

Wolstanton Medical Centre

A part of Newcastle Central Primary Care Network

Palmerston Street, Newcastle-under-Lyme,
Staffordshire ST5 8BN

PRACTICE INFORMATION LEAFLET



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Providing NHS services

Wolstanton Medical Centre

The Practice has been on its present site since 1969, providing general medical practitioner services to the people of the area. The Practice has access suitable for disabled patients. All Medical Services, including family planning, maternity care and child health surveillance are provided. We also provide additional services such as joint injections. The Practice is a teaching practice, which means we train students and qualified health professionals from a range of backgrounds. We are also a Research Practice, which means we support relevant research projects to be delivered. We operate a group practice, which means that you do not have to see your registered General Practitioner; you may see one of the clinicians in the Practice and your medical record is available to anyone who you consult with within the practice. However, for long-term problems, we encourage you to see the same clinician, where possible.

Information and contact details

Practice website: www.wolstantonmedicalcentre.nhs.uk

Practice Facebook page: [@wolstantonmedicalcentre](https://www.facebook.com/wolstantonmedicalcentre)

Practice email: wolstanton.medicalcentre@nhs.net

Appointments: 01782 627403

Home visits/general enquiries: 01782 627488

Practice opening hours

- ◆ Core opening hours are Monday to Friday 8.00 am to 6.30 pm
 - ◆ Appointments are bookable between 8:30am and 6:00pm
 - ◆ Doors close at 6.00 pm
 - ◆ When we are closed, you can get urgent help from NHS 111
- ◆ The Practice is closed on Saturdays, Sundays and Bank Holidays and, on occasions, for staff training
- ◆ We offer Enhanced Access GP and Nurse Appointments at Bradwell Hospital and Basford House on weekday evenings and at Basford House at weekends
- ◆ The practice may open at additional times for specific circumstances which will be communicated in advance

Services

A wide range of services are provided to promote good health:

- Long-term conditions reviews — these are tailored to the combination of long term conditions and needs of each person (e.g. high blood pressure, diabetes, asthma/COPD, rheumatoid arthritis, dementia)
- INR checks (for people taking warfarin treatment) (run by the nursing team)
- Learning disabilities annual review
- Severe Mental Illness annual review
- Frailty Admissions Avoidance Scheme — including Assessments of Needs and Holistic Assessments
- Cervical screening and contraception, including HRT (run by the practice nurses)
- Baby immunisations
- Child health checks
- Antenatal clinic (run by the practice-attached midwife)
- Maternal health checks: we recommend that only you (and your baby) attend your check-up

Our appointments are provided by a wide range of clinicians who are expert in the care delivery they are responsible. It is often not necessary to see a GP for many of the services above, though a GP is always on hand to offer advice if required.

Self-referral services

A wide range of conditions can be managed through self-referral. Self-referral can support you to get the help you need more quickly and easily. To view the services available for self-referral, please visit <https://www.wolstantonmedicalcentre.nhs.uk/clinics-and-services/self-referral-services/>

Appointments

An appointment system operates for all surgeries. We offer different types of appointments:

- Routine appointments—these can be booked in advance online or via reception and new appointments are released each day
- Book-on-day appointments—these are reserved for urgent matters that need to be managed on the same day and are bookable via reception
- Enhanced access appointments—these evening and weekend appointments are delivered from Basford House and Bradwell Hospital and can be pre-booked via our reception

We always have an on-call GP present in the Practice. If all appointments have been booked, the on-call GP triages any genuinely urgent requests to ensure that all patients with urgent needs can be managed safely and in a timely way. It is not possible for routine issues to be managed by the on-call GP.

We offer a range of consultation types:

- Face-to-face
- Telephone
- Video
- Online consultations—a wide range of information can be found here and, for non-urgent, problems or queries you can submit a request to us via this secure portal <https://www.wolstantonmedicalcentre.nhs.uk/practice-information/consult-with-your-doctor-online/>
- Home visits (see next page)
- SMS and Email

Our receptionists will ask for brief details of your problem in order that we can arrange help for you in the most appropriate and timely way. It is important that you support this process by being as clear as possible about what it is that you need or that is concerning you to best match the help we can offer.

Home visits

Please contact the surgery as early as possible if you feel a home visit is needed.

All non-emergency visits should be notified by 10:00 am

Home visits are however not ideal for a number of reasons – chiefly because we cannot offer the same facilities at home as at the practice. Visits are also very time consuming and time spent visiting people at home means time not spent seeing people in the surgery. We therefore restrict home visits, in accordance with principles agreed across North Staffordshire, to the genuinely house-bound and those whose medical condition may be made worse by bringing them to the surgery, as assessed by a doctor. Transport difficulties may be overcome with the help of friends or relatives, taxis and other transport.

