

# CANNOCK ROAD MEDICAL PRACTICE



## PATIENT INFORMATION BOOKLET

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LOCAL PHARMACY TELEPHONE NUMBERS

Boots High Street Wednesfield	01902 731802
Boots Dudley Street	01902 427145
Boots Blackhalve Lane	01902 731350
Boots Bentley Bridge	01902 722592
Boots Darlaston	0121 526 2607
Brickleys	01902 732747
Bullen Healthcare	0800 888 501
Charter Care Delivered	03301 233188
CO-OP Showell Circus	01902 732029
CO-OP Bushbury Lane	01902 789334
CO-OP Raynor Road	01902 731134
Essington Pharmacy	01902 739645
Fallings Park Pharmacy	01902 731151
Featherstone (Millstream) Pharmacy	01902 865525
Hawthorne Pharmacy	01922 491249
HN Pharmacy	01902 731310
J Doctor Pharmacy	01902 732059
Lloyds 58 High Street Wednesfield	01902 733450
Lloyds 18 High Street Wednesfield	01902 731342
Lloyds Broadway	01902 782411
Poonian Pharmacy	01902 783446
Sainsbury’s Pharmacy	01902 304444

USEFUL TELEPHONE NUMBERS

Age UK	01902 572060
Alcoholics Anonymous	0800 9177 650
Aquarius Addiction Service	0300 200 2400
Childline	0800 1111
Citizens Advice Bureau	01902 773626
Continence Service	01902 444603
Contraception Clinic	01902 444444
Cruse Bereavement Care	0844 477 9400
District Nurses (North East)	01902 444109
Health Information Service	0800 665 544
Health Visitors	01902 444676
Independent Living Service	01902 533666
Patient Advice and Liaison Service (PALS)	01902 695362
Penn Hospital	01902 444141
Phoenix Health Centre	01902 444015
Primrose Lane Health Centre	01902 444031
Healthwatch Wolverhampton	0800 470 944
Meals On Wheels	01902 556677
National Bullying Helpline	0845 22 55 787
New Cross Hospital	01902 307999
NHS 111	111
Non-urgent Police	101
Ring And Ride	01902 425788
Samaritans (Wolverhampton Branch)	01902 426422
Social Services	
Wolverhampton CCG	01902 444878

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## WELCOME TO CANNOCK ROAD MEDICAL PRACTICE

We wish to thank you for registering with our Practice. The Partners and staff of this long-established practice are committed to providing the highest level of patient care.

You have the flexibility of consulting with either your registered doctor or one of the other partners. We offer a choice of mixed age, male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style. However, we recommend you see the same doctor for any on-going problem to ensure continuity of care.

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

If you wish to register as a new patient at the surgery please turn to our new patients section in this booklet

You can also gain updated information about the Practice from our website:  
[www.cannockroadsurgery.nhs.uk](http://www.cannockroadsurgery.nhs.uk)

## THE DOCTORS

Patients are free to consult whichever doctor they choose, irrespective of the doctor with whom they are registered.

If you have a preference for a particular doctor, please inform our Reception Staff.

All GPs are registered with the General Medical Council.

### Dr. C Libberton– Female (CL)

MB ChB, DRCOG, MRCGP

### Dr. N Ram– Male (NR)

MBBS MRCGP

### Dr. R Gulati– Female (RG)

Mb ChB, DRCOG, MRCGP, DRCOG

### Dr. M Gill– Female (MG)

Mb ChB DRCOG

## CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

## SOCIAL SERVICES– SOME USEFUL INFORMATION

Social Services is a department of Wolverhampton City Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

## WHAT SORT OF HELP CAN SOCIAL SERVICES PROVIDE?

### SOCIAL SERVICES FOR ADULTS AIM TO:

Maintain an individual's ability to live independently in the community;

Provide relief for family carers;

Enable provision of residential and nursing home care when independent living is not possible.

### THE MAIN TYPES OF SERVICES ARE:

Information and advice; Domiciliary services;

Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer; Community meals;

Equipment or adaptations to property to enable independent living with advice from occupational therapists;

Day services; Residential or nursing home care;

Carers support.

If you feel that you would benefit from any of the services Social Services offer then book an appointment with one of GPs to discuss it further.

