

Patient Services Guide

Whitby Health Partnership



114 Chester Road, Ellesmere Port
CH65 6TG

Visit us at:
<https://whitbyhealthpartnership.co.uk/>

Welcome to Whitby Health Partnership

Serving approximately 16,000 registered patients in the community, Whitby Health Partnership prides itself in delivering quality healthcare for a wide range of health concerns and conditions.

Quality Care Commission (CQC)

Whitby Health Partnership was rated as a 'Good' healthcare provider following its most recent inspection (CQC 2022).



The Partners

Dr Karen Edwards
Dr Filomena Bianco
Dr Marc England
Dr Tracy Shaw
Dr Emily Morton
Dr Alison Daly
Dr Jo Hardie
Dr Aye Soe



The Partners

The Partnership is not a limited partnership and the doctors are all general practitioners within the practice.

General Practitioners (GP's)

Alongside the partners, there are an additional 6 general practitioners that see patients on site.

Advanced Practitioners

Advanced Nurse Practitioners and a Physicians Associate also work from the premises offering daily appointments to patients.

Nursing Team

A team of nurses provide a range services such as chronic condition management, vaccinations and childhood immunisations. The nursing team is supported by a team of healthcare assistants.



Management Team

The management team consists of:

- Business Manager
- Operations Manager
- IT Manager
- Patient Services Manager

Supporting the management and clinical workforce are a team of expert healthcare administrators.

Healthcare Administrators

Healthcare administrators ensure records are maintained, referrals and tests are arranged; as well as supporting patients to arrange appointments and fulfil admin requests.

Appointment Information

Whitby Health Partnership provides 3 types of appointments:

Acute – Urgent / on the day

Routine – Not urgent but important

Specialist – e.g. Family planning or Physio

Your medical requests will be triaged and we will respond within 24 hours or much sooner if it is urgent.

Sometimes if appropriate, you may be signposted to a local service provider that can see you sooner e.g. eye clinic or Pharmacy.

On average 30% of the medical requests we receive can be responded to remotely and the fastest way to correspond is often via text or email.

Urgent cases will be dealt with on the same day.

How do I request an appointment?

You can request an appointment in the following ways:

Via the NHS App- We make some appointments available to book via the NHS App.

Online Consultation- Complete an online consultation form via our website or chatbot link.

Via the phone- Call us on 0151 355 6144 and follow the most appropriate option 08:00-18:30.

When should I ask for a nurse appointment?

Nurses treat a wide variety of illnesses including:

- **Cervical smears**
- **Childhood vaccinations & health advice for parents of young children**
- **Asthma**
- **Diabetes**
- **High blood pressure**
- **Chronic Obstructive Pulmonary Disease (COPD)**
- **Contraception**
- **Overseas travel clinics**
- **Chronic Heart Disease (CHD)**
- **Learning Disabilities**
- **Health Checks for over 40s**

If you suffer from any of the above conditions you will be invited to attend an annual review. If you are subscribed to our texting service, you will receive a text link inviting you to choose an appropriate appointment time that suits you.



Do I always need a doctor?

Not every problem requires a doctor. Some requests can be handled by our admin team and some health related problems are best suited to other healthcare professionals such as our advanced nurse practitioners or pharmacists.

Telephone consultations

Since a large proportion of diagnoses are arrived at by speaking to patients, telephone consultations can be used safely for much GP work. Many follow up appointments can be done on the phone, which saves you travelling to the surgery. This is appropriate for discussing test results and medication reviews. If an examination is necessary the doctor will arrange this within the next 24 hours.



Home Visits

If you are registered as housebound you may request a home visit.

Please telephone the surgery on 0151 355 6144 before 11:30 hrs. Requests for a visit after 11:30 hrs will be for emergencies only and will be assessed by the doctor on duty that day.



111

This service offers advice and information and is available by telephoning 111.

For serious emergencies
dial 999

Evening and Weekends

In a medical emergency, outside normal surgery hours, please telephone 111. This will put you through to the Out Of Hours Service which operates every evening and weekend. This service is commissioned by the Western Cheshire Primary Care Trust. Eastham Walk in is open 12:00-20:00 and is open 7 days a week. CH62 9AN

Extended Hours

The practice opens until 8pm every Wednesday.

Extended access hours enable better access for patients to our services. These appointments are pre-booked via our patient services team.

Your Usual GP

Every patient is allocated a 'Usual GP'. This is the GP that will usually deal with things such as: prescription requests, tests results and onward referrals.

