



News from Kirkley Mill

Introducing some changes at your surgery

Dear patient,

We would like to let you know about some changes that are happening at Kirkley Mill.

From 1st November, 2017 Suffolk GP Federation will be taking over the management of the practice.

Suffolk GP Federation is a not-for-profit organisation that is owned by most of the GP practices in Suffolk. It already manages surgeries in Felixstowe and Haverhill, and is also responsible for providing other primary care services.

We are very pleased that Suffolk GP Federation has agreed to take on the management of Kirkley Mill. Its involvement will ensure patients continue to receive the very best care and will help us address the challenges faced by the practice.

However, there will need to be changes to the way the practice is run. To help with this we would like to start a Patient Participation Group (PPG) to gather people's views.

If you would like to join the group – or have any questions about the content of this newsletter – please contact Jules Styles, Director of Primary Care Services, Suffolk GP Federation on **07970 739738** or email **gywccg.kirkleymillhealthcentre@nhs.net**.

More information about Suffolk GP Federation



- Suffolk GP Federation is a not-for-profit organisation owned by 58 independent GP practices
- It employs around 350 staff and is growing rapidly
- It runs several services for patients including ultrasound clinics, lymphoedema nursing and cardiology clinics
- In partnership with other providers it also delivers foot care, fracture prevention, stoma and bowel and bladder services
- It runs diabetes care in North East Essex and manages Walton Surgery in Felixstowe and the Christmas Maltings and Clements Practice in Haverhill
- For more information, visit **www.suffolkfed.org.uk**

Contact us

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You can also visit **www.kirkleymillsurgery.co.uk**.

We will continue to keep patients up to date through regular newsletters, the practice website and Facebook page.

GP surgeries have a legal duty to keep information about you strictly confidential

We also:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible (i.e. in large type if you are partially sighted)

We will not share information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- When required or allowed in law
- It is in the public interest (e.g. there is a risk of serious harm or crime)
- We have special permission for health or research purposes (e.g. if you have agreed to take part in a research trial)

How your records are used

The surgery will use your records to:

- Provide a basis for all health decisions
- Make sure your care is safe and effective
- Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care you are receiving
- Protect the health of the general public
- Keep track of NHS spending
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers
- Help with research

Where it is not necessary to identify specific individuals, the team will always ensure that identifiers are removed before data is shared.

Sometimes they may use information which has patient names on it for essential NHS purposes such as research. However, this information will only be used if you agree, unless the law requires us to pass on the information.

Your rights

You have the right to ask for inaccurate information to be corrected or to request that we stop using your data in certain circumstances. The laws which apply include the Data Protection Act 1998 (DPA) and the Human Rights Act 1998.

You also have the right to ask for a copy of the records. If you would like to receive a copy, please note:

- Your request must be made in writing to your surgery
- If you request a printed copy of the information, a charge of £10 will apply
- The surgery is required to respond to your request in writing within 40 days
- You will need to give the surgery your full name, address, date of birth and NHS number
- You will be required to provide personal identification such as a driving licence or passport

What will happen to your patient records?

Your patient records will remain secure and confidential, Suffolk GP Federation is committed to compliance with privacy law and work hard to provide a confidential and transparent service.

Information about you

The surgery team aims to provide you with the highest quality care. To do this they must keep records about you, your health and the care they have provided, or plan to provide.

These records may include:

- Basic details such as address, date of birth and next of kin
- Contact they have had with you
- Notes and reports about your health
- Details and records about your treatment and care

The surgery will:

- Discuss and agree with you what they are going to record
- Show you what they have recorded, if you ask

If you object

You have the right to raise any concerns or objections related to your medical records.

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