30am – 10:00pm 10:00am – 4:00pm

CODNOR

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENING TIMES	
Holmfield	1 High St, Codnor, DE5 9QB	01773 742376	Mon, Tu, Thu, Fri Wed Saturday Sunday	9:00am – 6:00pm 9:00am – 5:30pm 9:00am – 1:00pm Closed

CRICH

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENING TIMES	
Lloyds	Oakwell Dr, Crich DE4 5PB	01773 852351	Mon-Fri Saturday Sunday	8:45am – 6:00pm 9:00am – 1:00pm Closed

HEANOR/LANGLEY MILL

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENING TIMES	
Asda	Wesley St, Langley Mill, NG16 4ED	01773 536120	Mon Tues-Fri Saturday Sunday	8:00am – 11:00pm 7:00am – 11:00pm 7:00am – 10pm 10:00am – 4:00pm
Boots	24 Market St, Heanor, DE75 7AA	01773 712042	Mon-Fri Saturday Sunday	9:00am – 6:00pm 9:00am – 5:00pm Closed
Manor	21 Ilkeston Rd, Heanor, DE75 7DT	01773 530209	Mon-Fri	8:30am – 6:00pm

			Sat/Sun	Closed
Manor	67 Mansfield Rd, Heanor, DE75 7AL	01773 712005	Mon-Fri Saturday Sunday	8:30am – 1:00pm 1:30pm – 6:00pm 9:00am – 12midday Closed
Rowlands	28 Hands Rd, Heanor, DE75 7HA	01773 712022	Mon-Fri Saturday Sunday	8:30am – 6:30pm 9:00am – 12midday Closed

RIDDINGS/SOMERCOTES

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENINGTIMES	
Riddings Pharmacy	31 Greenhill Lane, Leabrooks DE55 1LU	01773 606222	Mon-Fri Saturday Sunday	8:30am – 6:30pm 9:00am – 1:00pm Closed
Wellbeing	Greenhill Primary Care Centre, Greenhill Lane, Leabrooks, DE55 1LU	01773 600457	Mon-Sat Sunday	7:30am – 11:00pm 9:00am -4:30pm
Wellbeing	40 Nottm Rd, Somercotes, DE55 4JJ	01773 602239	Mon-Fri Saturday Sunday	8:30am – 6:30pm 9:00am – 1:00pm Closed

RIPLEY

NAME OF PHARMACY	LOCATION	TEL: NUMBER	OPENING TIMES	
Boots	Church Farm Road, Ripley DE5 3TF	01773 748192	Mon-Fri Saturday Sunday	7:45am - midnight 9:00am - midnight 10:00am – 2:00pm
Boots	3 High St, Ripley DE5 3AA	01773 743170	Mon-Sat Sunday	9:00am – 5:30pm Closed
Hurst's	5-7 High St, Ripley, DE5 3AB	01773 744333	Mon-Fri Saturday Sunday	9:00am – 5:30pm 9:00am – 4:30pm Closed
Manor	1 Oxford St, Ripley, DE5 3AG	01773 744900	Mon, Tu, Thu, Fri Wed Saturday Sunday	9:00am – 6:00pm 9:00am – 5:30pm 9:00am – 2:00pm Closed

Please note: Opening times may vary during bank holiday periods



Blood Clinic information

REMEMBER – DRINK SIPS OF WATER ONLY FOR 8 HOURS PRIOR TO YOUR FASTING BLOOD TEST

Phlebotomy (Blood) Clinics

Ripley Hospital

Mon - Fri 7.30am - 12.15pm

Derby Urgent Care Centre Osmaston Road Derby Adults &

Over 16's

Wed 4.00pm–7.00pm Thurs 4.00pm–7.00pm Friday 4.00pm–7.00pm

Sat 8.00am–12.00 noon Sun 8.00am -12.00 noon

This is a drop-in service

Royal Derby Hospital Uftoxeter Road Derby Adults & over 12's

Mon – Fri 7.30am – 4.15pm

This is a drop-in service

Children's Blood Tests

Fasting and Non-Fasting Blood Tests

Are by Appointment only at the Children's

Hospital Outpatients Department

0 – 12 Years of Age

Telephone 01332 785821 to arrange an appointment.

Derby Urgent Care Centre *Children between 2 & 12 years old only. Must be accompanied by an Adult*

Mon 2.00pm –7.00pm

Tues 8.00am – 11.30am

Telephone 0300 1000 438 to arrange an appointment

No blood tests available on Bank Holidays.

