

PROMENADE MEDICAL CENTRE

**Level 2 Chester Street Car Park
Chester Street
Douglas IM1 2PG
Isle of Man**

Contact Details

Telephone: 01624 675490

FAX: 01624 676600

E-mail: reception.promenade@gov.im

Web address: www.promenademedicalcentre.co.uk

Opening Hours

Monday – Friday 08.00 – 18.00

The Doctors

Dr Clare Hillas

MBChB (Leeds 1989) DRCOG, MRCGP, FPCert
GMC N^o 3344066

Dr Helen Greig

MBChB (Leeds 2000) DRCOG, MRCGP, BSC
GMC N^o 4719623

Dr Hannah Thomas

MBChB (Sheffield 2008), MRCGP
GMC N^o 7014674



Introduction

Welcome to Promenade Medical Centre. The Practice moved from Douglas promenade into its new premises in Chester Street in 2009. We are a small practice of over 4000 patients and pride ourselves on being a traditional family practice, working closely as a team, to provide continuity of care and seek continuous improvement on the health status of our patients.

The Health Care Team

Practice Manager:

Mrs Bev Buxton is responsible for the running, administration, development and finances of the Practice. She would be happy to hear your views and suggestions about services offered by the practice.

Office Manager:

Alison is responsible for the reception team and the general administration in the Practice.

Reception Team:

Rachael, Laura, Carol and Sarah are there to assist you in making appointments to see the doctor or nurse; take requests in writing for repeat prescriptions; answer your questions and offer help and assistance. The receptionists are not road blocks. They know that you want to see/speak to a doctor and they need to ask you certain questions to see whether our Practice Nurses or the Pharmacist could be of some help instead.

Practice Nursing Team:

Rita and Jan make up the Practice Nursing Team. An appointment can be made via the receptionists without referral from a doctor. We offer a range of healthcare services from health promotion to lifestyle; adult and child vaccinations; suture removal and dressings; asthma and diabetic reviews; smear tests; ear irrigation; contraception and minor illnesses. The nurses also run a travel clinic. A range of immunisations are available. An appointment will be booked once you return the travel form. Please allow a minimum of 4 weeks before travel.

Health Visitors:

Our Health Visitors are experienced, specially trained nurses whose role is to promote health and prevent ill health in children up to the age of 5. There is a drop in baby clinic every Thursday between 13.30 and 14.30.

District Nurse:

There is a District Nursing team attached to the Practice which works very closely with the team at the Promenade. They deliver health care for non-

mobile patients in their homes, chronically ill patients and those requiring palliative care. They offer assessment, advice and care on all aspects of nursing needs, i.e. advice on incontinence and supply of pads and other aids; they apply dressings, remove stitches and give injections.

Family Planning:

The GPs and Nurses provide this service.

Antenatal Care:

A community midwife is attached to the Practice to provide maternity services to patients. A clinic is run every Thursday p.m.

The Practice Area

We are happy to accept patients in our catchment area. This is Lower Douglas extending from Summer Hill to Douglas Head. Please inform us if you change address and move outside our practice area as we may not be able to care for you. We cannot register you with the Practice if you are already registered with a Douglas GP Practice.

Registering as a Patient

Patients who wish to register should attend reception to complete the necessary form. You will be assigned to a GP but you can see any GP in the Practice.

Please bring photographic id and proof of address with you when you register, i.e. passport or driving licence.

All new patients registering with the Practice will be asked a series of health-related questions to enable the clinical staff to understand your past and current health. This is helpful for us as we often have to wait some time before we receive your notes from your previous Practice.

We do require your telephone land line in addition to your mobile number please.

If you are happy to be contacted by email please let us know your email address.

Translators and Patient Safety

In the interests of your health, well-being and patient safety, if English is not your first language please bring a translator to every appointment who speaks both your language and English.



Appointments

The practice runs an appointment-only surgery for both doctors and nurses. Patients cannot be seen without an appointment.

For patients signed up to the free Patient Access app, you can make a GP appointment with the GP of your choice at a time that suits you. You can also cancel your appointment this way too.