COMMENTS AND COMPLAINTS

MECHANISM FOR DEALING WITH A COMPLAINT

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within the agreed timeframe as agreed with you.

We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what had happened and what went wrong;
- Agree a plan on how your complaint will be dealt with and the timescales involved;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology where that is appropriate;
- Identify what we can do to make sure the problem doesn’t happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

COMPLAINING TO NHS ENGLAND

We hope that if you have a grievance you will use our Practice complaints procedure. We believe this will give us the best chance of correcting whatever has gone wrong and an opportunity to improve our Practice.

Nevertheless, this does not affect your right to approach NHS England.

If you feel you cannot raise your complaint with us, you should contact the Complaints Team at NHSE.

The Complaints Team may be contacted on 0300 311 22 33 or by email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or by post to: NHS England PO Box 16738, Redditch, B97 9PT.

In addition, (WHACS) Wolverhampton Health Advocacy Complaints Service are available to help you through the complaints process. Their services are free of charge and they can be contacted on 0800 161 5600.

If you are dissatisfied with the result of our investigation you can contact the Parliamentary and Health Service Ombudsman:

By telephone: 0345 015 4033; or

In writing to:

The Parliamentary and Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP; or

By e-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

PRACTICE STAFF

Practice Manager	Sharon Bibb
Assistant Practice Manager	Cara Hinks
Administration Manager	Matt Thompson
Advanced Nurse Practitioner	Jon Gamble
Practice Nurse	Jannis Thompson
Health Care Assistant	Dawn Stone
Health Care Assistant	Heather Wilcox
Medical Secretary	Chris Parton
Senior Receptionist	Gemma Evans
Receptionist	Michelle Burton
Receptionist	Debbie Williams
Receptionist	Sally Dowen
Receptionist	Marie Littleton
Receptionist	Liz Ault
Administrator	Chloe Hall
Administrator/ Receptionist	Chloe Hildreth

THE PRACTICE MANAGER

Sharon Bibb is the manager for the practice and she may be able to help you with any administrative or non-medical aspects of your health and treatment.

She is also available to discuss any suggestions or complaints.

RECEPTION STAFF AND ADMINISTRATION STAFF

Our reception staff are here to help you. When telephoning for medical attention our reception staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our reception staff have undertaken special training and always respect patient confidentiality.

ADVANCED NURSE PRACTITIONER

Jon Gamble is our Advanced Nurse Practitioner; if you are offered an appointment with Jon please be assured that he is a highly qualified nurse who is able to prescribe and refer as appropriate with direct access to our GPs if required.

PRACTICE NURSE

Jannis Thompson is our Practice Nurse and is available by appointment for various treatments, health promotion advice and screening, including smears, immunisations and vaccinations and long-term condition clinics.

When booking an appointment with a Practice Nurse our Reception Staff may need to ask you the reason for the appointment in order to determine how much time to allocate. Consultations are by appointment only.

HEALTH CARE ASSISTANTS

Heather Wilcox and Dawn Stone are our Health Care Assistants

They are not qualified as a nurse, but have undergone training to enable them to take bloods, blood pressure, assist with minor surgery, ear syringing, new patient health checks and ECGs. They also fit 24-hour blood pressure monitors.

All requests for blood tests must be made through one of the doctors or the Advanced Nurse Practitioner.

ATTACHED STAFF & CONTACT NUMBERS

Sharon Taylor (Midwife)	07881 255304
District Nurses	(01902) 444031
Health Visitors	(01902 ) 444676

ZERO TOLERANCE

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly – without violence or abuse.

We strongly support the NHS policy on zero tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list and be reallocated with the assistance of Wolverhampton CCG.

COMMENTS AND COMPLAINTS

COMMENTS

We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion box in the waiting room for this purpose.

In reception we also have Friends and Family Tests where patients fill in a short anonymous questionnaire about how likely they are to recommend our surgery to family and friends. Please ask at reception for more

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

IF YOU FEEL YOU NEED TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, preferably 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 the most a few weeks, as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within no more than 12 months of the incident that caused the problem,

Complaints should be addressed to the Practice Manager Sharon Bibb in the first instance. Alternatively, you may call the surgery and ask to speak to the practice manager who if available will be happy to deal with your complaint. She will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.