Useful Telephone Numbers

GP LINE FOR ROYAL DERBY & LONDON RD COMMUNITY HOSPITAL	01332 787400
<u>Royal Derby Hospital</u>	
A&E	01332 783111
Bed Bureau	01332 789099
Biochemistry	01332 789400
Breast Screening	01332 785336
Breast Symptomatic (referrals)	01332 785487
Breast Unit	01332 785691
Children's Outpatients	01332 786899
CT Scan Department	01332 787000
Early pregnancy unit/Gynae Assessment	01332 785637
Eye Clinic	01332 787002
Gynae Outpatients	01332 785473
Haematology- blood results	01332 789400
Hand Clinic	01332 786987
Head & Neck (Maxillo-facial)	01332 787871
Head & Neck Outpatients	01332 788358
Macmillan Nightingale Unit	01332 786060
Microbiology (All other results eg- urine, sputum)	01332 788218
Orthopaedic Outpatients	01332 787124
Pathology Lab (Blood Results)	01332 789400
Pregnancy assessment unit	01332 785796
Royal Derby	01332 340131
Surgical Assessment Unit	01332 787436
Surgical Outpatients	01332 786261
Ultrasound	01332 788580
Ultrasound Appts	01332 788101
Urology Outpatients & Surgery	01332 788058
Warfarin Clinic- (anticoagulant clinic)	01332 789419
X-ray Appts (between 8.30-4.30pm)	01332 786082
X-ray Results	01332 786388 01332 789456 01332 788588
<u>London Rd Community Hospital</u>	
Main number	01332 265500
Sexual Health Clinic	0800 328 3383
<u>Other Hospitals/Clinics</u>	
Dentist - Coleman Street (Emergency)	01332 888085
Derby Drug Support- St Andrews House	0300 790 0265
Derby Urgent Care Centre (Osmaston Rd)	01332 224700
Heanor Memorial Health Centre	01773 599410
Ilkeston Community Hospital	01159 305522
Nottingham City Hospital	01159 691169
Queens Medical Nottingham	0115 9249 924
Ripley Hospital	01773 743456
<u>Ambulance</u>	
Ambulance Bookings EMAS-patient booking line	0300 300 3434
Ambulance Booking (Urgent 1-4hrs)-GP to book	0115 967 5099

<u>Mental Health Team</u>	
Kingsway/Radbourn Unit	01332 623700
Mental Health Crisis Team	01332 623900
Psychology Therapies Service (PTS)	01332 265659 / enquires@trentpts.co.uk
<u>Social Care</u>	
Adult Safeguarding – starting point	01629 533190
Amber Valley Social Services	01629 531452
<u>Children's Services/Safeguarding</u>	
Childline	0800 1111
Consultant Community Paediatrician on- call 8.00am-4.00pm	01332 623730
After 4.00pm	01332 623700
NSPCC Child Protection Helpline	0808 800 5000
Safeguarding children - Starting Point	01629 533190
<u>Miscellaneous</u>	
Age Concern Derbyshire	01773 768 240
Alcoholics Anonymous	08457 697555
Alexin	01332 742588
Citizens Advice Bureau	0300 456 8390
Cruse Bereavement Care	01332 332098
Derbyshire Domestic Violence Helpline	0800 0198668
Derbyshire Health United	0300 1000 404
Derbyshire Police – emergency	999
Derbyshire Police – non emergency	101
Family Lives (previously parent line plus)	0808 800 2222
Hadhari Nari – Womens Project until 11.00pm	01323 270 101
Health Protection Agency	0344 225 4524
NHS Southern Derbyshire CCG	01332 888080
PALS - LRCH+RDH	0800 783 7691
Parentline	0808 800222
Rape Crisis Centre	0808 802 9999 (national number)
Relate	01332 349177
Samaritans	01332 364344
Victim Support	0800 612 6505 OOH-0808 168 9111

STAFF CONTACT TELEPHONE NUMBERS

GP'S

Dr Yolanda Diez	07896 334971
Dr Samantha Embleton	07845 681097
Dr Gina Finch	07443 424728
Dr Simon Francis	07825 687536
Dr Riva Greer	07790 101368
Dr Nic Hall	07876 215882
Dr Kaysia Heafield	07888 762373
Dr Justine Horton	07775 591066
Dr Tilly Kingsley	07749 537695
Dr Andrew Mott	07715 621754
Dr Matthew Pearson	07453 968878
Dr Zoe Perkins	07725 556541
Dr Henrik Premasundaram	07983 500694
Dr Justine Reid	07801 721041
Dr Suki Sandhu	07870 700922
Dr Anne Tompkinson	07769 921270
Dr John Tompkinson	0744 5352218
Dr David Worley	07957 332730

ANP'S

Kim Barrington-Hines	07717 153929
Sue Cooke	07939 865454

PRACTICE NURSES

Amy Abbott	07581 070257
Leslie Freeborn	07817 617526
Sam Mckane	07827 323990
Donna Sayers	07961 294249
Tammy Temple	07495 748452

HEALTH CARE ASSISTANTS

Cheryl Bower	07811 141677
Julie Simpson	07706 907502
Maggie Spencer	07861 789101



RECEPTION STAFF

Laura Allen	07790 551547
Hayley Bradley	07859 748502
Lisa Bullock	07932 560257
Leah Cooper	07455 499352
Lynn Develin	07814 055864
Tania Doxey	07587 178709
Denise Easom	07891 608470
Janet Gissing	07946 369904
Sharon Grindle	07969 557509
Angela Kelly	07890 803799
Michelle Love	07551 234040
Lindsey Mellors	07971 841746
Paula Riley	07792 803769
Mandy Seal	07437 785556
Enid Shelton	07778 639310
Julie Shepperson	07855 967252
Debbie Smith	07794 016082
Sharon Smithurst	0786 443095
Sue Swales	07891 312905
Kelly Whetton	07794 910605

A-Z at Church Farm

Dear Colleague

Welcome to working at our Church Farm hub.