For all other patients, appointments can be made at the reception desk or by calling 01624 675490 (8.00 – 18.00).

You will be sent a SMS text when making or changing your appointment and you will be sent a reminder 2 days beforehand. Please do not respond by text.

Routine appointments may be made well in advance (maximum of three months).

Urgent medical cases will be seen the same day but not necessarily with the doctor of your choice.

Please inform the surgery if you cannot attend the appointment as soon as possible. Repeatedly missing appointments will result in removal from the practice list.



Speaking to a doctor by telephone

If you wish to speak to a doctor please ring before 11am and inform the receptionist the nature of your call. The doctor will triage the telephone list and prioritise more urgent issues.



Home Visits

If you are too ill to come to the surgery please call before 10.00am if possible. The receptionists will ask you about the nature of your illness in order to assist the doctor. The doctor who attends you may not be your usual doctor, and will visit you in the course of the day. After 11.00am only urgent visits will be accepted. If at all possible please come to the surgery.



Consultations

Routine appointments are ten minutes, if you wish to book a double appointment please tell the receptionist when you book and where possible this will be arranged. Please be aware that over running your appointment will have a knock on effect on other patients attending the surgery.



Waiting Times

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons. Please bear with us.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you, or you may be asked to wait, make another appointment or wait until the end of their clinic.



Repeat Prescriptions

For patients signed up to Patient Access, please select your medication and we will automatically receive your request.

For all other patients, when you require a repeat prescription, please tick the items required on the computerised tear-off request slip and hand it in to reception, e-mail, post it to our address or fax it to 676600. Please allow 48 hours for repeat prescriptions to be processed and signed excluding weekends and local bank holidays.

Please note that because prescriptions are a legal document they cannot be faxed to a pharmacy unless in a medical emergency.



Test Results

For patients signed up to Patient Access you can view your results on line as soon as the Doctor has reviewed them. You will be able to see any comments the Doctor has made; i.e. "normal no action", or "need to speak to the Doctor".

For all other patients when ringing for results please call in the afternoon if possible. Results will only be given to the patients themselves or the parents/guardians of minors.



Emergencies outside Normal Surgery Hours

The Manx Emergency Doctor Service (MEDS) operates when the surgery is closed. If you have a medical condition that isn't life threatening but cannot wait until the surgery opens you should telephone 01624 675490 and a recorded message will inform you of the number to speak to a doctor on duty.

If you have a chest pain or life-threatening emergency you should always call 999



[Sign up to Patient Access](#)

Sign up to our free service. With Patient Access, you can:

- View, book and cancel appointments
- Order repeat prescriptions quickly and easily by simply ticking the medication you require.
- Change your address and contact details.
- View your allergy and immunisation information
- View test results
- View your medical history and consultations

You can do all this from home, work or on the move - wherever you can connect to the internet. What is more, because Patient Access is a 24 hour online service you can do this in your own time without waiting on a busy phone line.

How do I register?

Visit reception with photo Id and they will provide you with an access code. Once you have the access code, you can register online.

Is my information secure?

All information that is sent to the surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP surgery are able to see this information



Sick Notes

A Doctor's sick note is not required for absences of less than 7 days. For absences lasting less than 7 days a self-certification note, otherwise known as a SC1 form, should be completed and returned to your employer. These forms are available from the Surgery.

If you have been issued with a sick note by your Doctor and find that you are still unfit for work please make an appointment to see the Doctor. A Doctor's letter is not required unless your employer specifically asks for one. You will be charged for this letter but you may be able to reclaim the cost from your employer.

The Doctor will NOT issue you with a repeat sick note over the telephone nor will you be offered an emergency appointment for repeat sick notes.

When making your appointment for a repeat sick note, please take into account weekends and bank holidays.

Sick notes **CAN** be backdated.



How to make a complaint

We always try to provide the best service possible, but there may be times when you feel this has not happened or things could have been handled better.

We hope you will allow us to look into and, if necessary, correct any problems that you have identified.

If you wish to make a complaint please send it in writing to the Department of Health and Social Care, Crookall House, Demesne Road, Douglas IM1 3QA. This will then be logged and then sent to the practice manager who will investigate the matter and respond.