SAFETY AND SECURITY

The Practice has CCTV installed at the Practice premises.

In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda.

We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.

SICKNESS CERTIFICATES

Under current legislation a Patient can “self certificate” for the first 7 days of any illness. The self certificate (Form SC2) is available online or at reception. We do not normally issue doctors certificates for the first week. After the first week, if you require a further sick note please make an appointment as these are obtained as part of a consultation with a doctor or the Advanced Nurse Practitioner.

If you require one for insurance or other purposes, please ask your doctor (a fee will be payable in this in-

STAFF TRAINING

The surgery may closes from time to time for a few hours in the afternoon for staff training.

TELEPHONE OPENING TIMES

Our phone lines are manned between 8:20am—6:30pm Monday– Friday, our reception staff aim to answer each phone call with 6 rings.

TEST RESULTS

Please allow 5-6 working days for blood test results to come back . Some test results may take longer.

Test results are given out after 11:00am each day.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will, of course, make every effort to contact you should your returned result need urgent action. **However, it is your responsibility in all cases to find out the result of your test.**

The doctors check the results before our Reception Staff are able to give any information to you. Our Reception Staff will only be able to state that the result is normal or that you will have to see the doctor.

Please do not expect our Reception Staff to relay any other information regarding the test results.

TRAINING PRACTICE

The surgery has been accredited as being suitable as a training practice for student nurses as is proud to have offered this service for the past few years and are now accredited as a training practice for GP registrars. The GP Registrar (the Trainee) is a fully qualified doctor who already has much experience of hospital medicines and who will gain invaluable experience by being based within the Practice. They will work full-time in the practice for a period of 6 or 12 months. We will keep you informed when this commences.

THE MIDWIFE

Our midwife is Sharon Taylor and she runs a clinic here at the surgery on a Wednesday.

Midwives care for and support pregnant women, their partners and new babies before, during and after birth. They monitor the health of the mother. Counsel her on health issues and explain the options for delivery of the baby.

Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

ACCESS TO THE SURGERY

Surgery Hours:	AM	PM	Practice Opening Times			
Monday	8:30am—12:00pm	3:30pm—6:00pm	Monday	8:20am	<u>TO</u>	6:30pm
Tuesday	8:30am—12:00pm	3.30pm—8:00pm	Tuesday	8:20am	<u>TO</u>	8:00pm
Wednesday	8:30am— 12.20pm	3:30pm—6:00pm	Wednesday	8:20am	<u>TO</u>	6:30pm
Thursday	8:30am—12.00pm	3:30pm—6:00pm	Thursday	8:20am	<u>TO</u>	6:30pm
Friday	8:30am—12:20pm	3:30pm—6:00pm	Friday	8:20am	<u>TO</u>	6:30pm

Please note that consulting times may change without prior notice

EMERGENCIES

FOR LIFE-THREATING EMERGENCIES SUCH AS

- SEVERE BLEEDING
- COLLAPSE OR UNCONSCIOUSNESS
- SEVERE CHEST PAINS
- STROKE SYMPTOMS

TELEPHONE 999 FOR AN AMBULANCE IMMEDIATELY!!

WHEN THE SURGERY IS CLOSED

On occasions we do close the surgery for a short while for staff training the dates of these sessions will be posted in the waiting room well before hand to inform patients.

For emergencies that cannot wait until the surgery is back open, please telephone us on 01902 739973, where your will receive further instructions. If you are unable to contact the doctor and the emergency persists, ring 999 without delay.

**MAKING AN APPOINTMENT**

The doctor will try their best to give enough time to each patient, but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting. So please make an appointment for each person wishing to be seen.

If you think that your problem may take an unusually long time, please inform our reception staff so that allowances can be made for this.

OUR APPONTMENT SYSTEM

Our appointments at the surgery are arranged in categories ‘book on the day’ ‘pre-bookable’ , ‘emergency’ and ‘telephone triage’.

Book on the day appointments are released each day at 8:20am, these are bookable by telephone or online (you will need to register for this), pre-bookable appointments can be booked at anytime depending upon availability.