This is an exciting time for us to be delivering quality care in a collaborative way for all of our patients. We hope to learn, develop, improve, reflect and share ideas from those working in our hub, so all feedback is welcome – no matter how small.

We hope that the information that follows will help you. If you think there is something that is missing, please email cheryl.annable@nhs.net and we will add it to our information packs.

Accident Book	The Accident Book is located is located in the small kitchen alongside the first aid book. All accidents should be recorded in the book. Please leave a note for Julie Maleham, Practice Manager, Jessop Medical Practice in the communications book, if you have recorded an accident.
Alarm	There will be a member of Jessop Medical Practice opening/closing the building at a weekend so no code is required.
Blood Requests	Currently, the I.T. system is not set up to use ICE Pathology requesting. Therefore, there is a supply of paper requests in the clinical box.
Clinical Waste	Please ensure that all clinical and non-clinical waste is disposed of correctly according to Infection Control Guidelines.
ECG	We do not have an ECG machine but for an emergency of this nature, we ask you to contact the emergency services.
Emergency Equipment, Emergency Drugs and Oxygen	The emergency trolley is located in reception. Please leave a note in the communications book if you use any items from the trolley. These are to be used for emergencies only.
Emergency Contact List	There is an Emergency Contact List in the hub packs.
End of Day Checks	There is further information on what is required at the end of each session in the hub.

<p>Health & Safety</p>	<p>If you discover a fire please sound the alarm. Alarm points can be found outside Reception. Please call 999 at the earliest opportunity.</p> <p>The Practice has all fire exits clearly marked. They are located:</p> <ol style="list-style-type: none"> 1. At the front door (Main Entrance) 2. Back Door (exit to Car Park) <p>THE FIRE EVACUATION POINT IS LOCATED IN THE STAFF CAR PARK</p> <p>Fire extinguishers are located throughout the building along with explanatory notices explaining their intended use.</p>
<p>I.T.</p>	<p>In order to evaluate the effectiveness of the pilot, it is essential that all Team Members use the agreed Protocols and Procedures to record and enter data. We appreciate that this may be slightly different to your usual ways of working.</p>
<p>Locking Up</p>	<p>All internal doors must be closed/locked behind you.</p>
<p>Mandatory Training</p>	<p>All Staff are required to have completed the following training and we may ask for copies of certificates of training:</p> <ul style="list-style-type: none"> • Adult Safeguarding (level depends on role) • Child Safeguarding (level depends on role) • Information Governance • Equality & Diversity • Chaperone (Reception Staff - available from Blue Stream) • CPR • Whistleblowing/freedom to speak
<p>Photocopier</p>	<p>There is a photocopier reception. Please ensure that any copies that you take are for the operation of patient care only. We do not expect you to use this for personal copies or non-hub related work.</p>
<p>Referrals</p>	<p>Currently we do not have access to digital dictation. Therefore, any referrals will need to be sent to the practice via task. Please type your referral into a task and send using the appropriate method for either EMIS or SystemOne.</p>

Refreshments	Tea/Coffee/Decaf Tea/Decaf Coffee/sugar are provided in the kitchen. <i>PLEASE ENSURE ALL POTS ARE WASHED AND RETURNED BEFORE LEAVING THE BUILDING.</i>
Toilets	The disabled toilet by the reception door should be used by both staff and patients.
Telephone Calls	The telephones will be switched to Out-of-Hours. <i>PLEASE DO NOT USE THE PRACTICE TELEPHONE.</i> Please use the mobile telephones provided, should you need to make a telephone call
Time Sheets/Claim Forms	There is no requirement to complete a time sheet. Hours worked will be verified by your practice manager and sent to Marion Leister, Finance Lead for authorisation and payment.
Uniform	Reception staff - blue/black trousers or skirt and white top/blouse (no vest tops)



SIGNIFICANT EVENT FORM

DATE:
FORM COMPLETED BY:
PATIENT IDENTIFIER:
DESCRIBE THE SIGNIFICANT EVENT:
WHAT COULD HAVE BEEN DONE BETTER:
LESSONS LEARNED:
ACTION POINTS:
DISCUSSED BY AMBER VALLLEY HEALTH:

COMPLAINTS POLICY & PROCEDURE

1. Introduction

This document sets out the procedure for managing complaints within Amber Valley Health.