[How to make a suggestion or give feedback](#)

Suggestions

The only way we can improve the quality of the service we provide is by listening to your suggestions. A leaflet explaining our in-house complaint procedure is available at reception.

Feedback

Your feedback is important to us and you have always been able to write or email the Practice Manager. You can now provide feedback in two additional ways:-

1. Friends and Family Survey

This is a quick 4 questions survey which you can complete either online at www.tinyyurl.com/iomgp or by collecting and completing a copy of the survey from the reception desk.

2. Patient Representative Group.

Sign up to this group using the form at reception and you will be emailed from time to time for your views on a particular topic.



[Access for the disabled](#)

The premises are suitable for use by the disabled. We also have suitable bathroom facilities and ample parking nearby in Chester Street car park. Please access the door from the Apron next to Circa. The staff are happy to assist.



Shared Care

The Practice has implemented the Community Health Integrated Sharing functionalities which is a shared care agreement with several DHSC departments. Appropriate details in your medical record are electronically shared in relation to your health care, such as your demographics, problems, and information about prescribed medicines and any allergies you may have. If you would like to opt out please make the receptionist or GP aware.

CONFIDENTIALITY AND PERSONAL HEALTH INFORMATION

The Practice uses a computerised medical system. All your medical history is therefore recorded on the computer system. This enables anyone who is looking after you to have instant access to important information about your health. This information will only be shared with other professionals directly involved in your care.

The practice is registered under the Data Protection Act and complies with the Caldicott guidelines for access to confidential information.

Frequently Asked Questions:

Can other people see my notes?

Apart from other people working to meet your needs other people cannot see your file unless you agree first. You cannot see information about other people without their written permission.

Is there anything I can't see?

Sometimes information is given to us about you. We cannot let you see this information without the permission of the person who supplied it to us.

What if I think the information may be wrong?

If you think the facts about you may be untrue you should tell us and they will be corrected. If you do not agree with something written about you, your own views will be added.

PRIVACY NOTICE

Promenade Medical Centre has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

In order to comply with its legal obligations, this practice may send data to Department of Health & Social Care if required.

Additionally, this practice contributes to national clinical audits and will send the data that is required by Department of Social Care when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR) as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at reception.promenade@gov.im GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller at Promenade Medical Centre
3. Ask to speak to the Practice Manager Mrs Bev Buxton

The Data Protection Officer (DPO) for Promenade Medical Centre is Mr Paul Edge and he is based at Family Practitioner Services at Crookall House.

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, www.inforights.im and select Making a Complaint.

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website to reflect the changes.

¹ [BMA GPs as data controllers under the GDPR](#)

THE RIGHTS AND RESPONSIBILITIES OF A PATIENT

Your rights:

- You are entitled to be treated professionally and courteously at all times by all members of staff
- You are entitled to have your concerns fully explored and receive a full explanation of your illness
- You are entitled to ask for a second opinion if you are unhappy about your treatment
- Any information about you will never be divulged to any third party without your (usually written) consent

Your responsibilities:

- You should keep appointments you have made and turn up on time or cancel **at least one hour before**
- You should do your best to follow advice you have been given
- You should only ask for home visits or urgent appointments when they are really necessary.

GIVE RESPECT, GET RESPECT

The Practice staff has a right to do their jobs without fear of verbal or physical abuse of any kind.

This includes rudeness, aggression, intimidation or other unpleasant behaviour. Not feeling well is not an acceptable excuse.

The Practice promotes a zero tolerance approach and if patients exhibit unacceptable behaviour towards any member of the Practice team they will be removed from our Practice List immediately.

VIOLENT OR ABUSIVE PATIENTS

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. Removal from the Practice List will be automatic, and they may be reported to the Police.

SELF TREATMENT OF COMMON ILLNESS AND ACCIDENTS

BURNS

Apply cold water to the burnt area as soon as possible until the pain subsides. Then apply a non-stick dressing to the burn. For advice for larger burns consult your doctor or A&E.