EMERGENCY APPOINTMENTS

We have a limited number of emergency slots each day which we keep for genuine emergency or urgent medical problems that cannot wait until the next day. In order that these appointments are used effectively we will ask you for detailed information which is passed across to the doctor, once this request has been confirmed by the doctor you will be notified of the appointment.

ONLINE ACCESS

Patients can sign up for online access this gives you the ability to book appointments both on the day and in advance, request prescriptions and view your medical record. Please ask at reception for more details.

HOME VISITS

Are for patients who are housebound and are genuinely unable to leave their house for medical reasons, terminally ill and patients who would be caused serious harm if moved. Unavailability of transport is not a reason to request a home visit.

Home visit requests should be made before 10:30am

It is not possible to request a specific doctor for a home visit.

CANCELLING APPOINTMENTS

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else.

**SELF CHECK-IN**

The surgery has an automated self check-in touch screen located in the entrance lobby.

This is a simple to use system that enables patients to check themselves into our appointments system.

Should you feel uncomfortable about using such a system, you can obtain help, or ask our reception staff to book you in. You can now also complete surveys at our check-in screen, please ask at reception for more information.

**PRACTICE CHARTER**

These are local standards set within this Practice for the benefit of our patients.

OUR RESPONSIBILITIES TO YOU...

You will be treated with courtesy and respect by all Practice personnel. An urgent appointment with a Doctor or Nurse Practitioner will be available to book on the day at 8:20am.

Our standard is to see 80% of patients within 30 minutes of their appointment time however, this will depend on the medical problems the doctor is presented with in each appointment.

We aim to answer the telephone within six rings.

Requests for repeat prescriptions will be dealt with within 2 working days.

Medication that is not on repeat may take longer than 2 working days.

Prescriptions cannot be requested over the phone unless you are housebound, please bring your request to the surgery or contact your local pharmacy.

All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.

If you have a complaint please speak to any member of staff where your complaint will be dealt with in a professional and efficient manner.

We wish to make the Practice as accessible as possible. If you have hearing, visual or physical difficulties please let our Reception Staff know, so that we can enable you to fully use our services.

**PRACTICE CHARTER**

YOUR RESPONSIBILITIES TO US...

If you are unable to attend for an appointment please let us know so that we can offer it to someone else.

If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:30am to request a home visit.

An emergency appointment is for an urgent medical problem; please speak to our reception staff if you feel you need an emergency appointment

We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.

Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.

Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others. Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted. If you are violent or abusive, you will be warned to stop their behaviour. If you persist, we may exercise our right to take action to have you removed, immediately if necessary, from our list of patients and asked to register at another surgery. In some cases, where necessary, the Practice will involve the police.

While we strive to meet the standards in this charter, we will also need your help to achieve this by following the actions given by your clinician.



NEW PATIENT CONTINUED

NAMED GP

Every patient in our practice has a ‘Named GP’ who will be accountable for their care. This GP will periodically review your care in which you receive. Your ‘Named GP’ is who you are registered under. If you are unsure as to whom this is please ask at reception. Having a ‘Named GP’ DOES NOT stop you from seeing the doctor

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS (e.g. private certificates, reports supporting private health insurance claims and other non-NHS medical reports).

Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination.

Fees may be charged for services for other special purposes such as:

- HGV and PSV licences -Elderly drivers;
- Fitness-to-travel -Fitness-to-drive;
- Fitness-to-undertake certain sports: and Private Sick Notes
- Fostering/adoption medicals
- Holiday cancellation forms
- Private prescriptions

PATIENTS NOT SEEN WITHIN THE LAST 3 YEARS

If a doctor or other health care professional has not seen you within the last three years, please contact our Reception Staff to arrange an appointment.

PATIENTS OVER 75

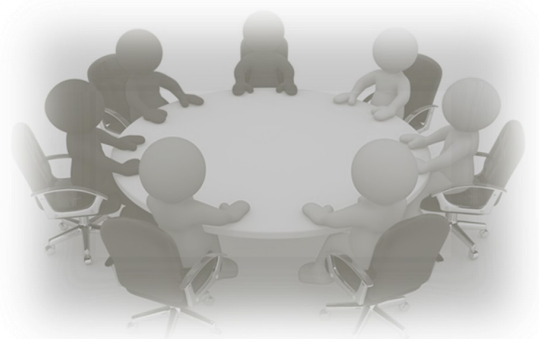
If you are aged 75 or over, you are eligible for an annual health check by one of our health care assistants. Please contact the surgery and speak to our reception staff to arrange this.