2. Aim

- ❑ To enable complaints to be dealt with at the local resolution stage
- ❑ To ensure complaints are dealt with efficiently, effectively and as quickly as possible
- ❑ To identify areas where the patients are unhappy
- ❑ To rectify or improve these areas, where possible

3. AVH Complaints Manager

Jane Wharton, Practice Manager, The Park Surgery, 60 Ilkeston Road, Heanor, Derbyshire, DE75 7DX.

Telephone – (01773) 531011, Email – jane.wharton@nhs.net.

4. Time Limit for Making a Complaint

- ❑ Complaints should be made within 12 months of the event that caused the problem, or
- ❑ Within 12 months on which the matter, which is the subject of the complaint came to the notice of the complainant.

5. Who can make a Complaint

Complainants should be existing or former patients of the Practices, or a person who has the consent to act on their behalf. The complaint must be related to services provided by Amber Valley Health or a person providing services on their behalf.

6. Procedure Before Investigation

A complaint may be made orally, in writing or electronically

All complaints must be sympathetically received and dealt with as efficiently, effectively and as quickly as possible, however minor they might appear to be.

- ❑ The complainant should be issued with a copy of the Complaints Procedure. This gives details of how to contact the Complaints Manager and a provides a complaints form to complete.

7. Acknowledging the Complaint

- ❑ Complaints should be acknowledged by the Complaints Manager within 3 working days after the day on which the complaint is received. The acknowledgement may be made orally or in writing.
- ❑ At the time of acknowledgement, the Complaints Manager must offer to discuss with the complainant;
 - a. The manner in which the complaint is to be handled, and

- b. The period within which the investigation of the complaint is likely to be completed, and
- c. When the response is likely to be sent to the complainant
- If the complainant is not the patient, ensure the patient's written consent has been obtained.

8. Investigation of Complaint

- The complaint must be investigated in a manner appropriate to resolve it speedily and efficiently. Relevant staff (if appropriate) to be interviewed.
- During the investigation the complainant to be kept informed, as far as reasonably practicable, as to the progress of the investigation.
- As soon as reasonably practicable after completing the investigation, the Practice to send a written response to the complainant, signed by the Complaints Manager which includes:
 - A report giving an explanation of how the complaint has been considered, and
 - The conclusions reached in relation to the complaint, including any matters for which the complaint specifies, or the organisation considers that remedial action is needed, and
 - Confirmation as to whether the organisation is satisfied that any action needed in consequence of the complaint has been taken or is proposed to be taken
 - The complainant to be advised of their right to seek an independent review of the complaint. The letter will include the contact details for the NHS England Commissioning Board and the Health Service Ombudsman.

9. Meeting

If a meeting is arranged with the complainant to discuss the complaint, the following procedure to be followed:

- Complaints procedure to be explained
- Discuss complaint and try to resolve
- Ensure time for each party to give their views
- Take minutes of meeting
- If patient is still unhappy following meeting, inform re: next stage of complaints procedure.
- Inform patient re: outcome of meeting

10. Verbal Complaints

- To be referred to the Complaints Manager
- Complaints procedure to be explained
- Written record to be made of complaint
- Copy of procedure to be given/sent to the complainant
- Complaint to be investigated speedily and efficiently.
- Response to be sent to the complainant
- Ensure complainant is happy with explanation

11. Record

A record to be kept of all complaints, both verbal and written will be kept. An annual complaints report incorporating a review of complaints received along with any learning issues or changes to procedures which have arisen will be produced.



12. Complaining to NHS England

If the patient feels unable to complain directly to the Practice they can take their complaint to;

NHS England Commissioning Board

PO Box 16728

Redditch

B97 9PT

Tel: 0300 311 2233

Email: England.contactus@nhs.net

13. Final stage of complaint

If the patient still remains unhappy after investigation by the Practice or NHS England (if the complaint was made directly to them), the final stage in the procedure would be to contact:

The Health Service Ombudsman for England

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk



COMPLAINTS PROCEDURE LEAFLET FOR PATIENTS

If you have a complaint or concern about the service you have received from the doctor or any of the staff working within this organisation, please let us know. We operate a complaints procedure as part of the NHS system for dealing with complaints.

Please note – you may complain directly to the NHS England Commissioning Board (contact details overleaf) if you feel you cannot bring the matter up with the organisation.

How to complain

We hope most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

within 12 months of the incident that caused the problem

or within 12 months of realising that you have a problem

Please record your complaint on the attached form. It will be a great help if you could provide as much detail as possible. Complaints should be sent to the Complaints Manager (details below). Alternatively you may wish to speak to the Complaints Manager directly to discuss your concern.

Complaints Manager - Mrs Jane Wharton

Practice Manager

The Park Surgery

60 Ilkeston Road

Heanor

Derbyshire, DE75 7DX

Telephone number; (01773) 531011

Email address; jane.wharton@nhs.net.