COLDS AND INFLUENZA

Unfortunately there is NO cure for the common cold or influenza. The average person is said to have between four and six colds a year. The best, and cheapest, treatment for these common conditions is paracetamol with rest and plenty of fluids. Your pharmacist is also able to provide you with additional symptomatic relief, i.e. cough medicine if you require it.

Occasionally, colds are complicated by another infection such as sinusitis or ear infection. In which case, your doctor may well give you an antibiotic. People with chronic chest conditions or heart disease should always consult their doctor if they suspect they have a cold or influenza as antibiotics may be required to prevent complications. In addition, people with these conditions, as well as those with diabetes or impaired immunity, or anyone over the age of 65 years should consider an annual influenza vaccination.

DIARRHOEA

If you have acute (short term) diarrhoea, the symptoms are likely to settle down within a week and tests are usually unnecessary. However, if you diarrhoea becomes more persistent or if you have other symptoms (such as blood in your stools or dehydration) your doctor may ask for a stool sample to investigate for bacteria or parasites.

Diarrhoea often goes away without treatment after a few days because your immune system will automatically fight the infection. In the meantime, you can ease your symptoms by following the steps below:-

- Drink plenty of fluids
- Buy rehydration drinks from your pharmacy if you are becoming dehydrated
- Eat as soon as you can. Salty foods such as soup can help replace salt lost from your system
- Buy anti-diarrhoea medicines from your pharmacy
- Continue breast feeding or bottle feeding your child

If your child is generally unwell, or you are otherwise worried, please contact the Practice.

FEVER

A fever is the body's response to infection. Fevers in young children should always be taken seriously. If you suggest your child is feverish you must allow them to lose heat by stripping them off down to their nappy if necessary. You must also give them a dose of paracetamol mixture, i.e. Calpol according to the instructions on the bottle. Should your child have a febrile convulsion then turn them on their side and call for a doctor. If you are unable to control your child's temperature or if they are still unwell when it returns to normal then please consult your doctor.

HEAD LICE

These common creatures, contrary to popular belief, prefer clean to dirty hair and are not a sign of poor personal hygiene. Head lice shampoo can be bought from your chemist without prescription. For a preventative measure try combing conditioner through hair with a fine tooth comb.

INSECT BITES AND STINGS

1% Hydrocortisone cream available from your pharmacy will give excellent relief and is available without prescription.

MINOR CUTS AND GRAZES

Wash the affected area in warm water with antiseptic. Apply a clean, non-stick dressing.

SUNBURN

Prevention is the best cure! For small burns apply calamine lotion. For larger burns please consult your doctor.

WORMS

Children are especially prone to infection from cats and dogs. The worms lay eggs around the anus usually at night-time. This makes the area itchy; the child scratches it and transfers the eggs via the fingernails to the mouth so re-infecting them. This cycle can be broken by scrupulous attention to their hygiene by keeping their nails short, and scrubbing their nails with a scrubbing brush after going to the toilet. Alternatively, one dose of anti-worm tablet can be bought from your pharmacy without prescription.

MINOR AILMENT SCHEME

Most of the Pharmacists on the Island run a Minor Ailment Scheme.

If you think you are suffering from:

- ❖ Bacterial conjunctivitis
- ❖ Inflammatory skin disorders
- ❖ Impetigo
- ❖ Cystitis
- ❖ Shingles
- ❖ Vaginal thrush
- ❖ Oral thrush
- ❖ Hay fever
- ❖ Cough
- ❖ Gout
- ❖ Exercise related injury
- ❖ Toothache
- ❖ Constipation
- ❖ Nappy Rash

Please call into any pharmacy where the pharmacist will be pleased to assist you.

For more information about the scheme and details of your nearest pharmacy and opening times etc, please visit

www.manxpharmacy.com

USEFUL NUMBERS

Nobles Hospital	01624 650000
Hospice	01624 647400
MEDS	01624 650355
Police	01624 631212
Health Services, Crookall House	01624 642628
Emergency Services	999

Visit our website: www.promenademedicalcentre.co.uk

The surgery website is the most effective way of giving our patients access to help and the latest information about all our services.