PATIENT PARTICIPATION GROUP

Are you interested in having a say in how your Practice is run?

Do you have some free time to attend meetings, usually quarterly?

New members are always welcome to join our active Patient Participation Group – please ask our Reception Staff for more details.



URGENT AND OUT-OF-HOURS CARE

If the surgery is closed and your medical problem cannot wait until the next working day there is a number of options open to you:

Wolverhampton North Network

You now have access to GP, Nurse and HCA appointments during the evenings and weekends as part of Wolverhampton North Network.

Cannock Road Medical Practice is a member of Wolverhampton North Network and together we are able to offer additional appointments and services.

You can make an appointment to be seen at any of the following practices by telephoning 01902 739973 or when the surgery is closed the practice directly.

Monday	Ashfield Road Surgery 01902 783372
Tuesday	Cannock Road Medical Practice 01902 739973
	Keats Grove Surgery 01902 731907
Wednesday	Woden Road Surgery 01902 454242
Thursday	MGS Medical Centre 01902 728861
Friday and Sunday	Showell Park Health Ctr 01902 446711
Saturday	Prestbury Medical Practice 01902 721021

Walk in Centre

Phoenix Health Centre—Open Monday-Friday 10am 7pm and Weekends and Bank Holidays 10am—4pm. Parkfield Road, Wolverhampton, WV4 6ED

NHS 111

Available 24 hours a day (see below for more details) Call 111

Urgent Care Centre, available 24 hours a day. Above A&E, New Cross hospital, Wolverhampton. Please call 111 to arrange an appointment

Patients must not misuse these services as they are for emergencies that cannot wait until the next working day. If you are unsure if your medical problem is urgent call NHD 111 service on 111 for advice.

NHS 111

NHS 111 operates a 24-hour nurse advice and health information service providing information on: What to do if you or your family are feeling ill, particular health conditions, local healthcare services, such as doctors, dentists or late night opening and chemists, self help and support organisations NHS 111 works in hand with other healthcare services provided by the NHS, helping you to make the right choice to meet your needs.

Calls to NHS 111 are free from both landlines and mobile phones. For patients’ safety, all calls are recorded. If you need health information or advice at any time of the day or night, call NHS 111 on: 111 or visit the website .

## **PRESCRIPTIONS**

Once a request for repeat medication is received at the surgery it then takes up to two working days before the prescription is ready.

Please note medication that is not on repeat can take longer!!

We DO NOT take requests for medication over the telephone unless you are housebound!!

Prescriptions can alternatively be requested online if you are signed up for patient access please ask at reception or give us a call for more information.

### **REPEAT MEDICATION**

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items required. If you have more than one repeat prescription, please try and order all your items together. Request should be sent to the surgery in person or representative, via a pharmacy, post, email or fax, a dedicated box for prescriptions is in the foyer for your convenience. The fax number is 01902 735009 and email address is wolccg.cannockroadsurgery@nhs.net or alternatively via patient access if registered to do. Please ask reception for more details if you are unsure.

Please ensure you allow sufficient time to request your prescription so that you do not run out especially around Public Bank Holidays.

You do not need to see a doctor for a repeat prescription unless told otherwise.

### **LONG-TERM MEDICATION**

If you are on long-term medication it is likely you will be asked to see a doctor every few months so your condition can be reviewed. You will also be given a computer list of your medication on the right-side of your prescription to make re-ordering easier.

Please let our reception staff know if your medication has been changed following a hospital visit.

### **ELECTRONIC PRESCRIPTION SERVICE (EPS)**

Prescriptions can now be electronically sent to your local pharmacy using the Electronic Prescription service this means that your medication can be sent straight to the pharmacy without you having to collect your prescription and take it there.

We recommend patients to sign up for EPS with their chosen pharmacy as this enables you to receive your medication as efficiently as possible.

Unfortunately, controlled medication cannot be sent electronically; however if you speak to your local pharmacy they should be happy to collect the prescription from the surgery for you.