What we will do

We will acknowledge your complaint within three working days and will investigate your complaint as quickly as possible. At the time of acknowledgement, we will agree with you:

- d. The manner in which the complaint is to be handled
- e. The period within which the investigation of the complaint is likely to be completed
- f. When the response is likely to be sent to you

Following investigation we will contact you with a written reply or arrange a meeting to discuss the matter.

Complaining on behalf of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission to do so. A signed authority by the person concerned will be needed, unless they are incapable (because of illness) of providing this. (please see attached form)

Complaining to NHS England

If you feel you are unable to complain directly to the Practice you may complain to NHS England.

By post

NHS England
PO Box 16738
Redditch
B97 9PT

Electronically using the commissioning board's email address

England.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Help with making a complaint

Local Healthwatch provide a complaints advocacy service to support people who make a complaint about services

- Email: pohwer@pohwer.net



- Telephone: [0300 456 2370](tel:03004562370)
- Address: [POhWER, PO Box 14043, Birmingham, B6 9BL](#)

Unsuccessful local resolution

If you still remain unhappy following the above, the final step would be to escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The Ombudsman is independent, is not part of the NHS or Government and their powers are set down in law. The Ombudsman will usually only look into a complaint after the NHS has had a chance to try to resolve it.

Contact details:

The Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel No: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk



AMBER VALLEY HEALTH

PATIENT COMPLAINT FORM

Patient's Details:

Name:..... DOB:.....

Address:.....

Complainant Details (where different from above):

Name:..... DOB:.....

Address:.....

Please note: If the complainant is not the patient or parent/legal guardian of a young child and is complaining on their behalf, the agreement and signature must be provided by the patient, before any details of their care can be investigated. (please complete the attached form)



DETAILS OF COMPLAINT

Please record details of your complaint below, including date(s) of events and persons involved:



Complainant's Signature: Date:

Complaining on Behalf of Someone Else

This form is to be completed where the complainant is NOT the patient:

I(insert patient name)

Authorise the complaint set out on the attached form, to be made on my behalf by:

(Insert name of complainant).....

(Insert address of complainant).....

.....

And I agree that the Practice may disclose to the above named (only in so far as is necessary to answer the complaint), confidential information about me which I provided to them:

Patient's signatureDate

Print name

Address

.....Postcode.....

DOB:.....

Whistle blowing policy

INTRODUCTION

Whistle-blowing is defined as:

The disclosure by an employee of confidential information, which relates to some danger, fraud or other illegal or unethical conduct connected with the workplace, be it of the employer or of a fellow employee(s).

A whistle blower is not a "sneak" or a "trouble maker" but someone who comes to a decision to express a concern after a great deal of thought. The law only requires that there be a genuine doubt – the individual is not expected to produce unquestionable evidence to support the concern.

APPLICABILITY

The Policy applies to all employees, and also applies to other people who work at with Amber Valley Health

e.g. self-employed staff, temporary staff and contractors.

POLICY

- Amber Valley Health has a duty to conduct its affairs in a responsible way
- Amber Valley Health encourages openness, freedom of speech and the voicing of concerns as a contribution towards maintaining and enhancing quality and ensuring high standards of governance and accountability
- Amber Valley Health wishes to encourage and enable employees to raise genuine and legitimate concerns internally, confidentially, and without being subject to disciplinary action or any other detriment
- Amber Valley health will take appropriate action to ensure that the matter is resolved effectively within Amber Valley Health wherever possible. Matters will be dealt with in strict confidentiality
- Employees can raise concerns with appropriate outside bodies in the event that the concerns are not dealt with satisfactorily internally

Examples of serious concerns covered by the policy

- An offence under, or breach of, any statutory instrument or legal obligation.

- Fraud, financial irregularity, dishonesty
- Malpractice, corruption, bribery
- Unethical conduct
- Medical or prescribing errors
- Breach of confidentiality
- Miscarriage of justice
- Danger to the health or safety of any individual or the environment
- The deliberate concealing of information about any such matter
- Poor clinical practice
- Failure to safeguard patients
- Untrained or poorly trained staff