When you request an appointment we always ask if there is a particular clinician you would prefer. This could be your usual GP, but it may also be a nurse or someone who is familiar with you or your condition.

Please make such requests clear to us on your online consultation form or when you call us. Not all clinicians work every day, so if you dont mind waiting, we can arrange this for you, as long as your request is not urgent.

Repeat Prescriptions

If your doctor has prescribed medication which he/she wishes you take on a regular basis, you may be issued with a repeat prescription.

Please allow 72 clear working hours for all repeat prescription requests.

We also accept repeat prescriptions placed in the request box at in the hallway entrance to the surgery.

Please note, we do not take prescription requests over the phone.



Results and Investigations

Results are available after 2pm Monday to Friday only. Please telephone 0151 355 6144. Results will only be given to patients or a nominated person, where prior written consent has been given.

Non NHS Examinations

Our doctors carry out medical examinations for pre-employment, insurance, taxi medical, HGV, fitness to travel etc. **These are by special appointment only and a fee is payable.**

Please complete an online admin request if you require any of the above services.

Non NHS Forms

Some forms require a doctor's statement such as medical insurance claims, holiday cancellation forms etc. The signing of these forms is a non NHS requirement and a fee is payable.

Disabled Facilities

The surgery provides easy access for disabled patients. All consulting rooms are on the ground floor and we have a disabled toilet.

There is disabled parking on the Ellesmere Port Hospital grounds directly in front of the practice entrance.

We have a hearing loop in reception and there is a lift on the ground floor for patients wishing to access the first floor.

Services

Cervical Smears

We recommend that ladies between 25 and 49 years old have a 3 yearly smear test, and those between 50 and 64 years of age have a 5 yearly smear test. This is usually a quick and painless procedure. Smear tests are usually taken by the practice nurse and an appointment is required.

Family Planning

We have specially trained doctors who can offer family planning advice. We also hold a regular family planning clinic at the practice.

The Pharmacy contraception service is now available to offer the contraceptive pill without the need to contact your GP.



Chronic Disease Management Clinics

Our nursing team offer regular clinics in COPD, Asthma, Diabetes, Hypertension, Heart Disease and Stroke prevention. These clinics are by appointment only with the nurse.

Holiday Vaccinations

If travelling abroad, vaccinations are often required. The practice nurse will be able to tell you which you require.

Please provide as much notice as possible to allow the correct vaccination to be arranged.



Minor Surgery

We are equipped to perform minor surgical operations in the treatment room following a GP referral.

Minor surgery can be performed on things such as moles, skin tags and ingrowing toenails.

Childhood Immunisations

We strongly recommend that all children have a full course against the following.

Other Immunisations

Vaccinations against 'Flu' and Pneumonia are available for eligible patients.

Along side this, we also provide vaccinations for:

- Rotavirus
- Shingles
- Pertussis
- HPV
- Covid

| Age | Courses Given |
|--|---|
| 3 Doses at intervals of 4 weeks; First dose at 2 months | Diphtheria, Tetanus, Whooping Cough, HIB and Polio |
| 2 & 4 months | Pneumococcal |
| 3 & 4 months | Meningitis |
| 12 ½ months | HIB & Meningitis, Measles, Mumps and Rubella and Pneumococcal |
| 3 years 4 months to 3 years 6 months | Diphtheria, Tetanus, Polio, HIB, Measles, Mumps and Rubella. |
| 13 to 18 years | Diphtheria, Tetanus and Polio |



What else does it do?

The NHS App is a really useful tool to manage your health. Not only can you view your record, results and messages, you can also:

- **Pre-book appointments**
- **Raise a new health query**
- **Submit an admin request**
- **Request repeat prescriptions**
- **Obtain proxy access for a child or dependant**

NHS APP

You can request and manage your repeat prescriptions via the NHS App. If you have not got this please download it now so you can manage your prescriptions, view your medical record, update your details and view test results.

Use the QR code to download the App or visit our website to get started.

App Store



Google Play





What is Pharmacy First?

Pharmacy First is a service provided by your local pharmacy. Pharmacies can now provide medicines (including anti-biotics) for seven common conditions without the need for a GP appointment. You can contact your local pharmacy directly or you can self-refer to discuss your condition with pharmacist at a time and pharmacy that's convenient for you.

| Clinical pathway | Age range |
|--|-------------------|
| Acute otitis media | 1 to 17 years |
| Impetigo | 1 year and over |
| Infected insect bites | 18 year and over |
| Shingles | 12 year and over |
| Sinusitis | 5 year and over |
| Sore throat Uncomplicated urinary track infections | Women 16-64 years |

How do I check if my health concern is included in the pharmacy First service?