Please speak to reception staff or your local pharmacy to sign up for the Electronic Prescription Service.

## **SERVICES AVAILABLE AT THE PRACTICE**

### **ANTENATAL CLINICS**

Sharon Taylor our midwife runs a clinic on a Wednesday for patients registered at the practice who are pregnant. Please book appointments through the midwife.

### **ASTHMA AND COPD CLINICS**

Jannis Thompson our Practice Nurse is available to book an appointment with for annual asthma and Chronic Obstructive Pulmonary Disease (COPD) check up. Please call us or ask at reception for details.

## **CHAPRONES**

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

## **INTERPRETERS**

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor.

Appointments must be pre-booked and the patient must inform reception staff when booking the appointment if they require an interpreter.

## **MOBILE PHONES**

We allow mobile phones to be used within the surgery building, but please ensure you turn them off before going into the doctor's consulting room.

## **NEW PATIENTS**

The practice is able to take new patients providing they live in the Practice catchment area (see page 22).

To register please come into surgery to collect a registration application from our reception staff. The registration application also includes a Patient Health Questionnaire, please complete this to the best of your knowledge as this will provide us with basic medical history until your medical records arrive from your previous GP Surgery.

Once you have handed in your registration form we aim to have you registered within 7 working days.

When registering a new baby, please bring their NHS Number or the child's red book.

If you have a requirement for a prescription then you should arrange an appointment with a doctor of your choice to discuss your on-going care.

All new patients are encouraged to have a new patient health check when registering with the Practice.

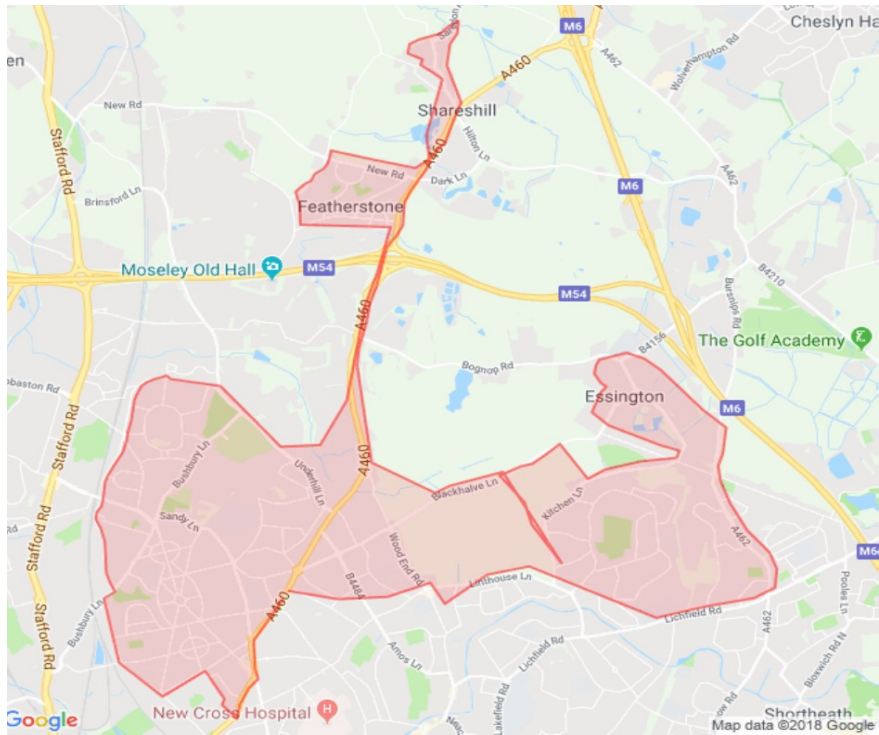
### **REGISTRATION FOR ARMS FORCED PERSONNEL**

Registration for armed forces personnel – anyone falling into the category below are permitted to register with the practice for up to 2 years and must provide written authorisation from Defence Medical Services (DMS):-

- Patients requiring cancer treatment
- Pregnant women or women on maternity leave
- People who are long-term wounded, injured and sick and are better cared for at home
- People posted to a location without access to a convenient MoD GP

PRACTICE AREA

This is the practice



The outlined practice area applies to new patient registrations only and does not affect currently registered patients. The practice operates an inner and outer boundary to accommodate patients moving address. We must make it clear to all patients wishing to remain registered at the practice residing in the outer boundary, we will not be in a position to provide home-visits. It will be your responsibility to attend the practice.