PROCEDURE

- If you identify a matter of serious concern, you should in the first instance notify Jane Wharton (Practice Manager, based at The Park Surgery, Heanor) in writing. Where the concern involves Jane Wharton directly the matter should be raised in writing or verbally to the directors of Amber Valley Health.
- Jane Wharton will investigate the matter promptly and inform you of the findings in writing, and a copy will be sent to the member of staff who is the subject of the allegation
- The matters will be dealt with confidentially and where appropriate, names will be redacted to prevent potential victimisation.
- Where the report relates to the Practice's potential liability or responsibilities arising under the Corporate Manslaughter and Corporate Homicide Act 2007 (also see Resources below) the matter should be raised as above in the first instance, however where the employee considers that this route is inappropriate the disclosure may be made to an external "prescribed body" (see below) dependent on the nature of the disclosure. The ability to disclose to an external body applies to both the above Act, and to whistleblowing in general, outside the scope of that Act.
- If appropriate, Practice's Disciplinary Procedure will be invoked to discipline the offender
- Where there is evidence of criminal activity, the Police will be informed
- If you are dissatisfied with the outcome of the investigation you may notify the local Primary Care Organisation, or other relevant outside body such as the Health and Safety Executive or HM Revenue and Customs, depending on the nature of the matter
- Any victimisation of an employee who raises a concern, or any attempts to deter him/her from raising a legitimate concern, will be regarded as a serious disciplinary offence
- The raising of false or malicious concerns or complaints will be regarded as a disciplinary offence. Concerns can be in writing, face to face or verbal and anonymous
- Depending on the gravity or complexity of the concern raised, the level of independence may be raised. Options are – local peer review of the investigations and outcomes – local commissioner review (NHSE or CCG as appropriate) or escalating the concerns externally formally

FREEDOM TO SPEAK UP (NHS ENGLAND ONLY)

As of September 2017 Amber Valley Health has in place a *named individual* to act as 'Freedom to Speak Up Guardian'. The individual is independent of the line management chain and is not the direct employer.

The individual is ???? who will have access to national learning materials. The role of this individual is to ensure that concerns are taken seriously and clear records are kept.

The individual will participate in e-learning as per NHS England guidance for the individual <https://www.e-lfh.org.uk/programmes/freedom-to-speak-up/>

In addition, the Amber Valley Health adheres to the standards set out by Freedom to Speak Up:

- The management team show visible commitment to whistleblowing
- All staff are briefed and encouraged to raise any concern, at the earliest opportunity,
- Amber Valley Health will be proactive in preventing any inappropriate behaviour, such as bullying or harassment, towards staff who raise a concern
- The Freedom to Speak Up Guardian will ensure that policies are in place and that staff know who to contact if they have a concern
- The Amber Valley Health will build on the work of Being Open by adopting the good practice published in Freedom to Speak Up.
- An independent fair and objective investigation will take place promptly and without seeking to apply blame
- Recommendations will be based on facts and primarily support safety and learning

RAISING A CONCERN EXTERNALLY

If the employers are registered with a regulatory body, such as the General Medical Council (GMC) or the Care Quality Commission (CQC), then you may wish to contact them to investigate the issue in circumstances where;

- You feel that the responsible person or local body is part of the problem you wish to report
- Concerns have been raised through local channels but not satisfied that adequate action has been taken by the responsible person/body
- You feel there is an immediate and serious risk to patients and a regulator (or a similar external body) has the responsibility to act or intervene.

Prescribed body for Healthcare

CQC National Customer Service Centre

Citygate Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161



Website: www.cqc.org.uk

Healthwatch England¹

Healthwatch England

151 Buckingham
Palace Road
London

SW1W 9SZ

Email: enquiries@healthwatch.co.uk

Tel: 03000 683 000 (Monday to Friday,
8:30am to 5:30pm) Website:
www.healthwatch.co.uk

National Guardian's Office

National
Guardian's Office
151 Buckingham
Palace Road
London

SW1W 9SZ

Tel: 0300 067 9000 (Monday to Friday, 8:30am to 5:30pm)

NHS England is a "prescribed person" under the scheme

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

RESOURCES

Corporate Manslaughter Act 2007 policy ^[*]



[Disclosures in the public interest guidance - BERR](#)

[Whistleblowing: Quick Guide to Raising a concern with CQC \(Nov 2013\) Freedom to Speak Up in Primary Care \(NHS England guidance\)](#) **REGULATORY AND INVESTIGATORY BODIES**

General Medical Council

Website: www.gmc-uk.org; Phone: 0161 923 6602

Nursing and Midwifery Council

Website: www.nmc-uk.org; Phone: 020 7637 7181

Prescribed person

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/604935/whistleblowing-prescribed-persons-guidance.pdf

The whistleblowers helpline number 08000 724 725 <https://www.gov.uk/government/news/nhs-whistleblowing-helpline-to-be-extended-to-social-care-staff>

SAFEGUARDING CHILDREN INFORMATION

Professionals

This section provides safeguarding information and advice for professionals who deliver services to children, young people and their families.

As a professional working with children you are in a good position to notice if a child is showing signs of abuse or neglect, or to suspect whether they have been a victim of bullying or have seen harmful content on the internet.

Starting Point

If you are worried that a child is suffering or at risk of significant harm you can Call Derbyshire on tel: **01629 533190**. If it is an emergency, please call the police on tel: 999 or 101.

Starting Point is Derbyshire's 24 hours a day, 7 days a week, year-round contact and referral service for concerns that a child is suffering or is at risk of significant harm.