Special circumstances

If you are concerned about attending the practice due to issues with waiting in the waiting room, please let reception know. For example, if you have a suppressed immune system or sensitivity to sound, we will do what we can to arrange a time at which you can be seen within a few minutes of arrival or a quieter place to wait can be arranged.

NHS Walk-in Centre

The NHS Walk-In Centres provide fast and convenient access to the NHS. You can see an experienced nurse for healthcare advice and treatment for minor illnesses (such as coughs and colds) and minor injuries (such as small cuts, grazes and minor sprains). There is an NHS Walk-In Centre at the Haywood Hospital, High Lane, Stoke-on-Trent, Tel: 01782 673500. This centre is open 7.00am-9.30pm every day.

www.mpff.nhs.uk/services/haywood-community-hospital

Out-of-hours

Outside normal surgery hours, any calls will be responded to by an answerphone message. If you need urgent help while we are closed, please call NHS 111 who will assess your circumstances and arrange appropriate and timely care.

Enquiries

We do experience extremely high call volumes at times. All enquiries about laboratory results by telephone should be made after 2pm. You can also make enquiries via:

- Online consultations:
<https://www.wolstantonmedicalcentre.nhs.uk/practice-information/consult-with-your-doctor-online/>
- Practice email: wolstanton.medicalcentre@nhs.net

Prescriptions – You can register to order repeat prescriptions via the NHS App, please ask at reception for more details.

If you have a condition that requires ongoing medicines, you may receive a repeat prescription. This means you can request further prescriptions without having to see the doctor every time. You will still be asked to speak with a doctor periodically to make sure the medicines are appropriate.

Requests for repeat prescriptions may be made online (our preferred option, if possible), using the counterfoil issued, or in writing, but not over the telephone (to reduce the risk of error). Repeat medication should not usually be ordered more than one week before it is due, unless there is a specific reason, which needs to be made clear. There is a secure post-box on the front of the building to submit prescription requests even when the practice closed. Most prescriptions issued by us are submitted electronically to your chosen pharmacy. This method is preferred as it is more robust and traceable. A prescription will normally be ready for collection from reception or will be at the pharmacy to be prepared for dispensing **two working days** after we receive your request. To nominate a pharmacy for your prescription to be sent to, or to change your nomination, please contact the pharmacy of choice, reception, or nominate via the NHS App. Please request repeat prescriptions in advance of public holidays, etc., as last-minute requests cannot always be accommodated

Staff

We are very fortunate to have an extremely dedicated and hard-working group of staff who all want to do their best for you. Please see our website for details of individual staff members: www.wolstantonmedicalcentre.nhs.uk

The practice team is diverse and your care is provided by clinicians with a wide range of professional roles:

General Practitioners (GPs)—are specialists in family medicine. They focus on the health of the whole person, combining physical, psychological and social aspects of care. Three different types of fully-trained GPs work at the Practice:

- GP Partners own and take overall responsibility for the running of the practice (this is not a Limited Partnership)
- Salaried GPs who are employed by the practice
- Locum GPs who work at the practice temporarily and sometimes at short notice.

GP Registrars—are fully-qualified doctors who are training to become GPs. They are supported by the qualified GPs. At Wolstanton Medical Centre we regularly have GP registrars.

Physician Associates (PAs)—are qualified to assess, diagnose and manage patients.

Advanced Nurse Practitioners (ANPs)—are registered Nurses who have done extra training and qualifications to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with un-diagnosed problems.

Nurse Practitioners (NPs)—are qualified to assess, diagnose, prescribe and refer and treat a wide range of medical conditions without direct supervision of a doctor.

General Practice Nurses (GPNs)

Practice nurses plan and provide nursing care, treatment and health education to patients.

Health Care Assistants (HCAs)

HCAs have a supportive role in the Practice and work under the guidance of a qualified healthcare professional.

Wolstanton Medical Centre works with 5 other practices in the area to form the **Newcastle Central Primary Care Network (PCN)**. Through this grouping, we employ additional staff who support the delivery of care to our patients, these include:

First contact physiotherapist (FCP)—assess and diagnose people with muscle and joint problems when they first present, providing a specialist physiotherapy opinion on first contact. They do not provide physiotherapy treatments themselves but can refer for this if needed.

Trainee Nursing Associates (TNA)—are developing experience in nursing. They have an experienced nurse as a named supervisor.

Social Prescriber—help patients to find the support they need to live happy, healthy and fulfilled lives by linking them with appropriate services, organisations, charities or community groups.

Pharmacist and Pharmacy Technician—support safe medicines use and prescribing.