You can triage your condition and book your own time and pharmacy in the following ways:

- Visit <https://www.patienttriage.co.uk/whitby-health-partnership>
- Dial 07441365802 to receive a free text with a link to the digital triage form
- Alternatively, you can scan the QR code below to begin your triage:



Digital Triage

Take control of your health and access medical care quickly and easily.

For non-urgent conditions or general health queries, submit via our online form.

SUBMIT



What other minor illnesses can my pharmacist help me with?

Pharmacies can provide treatment and advice for a wider range of minor illnesses such as:

| | |
|--|---|
| Acne Vulgaris | Diarrhoea |
| Athlete's Foot | Dry Eye |
| Axial Cheilitis (Angular Stomatitis) | Dry Mouth (Xerostomia) |
| Bites and Stings | Lower Urinary Tract Infection |
| Burns and Scalds | Mouth Ulcers (Aphthous Ulcers) |
| Cold | Musculoskeletal Pain – Strains, Sprains and Bruises |
| Colic | Nappy Rash |
| Conjunctivitis | Oropharyngeal Candidiasis |
| Contact Dermatitis | Pain Relief |
| Constipation | Psoriasis |
| Cough | Ringworm |
| Diarrhoea | Scabies |
| Dry Eye | Seborrheic Scalp Conditions, Cradle Cap |
| Dry Mouth (Xerostomia) | Sleep Problems |
| Dysmenorrhoea | Sore Throat |
| Dyspepsia | Sunburn |
| Eczema | Sweat Rash |
| Fungal Nail Infections | Teething in Children |
| Fungal Skin Infections | Threadworm |
| Gastro-Oesophageal Reflux Disease (GORD) | Travel Sickness |
| Haemorrhoids (Piles) | Urticaria |
| Hayfever (Seasonal Allergic Rhinitis) | Vaginal Dryness (Atrophic Vaginitis) |
| Head Lice | Vaginal Thrush (Vulvovaginal Candidiasis) |
| Headache and Migraine | Warts and Verrucas |
| Herpes Simplex | |
| Impetigo | |
| Irritable Bowel Syndrome | |

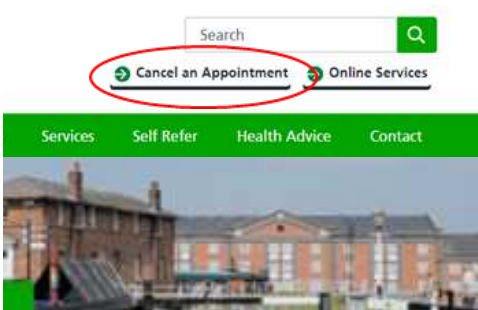
Our Website



Our website has been recently re-designed to make accessing services and advice simple. Below are some key features of the website that enable you to complete common tasks easily.

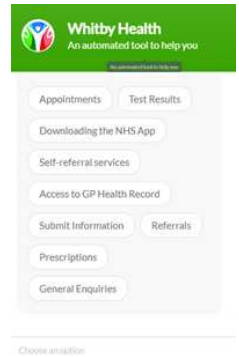
Quick Cancellation Button

If you need to cancel your appointment and don't want to wait in the call queue, simply click the quick cancel button in the top right corner of our website.



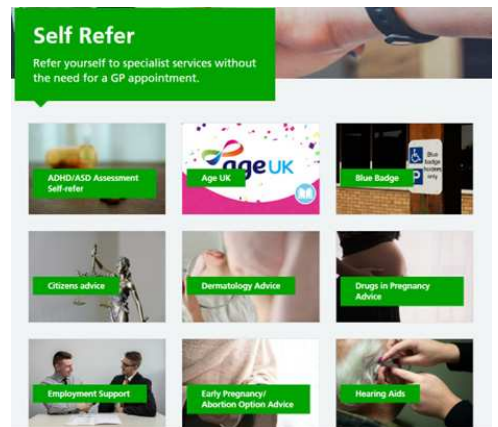
Chatbot

Whether its booking an appointment, updating your personal details or accessing your medical record; the Whitby chatbot is the best place to start. Follow the prompts to complete your task.



Self-Refer

You can now refer yourself to a growing number of services without the need to speak to your doctor. We have made self-referral easy, by bringing the most common self-referral providers into one place. Choose the service you want and follow the instruction on screen.



New Patients

How do I register?