Child referrals

If you're a professional wanting to make a non-urgent child referral, you may complete the Starting Point request for support form which can be found on the Starting Point website at; <https://www.derbyshire.gov.uk/social-health/children-and-families/support-for-families/starting-point-referral-form/starting-point-request-for-support-form.aspx>

Advice and consultation

If you're a professional working with children and require advice, or support with safeguarding services please tel: 01629 535353, Monday to Friday between 8am and 6pm.

Inform

Please inform the patients' GP if you have acted upon or wish them to act upon any Safeguarding concerns.

Contacts

Named Nurse Derbyshire County
Main office number - 01773 850000
Sarah Fitzgerald – Amber Valley

Named GPs Derbyshire County
Dr Ruth Bentley - 01246 514380
Dr Rebecca Belfitt - 01246 514380
Dr Peter Woodcock - 01246514380
Dr Anna Allaway - 01246 514380

Designated Professionals for Safeguarding Children



Kathy Webster: Consultant/Designated Nurse Safeguarding Children and Children in Care for Derbyshire County - 01246 514061 or 07920 765394

Dr Patricia Field: Designated Doctor for Derbyshire County - 01246 513141 Or 01246 277271

South Derbyshire/Derby City Medical Advice

Weekdays 8.30 am-4 pm – contact on call Consultant Community Paediatrician at Safeguarding Children Unit Kingsway site, Derbyshire Healthcare Foundation Trust – 01332 623730

Out of hours – Consultant Community Paediatrician on call via switchboard at Kingsway Hospital – 01332 623700.

Derbyshire Domestic Violence Helpline – 0800 0198668

SAFEGUARDING ADULTS INFORMATION

The abuse/neglect may be:

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- Domestic abuse – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery – encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

(Care Act 2014)

To make an Adult Safeguarding referral contact the relevant Local Authority

Derbyshire County Council (Call Derbyshire) 01629 533 190 (Out of hours 01629 532600)

For safeguarding advice ring The Safeguarding Adult Team, as below:

Bill Nicol

Head of Adult Safeguarding/Prevent
Lead
(NHS Erewash, Hardwick, North Derbyshire &
Southern Derbyshire CCGs)

T: 01332 868 810
M: 07900 545 354 billnicol@nhs.net

Ed Ronayne

Adult Safeguarding Manager
(NHS Erewash & Southern Derbyshire CCGs)

T: 01332 868 823
M: 07979 511 384 ed.ronayne@nhs.net

Natalie Hall

Adult Safeguarding Administrator
(NHS Erewash, Hardwick, North Derbyshire &
Southern Derbyshire CCGs)

T: 01332 868 809
natalie.hall1@nhs.net

HUB CONTINGENCY PLAN

INCAPACITY OF GP/ANP

1. Apologise to patients waiting
2. Using the staff contact list call the GP/ANP
3. If the GP/ANP is definitely not attending, ask the other clinicians if they are able to see anyone from the GP/ANP list.
4. Book in with the appropriate clinician for any patients they are happy to see.
5. Contact remaining patients and cancel the appointments and offer them another appointment at the hub apologising for the inconvenience. The original appointment can then be moved to another rota by right clicking on the rota and using 'Move Appointment'

INCAPACITY OF NURSE

1. Apologise to patients waiting
2. Using the staff contact list call the Nurse
3. If the nurse is not attending – rebook the patients into the next available nurse hub appointment
4. Contact remaining patients and cancel the appointments and offer them another appointment at the hub apologising for the inconvenience. The original appointment can then be moved to another rota by right clicking on the rota and using 'Move Appointment'
5. Apologise for any inconvenience caused

ANP WORKING ALONE

ANP's are not able to work alone – if there is no GP present due to sickness then the clinic must be cancelled and the patients moved to another hub appointment.

NURSES/HCA'S WORKING ALONE

A Nurse/HCA cannot work without a GP on site - in the event of there being no GP - please cancel the rota and move the patient to another nurse hub appointment.

ACCIDENTS ON THE PREMISES

All accidents on the premises should be recorded in the accident book which can be found in the small kitchen area, alongside the first aid kit.

HUB ROTA CANCELLATION- In advance

If the decision in the afternoon is given to cancel the rota

1. The person cancelling the rota will print a simple list of all patients
2. The list of patients relating to that practice only will be sent to the Practice Manager
3. Patients will be cancelled by the Practice
4. The staff member due to work the shift will be paid as follows:
Over 48 hours in advance - no pay
Under 48 hours notice - 50% of shift payment will be paid.

COMPUTER SYSTEM FAILURE

1. There will be no paper based consultations
2. Reception staff to stay for full shift and explain to patients as they arrive
3. Report this to the Practice Manager on call - details can be found in the contact list.

FIRE EMERGENCY CONTINGENCY PLAN

1. Call 999 immediately and report the fire
Full Address: Church Farm Primary Care Centre, Steeple Drive, Ripley, DE5 3TH
2. Evacuate the building and meet at the designated assembly point – in the corner of the staff car park
3. Contact the Practice Manager on call.