Mental Health Practitioner—assess and support the management of mental health problems.

Support, time & recovery worker—offers support and advice to people with mental health problems or a learning disability

Health and Wellbeing Coach—use health coaching skills to guide and support patient's to develop the knowledge, skills, and confidence to become active participants in their care supporting them in reaching self-identified health and wellbeing goals.

Care co-ordinator—supports the provision of care across organisations and services.

Practice Manager—manages the overall running of the Practice.

Receptionists—are often the first person a patient has contact with. They use customer service skills to welcome people to the Medical Centre. Receptionists are trained to help people see the professional best placed to help in an appropriate time frame, this may not always be within the practice.

Administration and Secretaries—provide business support to clinical and non-clinical staff.

We have clinical staff who work with us to deliver essential care to our patient but are not employed by the Practice:

District Nurses—visit housebound patients in their own homes or in residential care homes, providing care and supporting family members. They may be contacted by telephone on 0300 124 0092. For more information please visit:-

www.mpft.nhs.uk/services/district-nursing

Health Visitors—can be contacted on 0300 303 3923. They do a number of drop clinics at different centres. For more information visit:-

<https://www.mpft.nhs.uk/services/health-visiting-and-school-nursing>

Midwife—provides care and support to women and their families while pregnant, throughout labour and during the period after a baby's birth. The practice has an attached Midwife who can be contacted on 01782 672181. If you are pregnant and want to book with the University Hospital of North Staffordshire, you can start your maternity journey by registering on My Pregnancy Notes

<http://www.mypregnancynotes.com/>

Wellbeing service

For patients with mental health difficulties we have the Wellbeing service to provide assessment and psychological treatment. Some sessions are held at the Practice:

www.staffsandstokewellbeing.nhs.uk

Palliative care

We work with palliative care staff from the Dougie Mac Hospice <https://dougiesmac.org.uk/> and the Midlands Partnership NHS Foundation Trust palliative care coordination team

Teaching

We are a training practice so we may have students present from time-to-time. Students may lead or observe your consultation. They always have a named and qualified professional supervising them. We train medical students, pharmacy students, physician associate and nursing students, usually from the University of Keele undergraduate medical school or the University of Staffordshire. If you prefer not to have a student present, please mention this either at reception or when you enter the consulting room. This will not affect the care you will be given.

GP Specialty Trainees: The Practice usually has General Practitioner Specialty Trainees ("Registrars") working with us – they are qualified doctors undergoing further training to specialise in general practice. Typically they will work with us for 4 to 12 months. You may make appointments with them just as you would any other doctor.

Audio-visual recording: For development purposes, students and trainees may ask you for permission to record a consultation. No intimate examinations would be recorded. Recordings may be used for examination purposes or assessment. You can decline to have your consultation recorded and this will not affect the care you will be given.

Named GP for all Patients

As one of our patients you have an allocated named GP (your registered GP), who has the responsibility for the overall care that our surgery provides to you. Please contact the surgery if you wish to know which GP has been allocated to you. If you wish to express a preference for a practitioner, please advise reception, a message can be added to your record, however, it may not always be possible to accommodate these wishes in an emergency.

Patient Participation Group

The Patient Participation Group Panel meets to support the work of the Practice through their help, advice and contacts with the people of Wolstanton, May Bank, Porthill, Cross Heath and surrounding areas. Ask at reception for further information.

Research

We participate in a number of data collection and research projects. This means that medical records may be used, in an anonymised way, for medical research purposes and that nobody outside of the practice can identify you from the information released. Research has had to have been approved by a Research Ethics Committee. You have the right to prevent the release of your anonymised data from the practice. If you wish to exercise this right then please let the Practice Manager know.

Occasionally, you may receive a letter in the Practice's name, asking if you would like to participate in a research project. Similarly a clinician may ask you during a consultation if you would like to participate in research. Whilst we hope you would be willing to help, you are not under any obligation, and you may refuse with no adverse effect on your care. See our Privacy Policy for more information.

Useful telephone numbers

Appointments	01782 627403
Visits & emergencies	01782 627488
NHS 111 (out of hours and urgent care)	111
Haywood Walk-In Centre	01782 673500
University Hospital of North Midlands	01782 715444
NHS England-North Midlands	01138253712
Staffordshire County Council Social Services	
Adult	0300 111 8010
Children and young people	0300 111 8007
Citizens Advice Bureau (information line)	01782 201234
NHS Staffordshire and Stoke-on-Trent ICB (Integrated Care Board)	0300 123 1461

Staffordshire and Stoke-on-Trent Integrated Care Board

The Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) has responsibility for NHS functions and budgets, we contract to them. Tel: 0300 123 1461

Email: enquiries@staffsstoke.icb.nhs.uk

The ICB has a Patient Advice and Liaison Service (PALS) which is open from 9:00am to 4:00pm Monday to Fridays (excluding bank holidays). Telephone: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

Website: <https://staffsstoke.icb.nhs.uk/contact-us-2/patient-advice-and-liaison-service/>

Getting the Best from Us

Here are some tips on how to get the best from us.