Registering as a new patient at Whitby Health Partnership is simple and should take around 10 minutes using our online form. New patients are usually registered within 48 hours and will receive a text notification once they have been registered.



Do I need my NHS Number?

If you've had a GP in England before, you will have an NHS number. Please try and find this as it helps us find your medical record and speeds up registration. Here are 4 ways you can find your NHS number:

- On prescriptions / letters
- A child's baby red book
- On your NHS App
- Search: "Find my NHS number"

What if I don't have a fixed address?

If you are homeless or have no fixed abode, please use the Whitby Health Partnership address when prompted.

What should I consider when registering?

Deciding which GP practice to register with often comes down to 3 main factors:

1. Location
2. Reputation
3. Accessibility of services

It can be convenient to register at the closest surgery to where you live, but sometimes your surgery will not always have the full range of services to suit your needs. You may also like to research the practice performance compared to other services.

How does Whitby Health Partnership perform?

Every year the government publishes the 'GP Patient Survey', a national survey of every GP surgery in England. Whitby Health Partnership has scored above the national and regional average on the lead measure consecutively.



Also, the latest care quality commission (CQC) inspection was rated as Good, with all categories rated as this standard.

Self Treatment of Common Illnesses and Accidents

Minor Illness High Temperature

High temperature is often the sign of a childhood illness. What to do....

- Take off heavy clothes and dress child in light clothes, such as a T-shirt.
- Turn off, or turn down room heating.
- Take off blankets, duvets etc.
- Give plenty of cool drinks.
- Sponge child's head and body with lukewarm water.
- Give Paracetamol or Ibuprofen (Calpol, Disprol) medicine making sure the dose is correct for the child's age.

DO NOT GIVE ASPIRIN TO A CHILD UNDER 16 YEARS OLD.

Coughs

A cough is the commonest symptom presented to the doctor, it often comes with a cold. It is a protective reflex which helps clear our passages of mucus and to suppress this reflex may do

more harm than good. Steam inhalations may help and occasional use of a sedative linctus (obtained from the chemist) at nighttime is also sometimes helpful.

Consider seeing the doctor if -

- Coughing continues for longer than a week after a cold has cleared unless settling.
- Coughing produces persistent yellow/green sputum that is not settling.
- Coughing produces blood or bloodstained mucus.
- Breathing is accompanied by pain or shortness of breath.

Cuts

Bleeding can usually be stopped by applying pressure for 2-3 minutes. The cut can then be inspected. If it appears clean and the edges can be brought together, apply a plaster or butterfly dressing so that it knits easily. Keep dry for 2-3 days. If the cut is deep, jagged or dirty, consult the practice nurse for advice.

Grazes

Dirt will often enter a graze caused by falling on a rough surface. It should be cleaned carefully with an antiseptic solution. If possible, leave the graze uncovered to encourage a scab to form (this is nature's own dressing). Should a dressing be necessary try to use a non-stick variety.



Sore Throat

75% of sore throats are caused by viral infections which antibiotics cannot cure. Bacterial sore throat will usually resolve without antibiotics. They normally begin to get better within 4-5 days.

Tonsillitis usually starts with a sore throat and pain on swallowing. It may be accompanied by a rise in temperature and the patient may feel under the weather. Sometimes it is possible to see the swollen tonsils with white spots on the surface. Glands in the neck can also swell. Drink plenty of fluids. Use aspirin (or Paracetamol for children under 16) to relieve pain and fever.

See your doctor if –

- **The sore throat worsens after 3-4 days or is one sided.**
- **There is difficulty swallowing fluids.**

Vomiting

Vomiting may be caused by a viral infection of the stomach, by eating or drinking too much or by food poisoning. It often stops within 24 hours, but in some cases is followed by diarrhoea. Some children vomit when they have a temperature and particularly when caused by tonsillitis or ear infection. Eat nothing. Drink small quantities of water, frequently. As the stomach settles take semi-solid food (dry biscuits or bread) before returning to a normal diet.

See the doctor if –

- **Vomiting is accompanied by continuous stomach pains.**
- **Vomiting lasts for more than 24 hours.**
- **If patient or parent is unduly worried.**

Diarrhoea

Diarrhoea is unpleasant but rarely dangerous. It is often accompanied by colicky (cramp-like) pains in the tummy and sometimes preceded by vomiting. An attack usually begins to get better within 48 hours, but sometimes longer. If it persists for 7 days we would normally send a specimen to exclude a bacterial cause. We would not treat with antibiotics until culture is returned if at all as bacterial diarrhoea will often settle untreated.

