

## Contact Mayfield Medical Centre



**Mayfield**  
**Medical Centre**

Phone: **01252 541884**

Email: **mayfield.reception@nhs.net**

Web: **www.mayfieldmedicalcentre.nhs.uk**

Please note that phone calls to and from the practice are recorded for quality and training purposes.



**Mayfield**  
**Medical Centre**

## About the Practice



Phone: 01252 335076

Email: [enquiries@salusmedical.co.uk](mailto:enquiries@salusmedical.co.uk)

Web: [www.salusmedical.co.uk](http://www.salusmedical.co.uk)



## Opening times and Out of Hours help

The practice is open every weekday from 8.00am-6.30pm. See the back page for contact details.

Out of hours, patients may:

- Use **e-consult** via the Mayfield Website to request non-urgent appointments or raise queries to be answered when the practice opens
- Call **111**
- If the **Out-of-Hours service** is needed, **111** will arrange an appointment.
- You can also ask your local **Pharmacist** for help and advice on common ailments and problems

## Registering with the practice

A map of the practice 'catchment area' can be found on our website. If you live or work within these boundaries you can register as a patient. Go to the website or call in to obtain registration forms.

Outside the area listed, it may not be practical to provide the full range of services; you are advised to register with a more local practice.

## NHS App/Patient Access – Online Services

We recommend that users install the NHS App or visit [www.patientaccess.com](http://www.patientaccess.com) to set up Patient Access on their phone or computer. The service makes it easy for you to:

- Book/check/cancel appointments with the practice
- Order repeat prescriptions (see also **Prescriptions** section)
- See parts of your health record, including information about medicines, vaccinations and test results
- See communications between the practice and other services, e.g. hospitals

## Prescriptions (including repeats)

Prescriptions must be requested in writing and are usually available the third working day after they are requested.

Mayfield uses the **Electronic Prescription Service (EPS)** which allows prescribing clinicians to send prescriptions to pharmacies electronically. This makes prescribing and dispensing more efficient for staff and patients alike. Patients can choose the pharmacy where they would like their prescription to be sent; this nomination can be set, changed or cancelled as required. If you have nominated a local pharmacy, you can also register for repeat prescriptions by email.

Please speak to your preferred pharmacy to set this up.

**Repeat Prescriptions** may be authorized by a GP or a Clinical Pharmacist. The supply period may vary depending on the type of medication and the patient's circumstances, and whether the patient meets medication review requirements.

**REMEMBER prescribed medicines are only for the use of the person prescribed.** There is a risk of harm if someone else takes your medicine, either from unknown contra-indications or through misuse, overuse or abuse.

## About Salus Medical Services Ltd

Mayfield Medical Centre operates as part of the **North East Hampshire and Farnham Place** within the **Frimley Integrated Care Board (ICB)**.

In January 2020 the CCG contracted **Salus Medical Services Ltd (SMSL)** as an Alternative Provider Medical Services (APMS) to manage Mayfield Medical Centre. SMSL is the **Local GP Federation** and is wholly owned by North East Hants and Farnham GP practices. It was set up in 2015 to provide at-scale, close-to-cost services for local practices. With the introduction of the Farnborough and neighbouring PCNs it also provides services at PCN level. SMSL's directors are all local GPs, Practice Managers or PCN Clinical directors; its non-exec directors have primary care delivery or commissioning experience.



## Your GP

All GPs work co-operatively with each other and other health and social care professionals involved in your care and treatment. Whoever you see will collaborate with colleagues to look after your medical and care needs.

Your GP is responsible for ensuring the services necessary to meet the patient's needs are delivered. We will, where possible, let you express a preference for a GP if caseloads and medical needs permit.

## Having Your Say

We have a **Patient Participation Group** which meets in practice and/or online. The group is there to provide patient and/or carer feedback about the services delivered, helping us to understand how well services are working.

If you would like to be part of making your ideas and concerns as a patient known and helping us improve the practice, contact the **Operations Manager**

## Care Quality Commission (CQC)

The practice was first inspected in September 2016 by the Care Quality Commission and our last inspection was in November 2018 where we received a "good" all round rating in all domains.



## Complaints

Patients or their representatives with a concern or issue about a service provided or the behaviour of a member of staff, are recommended to do raise this verbally when the issue arises or as soon as possible afterwards.

If the matter is still not resolved a formal written complaint can be made and will be investigated. This can be done online via the website or via letter. Patients wanting to send a letter can ask for a copy of the Complaint form and Guidance at Reception or call and ask us to post a copy.

All formal complaints are independently investigated by the Complaints Mgr.

## Booking & Keeping Appointments

**Appointments can be booked online, by phone or in person**

We offer a range of appointment types – telephone, video call or face to face.

**We may make a triage call before offering face to face appointments.**

At certain times e.g. high demand or during a pandemic, it is the quickest and safest way to allocate you the best appointment. We will always call you in when necessary.

**Appointments will not always be with a GP**

The NHS has moved to a mixed skillset model with highly trained staff who will ensure your medical and care needs are met.

**Service-specific clinics are held regularly and are the most effective use of our staff's time.**

If you need a routine review of a specific condition please make this clear so the Receptionist can book you into the next available clinic.

**An on the day appointment may not be possible unless it is an emergency**

We will give you the earliest appointment we can. In the meantime consider if over the counter medication can help manage symptoms, e.g. pain relief.

**Home visits are available if a patient is unable to attend the surgery**

Please bear in mind that a home visit takes 4 times as much of a clinician's time as a surgery-based appointment and only request this if it is absolutely essential. Home visits will not always be made by a GP, as we have a 'Rapid Home Visiting' Paramedic Practitioner team.

**Be aware that Reception may ask additional questions** when booking an appointment so that a clinician can triage for patient safety. Patients may be offered a telephone or video appointment rather than a face to face one but this will be based on a clinical decision.

**Patients have responsibilities as well as rights**

Among these is keeping to your appointment time or making every effort to cancel in advance so that the clinician's time can be reallocated. While as much notice as possible is preferred, even an on-the-day cancellation can help another patient in need.



## Patient Services

The practice provides the full range of primary health services, including:

- Anticoagulation clinics
- Contraception and coil fits
- Child health care
- COPD/respiratory care clinics
- Diabetic clinics
- Joint injections
- Medicines reviews
- Mental Health appointments
- Musculo-skeletal (MSK) assessments

## Our Clinical Staff

Our staff are committed to providing a family friendly service with high quality patient care. Our staffing mix is regularly reviewed to make sure we have the right services and skills for local needs – check the Mayfield Medical Centre website (see back page) for the latest news on team members  
Currently:

### Our core clinical team includes:

**8 Doctors**

**4 Nurses and a Nursing Associate**

**2 Health Care Assistants**

**1 Paramedic**

Our core clinical team have varying areas of expertise so depending on your needs you may not always see the same clinician. Equally, they may refer you to part of the wider PCN skill mix team available to Mayfield Medical Centre patients.

## Our PCN Skill Mix Team

As part of the **Farnborough Primary Care Network (PCN)**, the practice has access to a wider skill mix than ever before. This includes:

- **Clinical Pharmacists** (medication reviews and some long-term condition clinics, e.g. hypertension, COPD)
- **Mental Health Workers** (supporting and signposting people with both mild and more significant mental health conditions)
- **MSK physiotherapists** (Musculo-skeletal assessments)
- **Rapid Home Visiting Paramedics** (non-urgent/non-emergency calls)
- **Social Prescribers** (helping people access local community services to improve their well-being and be more included in the community)
- **Care Coordinator** (identifying and supporting patients, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.