- See the same clinician if possible to maximise continuity in care
- Be aware that appointments are limited by time. Getting to grips with multiple problems may take multiple appointments
- Emergency appointments are for medical issues that cannot wait until the next routine appointment – routine matters cannot be dealt with in these appointments
- Be aware of the pressure on the telephone lines at peak times—use alternative means for contacting us if possible
- Let us know of any change of name, address or telephone number immediately

Online consultations

When submitting an online consultation request, help us to help you:

- Be as specific as possible about the nature of your concern or request (e.g. for Fit Note requests, specify the relevant medical condition and the effect on your ability to work, the start and end dates needed, and the preferred route to receive it)
- Do not use for urgent problems—please speak with reception about these
- Expect a response within 2 working days and contact reception to chase a response if you have not had one after this time

Complaints

We strive to offer a high quality service that provides an excellent standard of clinical care in a responsive fashion, within the resources available to us. We recognise that, at times, things could have been done differently or in a better way. If you feel you have cause to complain or raise concerns, please contact the Practice Manager, either by contacting reception or by letter. We take all suggestions and complaints seriously and will respond to you in accordance with the established mechanisms for complaints within the NHS.

Zero Tolerance Policy

We have a duty of care to our staff and patients and abusive, aggressive or violent behaviour will not be tolerated at the Practice. This includes both verbal and physical aggression. Practice staff are here to help all patients and should be able to do so in a safe and secure environment.

Infection control

Within the Practice we follow national and local infection control guidelines, these may differ to those that apply to the general public outside of the Practice. Good infection control measures are important to keep our staff and patients safe and to prevent avoidable disruptions to service provisions. Please follow current advice at all times when visiting the practice with regards to social distancing, wearing of masks and sanitising.

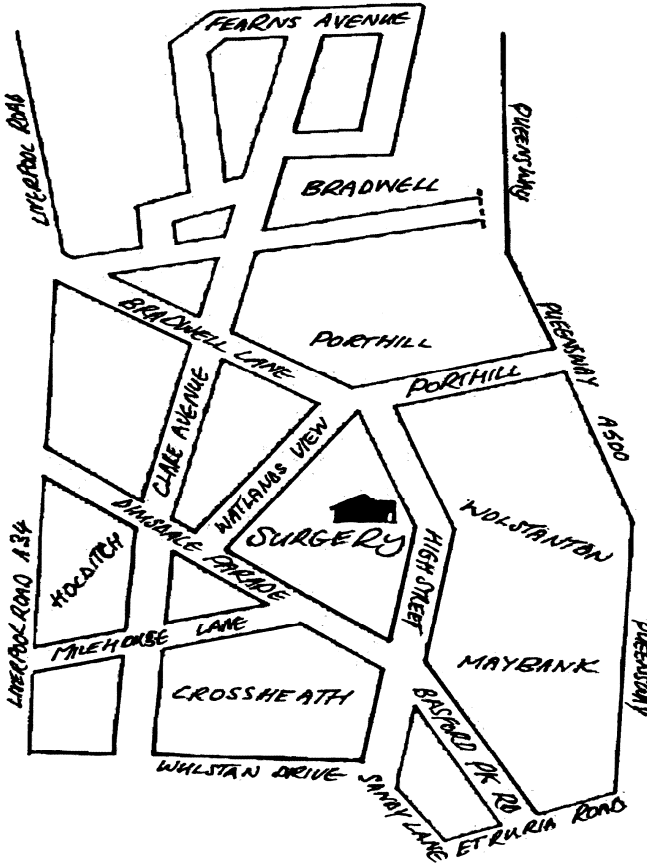
Access to patient information

Data protection, privacy and confidentiality is taken very seriously at the Practice. Full details of what happens to personal data that you give to us, or any information that we collect from you, is found in our Data Protection Privacy Notices:

www.wolstantonmedicalcentre.nhs.uk/patient-information/data-protection-privacy-and-confidentiality

The Practice Boundary

This map below gives an approximation of the practice area. We regret that we cannot accept patients who live outside this area. If you move away from this area, you will be asked to register with a doctor local to your new address.



Wolstanton Medical Centre
Palmerston Street
Newcastle-under-Lyme
Staffordshire, ST5 8BN

01782 627403 (appointments)
01782 627488 (visits, enquiries and other matters)