CHANGE IN PERSONAL DETAILS

Please inform the our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records accurate.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

Our Reception Staff will help you with queries about practice boundaries.

CARER’S REGISTER

The Practice has a Carer’s Register for people who care for a relative/friend. Carer’s Information Packs are available from our Reception Staff

CAR PARKING

A car park is provided for patients who are visiting the surgery,

Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

Please be aware that patients are not permitted to park on the pavements outside the practice. Patients found parking on the pavements will be fined by the local council.

When available please park at the rear of the building spaces at the front of the building are reserved for doctors and disabled patients.

CONTRACEPTION CLINICS

Both Dr Gulati and Dr Libberton are trained to fit and remove coils and implants. Please book with one of our female doctors to discuss contraception.

DIABETIC CLINIC

Jannis Thompson our Practice Nurse is available to book an appointment with for annual diabetic reviews. Please call us or ask at reception for details.

FLU, PNEUMONIA and SHINGLES VACCINATIONS

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, asthma, diabetes, immunosuppressed, carers, in pregnancy and residents of nursing home.

If you are housebound our team will administer your flu vaccination at home.

If you are aged 65 or over, you are strongly advised to have a pneumonia vaccination. Appointments with the nurse can be booked with our Reception Staff. Please inform reception staff if you **DO NOT** want your flu or pneumonia vaccination!

If you are aged 70, 78 or 79 you are entitled to a Shingles vaccination, protect yourself from the pain of shingles. Speak to reception for further details

IMMUNISATIONS CLINIC

Our Practice Nurse Jannis Thompson is fully trained in administering immunisations please contact the surgery to book an appointment.

SMOKING CESSATION

Our Health Care Assistants Heather Wilcox and Roseanna Wood have special training in this area and can offer advice and support to people who are motivated to stop smoking. Please ask at reception to book into

TRAVEL VACCINATIONS

Our Practice Nurse, Jannis Thompson, is fully trained in administering travel vaccines and is available by appointment. Please contact the surgery at least 8 weeks before you travel to book an appointment.

NHS HEALTH CHECKS

NHS health checks are offered to patients aged 40-74 years old once every five years. The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. The health check usually takes around 20 minutes and involves a fasting blood test. Please contact the surgery if your eligible and wish to book a NHS health check.

SMEARS

Patients that receive a letter saying their cervical smear screening is due can contact the surgery and book in with our Practice Nurse. We recommend that patients have their smear 7-10 days from when they start their menstrual cycle.

CHILD HEALTH SURVEILLANCE

6-8 week development assessments and weight checks are performed by our doctors and health care assistants, these are scheduled by appointment.

Please ensure that you bring the Red Book to all appointments.

CHILDHOOD IMMUNISATIONS



# IMMUNISATION TIME-TABLE

Many potentially fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccinations. It is very important that all children are fully immunised. Reminders are sent out by the Health Authority.

Current recommendations for children are:

8 Weeks Old	<p><b>5-in-1 Vaccine</b>– This single jab contains vaccines to protect against five separate diseases: Diphtheria, tetanus, whooping cough (pertussis), polio and Haemophilus influenza type b (known as Hib– a bacterial infection that can cause severe pneumonia or meningitis in young children.</p> <p><b>Pneumococcal (PCV) Vaccine</b>- This protects against fatal pneumococcal infections</p> <p><b>Rotavirus Vaccine</b>- An oral vaccine against rotavirus infection, a common cause of diarrhoea and sickness</p> <p><b>Meningitis B Vaccine</b>– This vaccine will protect your baby against infection by meningococcal group B bacteria</p>
12 Weeks Old	<p><b>5-in-1 second dose</b>- Second dose</p> <p><b>Rotavirus Vaccine</b>– Second dose</p>
16 Weeks Old	<p><b>5-in-1 Vaccine</b>– Third dose</p> <p><b>Pneumococcal (PCV) Vaccine</b>– Second dose</p> <p><b>Meningitis B Vaccine</b>– Second dose</p>
12 Months Old	<p><b>Hib/Meningitis</b>– Given as a single jab containing vaccines against meningitis C (first dose) and Hib (fourth dose)</p> <p><b>Measles, Mumps and Rubella (MMR) Vaccine</b>– Given as a single jab</p> <p><b>Pneumococcal (PCV) Vaccine</b>– Third dose</p> <p><b>Meningitis B Vaccine</b>– Third dose</p>
2-7 Year Olds	<p><b>Children’s Flu Vaccine</b>- Annually</p>
3 Years 4 Months	<p><b>Measles, Mumps and Rubella (MMR) Vaccine</b>– Second dose</p> <p><b>4-in-1 Pre-school Booster</b>—Given as single jab containing vaccines against diphtheria, tetanus, whooping cough (pertussis) and polio</p>
12-13 Year Olds	<p><b>HPV Vaccine</b>– Which protects against Cervical Cancer– two injections given 6-12 months apart.</p>

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme.

A Publication Scheme is a guide to the ‘classes’ of information the Practice intends to routinely make available. Details are available from our Reception Staff.

## CONFIDENTIALITY

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients’ family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

The patient’s rights in relation to disclosure of such information are covered by the Practice’s registration under the Data Protection Act and we follow the guidance issued by the GMC in; ‘*Confidentiality: Protecting and Providing Information*’ which explains circumstances in which information may be disclosed.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please speak to reception staff who can provide your with a form for access to your medical records.

ACCESS TO THE SURGERY FOR PEOPLE WITH DISABILITIES

The Practice underwent a total refurbishment in 2015-16, the entrance and ground floor are wheelchair accessible.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

HOSPITAL APPOINTMENTS

Routine hospital referral letters will be done in chronological order as soon as possible. Urgent referrals will be done on the same day.

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

FACILITIES AVAILABLE AT THE PRACTICE

A room available for nappy changing;

A room available for breastfeeding on request;

A room to discuss matters in private on request;

A comfortable waiting area (our Practice is cleaned and checked every day).

We will keep you informed through:

Our up-to-date health and Practice information booklets; Notice boards in the waiting room; newsletter,

HOW WE LIKE TO KEEP YOU INFORMED

Here at the surgery we are always tried to keep our patients up-to-date with all relevant information. We do this through our:

Information Leaflets;

Posters around the surgery;

Practice booklet / leaflet;

LED screen in our waiting room;

Newsletters;

Practice website;

Email, please ensure we have your up to date details

As well as our Patient Participation Group meetings.

ACCESS TO PATIENT RECORDS

The Practice charges the following fees where a patient requests to access their own medical record, viewing Records Only – Free if the records have been updated within the last 10 days. Otherwise, a maximum of £10.

Obtaining Copies of Health Records

- If held on computer – maximum £10;
- If held in another media – maximum £50;
- If held on a combination of computer and other medias – maximum £50.

IMMUNISATION TIME-TABLE

14 Year Olds	<b>3-in-1 Teenage Booster</b> – Given as a single jab and contains vaccines against diphtheria, tetanus and polio
	<b>Men ACWY Vaccine</b> – Given as a single jab and contains vaccines against meningitis A, C, W and Y

Current recommendations for adults are:

65 Year Olds	<b>Pneumococcal Vaccine</b> – Single dose
65 Years and Over	<b>Flu Vaccine</b> – Annually
70 Years (78 and 79 Year Olds as catch up)	<b>Shingles Vaccine</b> – Single dose

Please inform our reception staff if you are eligible but DO NOT wish to have any of the vaccinations listed above.

Additional vaccines for special groups include:

- Flu jab for pregnant women
- Whooping cough vaccine for pregnant women
- Men ACWY for first-time university entrants

There are also some travel vaccines that we provide free on the NHS

- Hepatitis A Vaccine
- Typhoid Vaccine

Please contact the surgery at least 8 weeks before you travel to book an appointment for travel vaccines. Any other travel vaccines that are not listed above are not done at the surgery but can be done privately for a fee at your local pharmacy.

CONSENT FOR CHILDREN’S TREATMENT (UNDER 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.