See your doctor if –

- **There is continuous pain (rather than separate bursts of stomach cramp).**
- **Persists for 5-7 days.**
- **Repeat attacks.**
- **Motions are bloodstained.**



Nosebleeds

Most nosebleeds occur from a small vein just inside the nose. Sit in a chair leaning forward slightly. Pinch the nose just below the bone for about 10 minutes and breathe through the mouth. This will usually stop the bleeding.

Head Lice

These are not a sign of poor hygiene and the lice may in fact prefer clean hair. Treatments are available from the chemist without a prescription.

Insect Bites

These are common in summer and show as itchy spots, mainly on the exposed parts of the body. Calamine lotion may help to relieve the itch and Antihistamines are available over the counter at the pharmacy.

Worms

Thread worms are common, especially in children. A chemist can advise about treatment or contact the doctor when the surgery is open.

Chickenpox

Usually starts with a few pink spots, in the centre of which, a small blister appears. The spots increase in numbers over 3-4 days, occurring on all parts of the body and in the mouth. They are often very itchy. The spots gradually dry and form small scabs and eventually fall off. Oily calamine lotion can be used to alleviate the itch. Children are most infectious for a few days before the spots appear and whilst blisters are present. They can return to school when all the scabs are dry and beginning to fall off.

Mumps

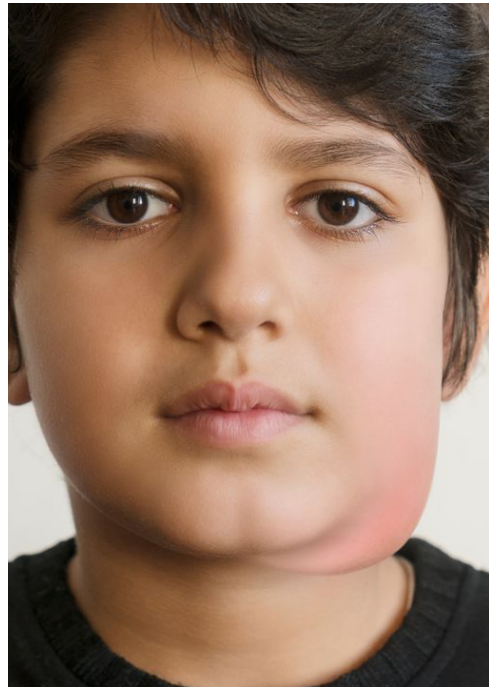
This shows as a swelling of the salivary glands in front of one or both ears or sometimes under the chin. It is infectious for 2-3 days before the swelling starts and for about 10 days afterwards. No specific treatment is required apart from something to ease the discomfort. Consult your doctor if you are worried or if the child is unduly distressed.

Are You A Carer?

If you are the nominated carer for someone, please let us know. This will enable us to provide you with the best possible care and assistance when you require it. Carer's information packs are available in the reception area.

German Measles (Rubella)

Becoming less common now that immunisation is possible. A pale rash, mainly over the upper body, with spots of 2-4 mm. It lasts 2-3 days and is not itchy. The child is rarely ill. Small glands may swell up at the back of the head. As a precaution, keep the child away from women in early pregnancy, as the virus can damage an unborn child if the mother has no immunity



Patient Rights and Responsibilities

You should expect to be treated with respect and we will endeavour to do so. You will also be treated as a partner in your care. Being a partner means that you have responsibilities too.

We will:

- **Ensure that our patients have 24 hour access to medical advice**
- **Endeavour to give you access to a qualified medical professional within 48 hours of your initial request, or in an urgent case, the same day**
- **Work in partnership with you to achieve the best medical care possible**
- **Advise you on the steps that you can take to promote a good and healthy lifestyle**

We would respectfully ask that you:

- **Inform us if you intend to cancel an appointment or are running late**
- **Treat staff with courtesy and respect. Receptionist staff may have to ask some personal questions to assist us in providing the best service to you**
- **Inform us of any changes in your personal circumstances, for example, change of address or telephone number**

You have the right to express a preference of practitioner, and this will be recorded in your medical record. However, you may have to be seen by an alternative clinician from time to time.

Zero Tolerance Policy

The practice considers aggressive behaviour to be; any personal, abusive or aggressive comments, cursing or swearing, physical contact or aggressive gestures.

The practice will request the removal of any patient from the practice list who damages property, or is aggressive or abusive towards any member of staff or another patient. All instances of actual physical abuse on any member of staff, by a patient or a relative will be reported to the police as an assault.