LOSS OF ELECTRICITY SUPPLY

In the event of a power failure within the building:

Contact DCHS on 01629 817917 (there will be a divert when closed)

1. National Emergency contact number 0800 404 090
2. Contact the Hub Emergency Contact for the practice detailed in the list attached
3. If the power does fail, cancel all surgeries until such time as the power is restored apologising to patients for the inconvenience.
4. Reception staff must stay to inform all patients

LOSS OF GAS SUPPLY

In the event of a gas leak in the building:

1. Open windows
2. Evacuate the building
3. Contact the gas emergency no. 0800 111 999 (National Grid)
4. Contact the Hub Emergency Contact for the practice detailed in the list attached
5. If there is a problem with the heating contact DCHS on 01629 817917 (there will be a divert when closed)

LOSS OF FIRE ALARM

1. The fire alarm is maintained by Fire Control UK (015 930 5896)
2. For cancellation of a false alarm please contact the monitoring station immediately on telephone 01279 431032

LOSS OF WATER SUPPLY

1. Contact STWA immediately 0800 7834444
2. Contact the Hub Emergency Contact for that shift

INTERNAL FLOOD

1. Lift all items from the floor and place on high or raised surfaces immediately
2. Contact DCHS on 01629 817917 (there will be a divert when closed)

SPILLAGES

1. In the event of a spillage, use the spillage kit which is located in the sluice room, between rooms 8 and 9
2. Staff to follow guidance set out on the kit
3. Please note in the communications book if you use the spillage kit

WITNESSING A SAFEGUARDING INCIDENT

1. Discuss immediately with one of the clinical team on hand
2. Clinical member of staff to take appropriate safeguarding action
3. Emergency safeguarding number 01629 533190
4. Clinical member of staff to report incident to:
Safeguarding adults starting point - 01629 533190
Safeguarding children starting point - 01629 533190
<http://intranet.southernderbyshireccg.nhs.uk/practice-area/safeguarding/safeguarding-children/>
<http://intranet.southernderbyshireccg.nhs.uk/practice-area/safeguarding/safeguarding-adults/>

AGGRESSIVE PATIENT

1. Your safety is paramount
2. Secure yourself in your location
3. Activate the panic button on SystemOne; press **Ctrl+Shift+Enter**.
4. Ask Patient to leave the premises
5. If patient does not leave call 999
6. Patient will be sent a zero-tolerance letter
7. Practice will be informed not to book patient into the service again

TERRORIST THREAT

The following procedures should be followed in order to alleviate panic and set evacuation in motion.

1. Immediately call 999 and notify the authorities of the situation.
2. Any and all personnel are to evacuate the premises and gather at the emergency designated assembly area so that they can be accounted for.



SUSPICIOUS PACKAGE LEFT ON THE PREMISES

1. Notify the police using 999
2. Do **not** move the package further
3. Do **not** place in water
4. Do **not** activate audible alarms
5. Do **not** shake or empty the package
6. Do **not** carry the package, show it to others, or allow others to examine it
7. Do **not** smell, touch taste or examine any contents which may have spilled
8. Do **not** eat, drink or smoke
9. Keep your hands away from your face
10. Alert others in the area, and advise the senior person present
11. Close off the room as much as possible and evacuate
12. Switch off electrical appliances
13. Evacuate the building
14. Contact the Practice Manager on call.

PANIC ALARM

1. To activate the panic button on SystemOne, press **Ctrl+Shift+Enter**.

HEALTH AND SAFETY

It is everyone's responsibility if you see anything that may cause harm or danger please report this in the communications book for the attention of Julie Maleham, Practice Manager, Jessop Medical Practice.

LONE WORKING POLICY

There may be occasions where there is a need for 'lone working' although this does not mean that employees of Amber Valley Health will be working on their own but that they may be the only clinician or reception staff on shift. This may be due to the rota or short notice staff sickness.

If a clinician or reception staff member is uncomfortable working on their own then the on-call Practice Manager should be contacted by telephone and they will arrange to provide cover at the hub.

No staff should be left on their own on the premises until such time as the person locking the building has arrived.

Any incidents that occur as a result of lone working should be reported to Cheryl Annable, Operations Manager and a significant event form should be completed in all instances.

DNA contact form

Patient name:

Practice:

1. Please contact the patient using the telephone number recorded on the appointments screen. For EMIS patients this will have been included in the 'textual appointment'.
2. Advise the patient that you are calling from Amber Valley Health and that as this is a new service that we are providing, we are following up all patients who failed to attend their appointment. This is to try and help improve the service for patients.
3. Please ask them why they did not attend. Was it:
 - Did not realise at Church Farm, Ripley
 - Transport issue
 - They were seen in practice before this appointment
 - They went elsewhere i.e. walk in centre, A&E
 - They forgot
 - They weren't able to contact the hub to advise that they couldn't attend the appointment
 - Or something else
4. Thank the patient for the information.
5. If the patient has any other comments to make, please note below.