Confidentiality

The practice has a strict policy on patient confidentiality and all members of staff are trained to treat the information we process, on your behalf, in the strictest of confidence.

Complaints and Comments

We make every effort to give the best service possible to everyone who attends our practice. However, we're aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If you wish to make a complaint please contact the Practice Manager. Any comments, or suggestions to improve our service to you, are welcome.



Discrimination Policy

The practice does not discriminate against anyone on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Data Protection Act

The practice complies with the Data Protection Act and Access to Medical Records legislation. Identifiable information may be shared with others where:

- **This helps in getting you further medical treatment**
- **This helps in getting other services e.g. Social Worker (consent required)**
- **We have a duty to others e.g. Child protection cases**

Anonymised information may be used at local and national level to help the local Health Authority and the Government plan services. If you do not want your information to be used in this way, please let us know.

You may access your health record and obtain copies under the above legislation. You should request this in writing and there may be a fee payable for such access. Under law, we have a 40 day time limit to respond to such requests, although we will endeavour to satisfy any request before this deadline.

Catchment Area

The surgery offers its services within the catchment area as is outlined above.

The following post code areas apply:

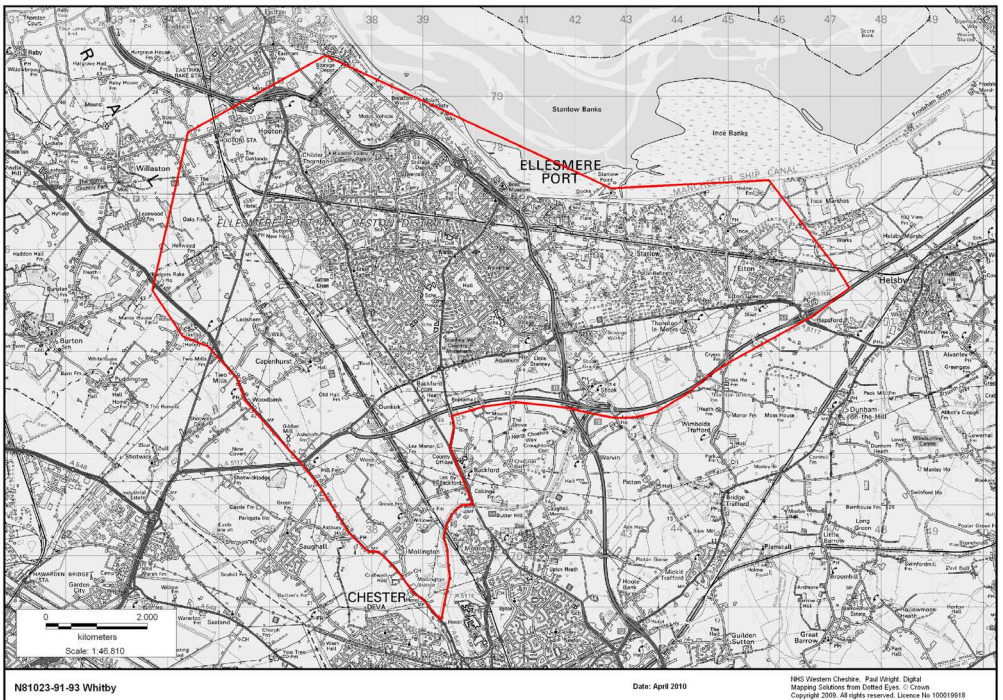
CH1, CH2, CH65, CH66 (including the areas of Ellesmere Port, Elton, Backford Cross, Childer Thornton, Woodbank and Mollington).

CCG Contact Details

West Cheshire Clinical Commissioning Group

1829 Building
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1HJ

Tel No: 01244 650-400



Useful Telephone Numbers

| | |
|----------------------|---|
| 01244 365-000 | Countess of Chester Hospital |
| 01244 365-000 | Ellesmere Port Hospital |
| 0151 488 8467 | Dressings Clinic at Stanney Lane Clinic |
| 0151-678-5111 | Arrowe Park Hospital |
| 0151-334-4000 | Clatterbridge Hospital |
| 0151-648-7000 | BUPA Murrayfield Hospital |
| 01244 680-444 | Grosvenor Nuffield Hospital |
| 0151-347-4200 | Hope Farm Clinic |
| 01244 343-300 | Out of Hours Service |
| 111 | 111 |
| 01244 650-368 | Patient Advice & Liaison Service |
| 0151 355 6144 | Whitby Health Partnership |

Notes

