

# Practice Leaflet

## **WEAVER VALE PRACTICE**

Hallwood Health Centre

Hospital Way,

Runcorn,

WA7 2UT

01928 711 911

weaver.Vale@nhs.net

Weavervale.prescriptions@nhs.net



## **Check Out Our Website!**

Visit <https://www.weavervalepractice.nhs.uk/> for everything you need, health advice and the latest practice news.

We are also Facebook and Instagram



@weavervalepractice



@weaver.valepractice



## Opening Times

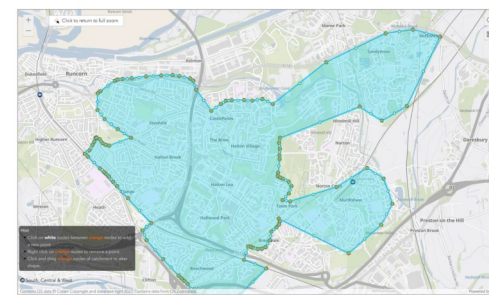
<b>Monday</b>	<b>8:30am—6:30pm</b>
<b>Tuesday</b>	<b>7:00am— 6:30pm</b>
<b>Wednesday</b>	<b>8:30am— 6:30pm</b>
<b>Thursday</b>	<b>7:00am— 6:30pm</b>
<b>Friday</b>	<b>8:30am— 6:30pm</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

## **USEFUL PHONE NUMBERS**

**NHS 111 “Out of hours service” (open 24 hours) 111**

<b>District Nurses</b>	<b>01928 593409</b>
<b>Treatment Room Service</b>	<b>0800 953 0960</b>
<b>Midwife on duty</b>	<b>0151 495 5079</b>
<b>Warrington General Hospital</b>	<b>01925 635911</b>
<b>Halton Hospital</b>	<b>01928 713456</b>
<b>St Helens Hospital</b>	<b>01744 26633</b>
<b>Whiston Hospital</b>	<b>0151 426 1600</b>
<b>X-Ray Department</b>	<b>01925 662449</b>
<b>Phlebotomy</b>	<b>019286 62011</b>

The practice covers areas in Runcorn as shown



The building is shared with Brookvale Practice. There is a car park to the front and side of the building with spaces reserved for patients displaying a disabled sticker. The GP surgery is situated on the ground floor of the building and is easily accessible by wheelchair with a disabled toilet available.

There is a car park to the front and side of the building with spaces reserved for patients displaying a disabled sticker. The carpark has an ANPR camera and users must ensure that they enter their car registration in the Ipads within the building to ensure that you do not incur a parking charge.

All our reception staff are trained to be polite and helpful. In return, they would value your patience at busy times—when your request cannot be dealt with immediately. It is helpful if you could inform the receptionist of why you wish to see the doctor. By doing this they can tell you of other more appropriate services that you may not know about therefore your query may be dealt with quicker

All staff are bound by the same rules of confidentiality as the doctors.

## Teaching Practice

Weaver Vale is a Teaching Practice which means we help train junior hospital doctors and medical students to be GPs. These doctors are with us for four, six or twelve months. We sometimes video their consultations for training purposes but this will only be done if you consent. Intimate physical examinations will not be recorded and the camera will always be switched off if you ask us to.

### **Practice Nurse Appointments**

We have two practice nurses who offer additional services to the doctor : New patient checks, Clinics for Diabetes Asthma, COPD, Heart Checks Cervical smears blood pressure checks, Family planning and Travel Vaccinations. Early appointments on a Tuesday and Thursday morning 7.00am



### **Home Visits**

These are for patients unable to attend surgery e.g. house-bound by their medical conditions. Please ring the practice before 10:30am if you can. You must provide a reason and contact number as this helps GP's plan their visits. The GP may ring you before the visit Please secure any pets in a different room during the visit.

### **Repeat Prescriptions**

Patients on long-term treatment may ask for repeat medication 10 days before you run out of medication. Please complete the slip on the right hand side of the prescription and place the slip in the post box by reception. You can collect it after 4:00pm, 3 working days later, providing you request it before 4pm. If you put the request in on a Friday, it will be ready after 4:00m the following Wednesday. We do not take repeat prescription requests over the telephone. Prescriptions can also be ordered by email using [weavervale.prescriptions@nhs.net](mailto:weavervale.prescriptions@nhs.net) or by registering for on line access.

### **Accessible Information Standard**

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

Further information can be obtained on the NHS website [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

Charities including Action on Hearing Loss, CHANGE, Sense and the Royal National Institute of Blind People (RNIB) will also be able to provide further support.

The Accessible Information Standard aims to ensure that patients (or their carers) who have a disability or sensory loss receive information they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.

If you feel that this applies to you or someone in your care please let a member of the reception team know.

All organisations that provide NHS or adult social care must follow the accessible information standard by law.

The aim of the accessible information standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

Organisations must follow the standard by law. This is explained in Section 250 of the Health and Social Care Act 2012

For all kinds of leaflets in Easy to read format please see <http://www.easyhealth.org.uk/>

Please do not hesitate to contact the Practice if you have any questions.

### **GP Online Services**

Patients can book their own appointments, request repeat prescriptions and view your medical records online the NHS App. Visit [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app) or download the NHS App from the App store

### **Removing Patients from our Practice List**

If we think we have no choice but to remove a patient from our practice list, we will write to the patient to let them know why we are doing this. We will give the patient time to discuss this with us and a notice period for them to register with another practice. However, if the patient has been asked to leave because of violence to a member of the practice, removal will be immediate and may be without communication from the practice.

### **Practice Learning Time**

The practice closes one afternoon a month. Posters will be placed on the noticeboards to advise you of the dates. Prescriptions will need to be ordered a day earlier than usual.

### **Named GP for all Patients**

All Practices are now required to provide patients with a named GP. **You do not have to see your named GP, you can continue to see who you wish**

. Our staff are able to tell you who is your named GP.

### **Cheshire and Merseyside ICB**

The surgery is Cheshire & Merseyside ICB No.1 Lakeside, 920 Centre Park, Warrington, WA1 1QY. Telephone: 01925 944443  
Email: [halton.talk2us@cheshireandmerseyside.nhs.uk](mailto:halton.talk2us@cheshireandmerseyside.nhs.uk)  
Website: [www.cheshireandmerseyside.nhs.uk](http://www.cheshireandmerseyside.nhs.uk)

### **New Patients**

All new patients who register with the surgery, need to attend a new patient health check. This helps us record important health information about you so that we can support you in the best way we can.

### **When do the surgeries run?**

Morning surgeries 9:00am to 11:30am

Afternoon surgeries 2:30pm to 5:00pm.

Early morning appointments 7.15 am to 8.00 am

### **If the problem is URGENT, please tell the receptionist**

Each day, we have a duty doctor who has a telephone advice clinic and will be able to offer an on-the-day-appointments if they think is needed. In an emergency situation you should be happy to see any doctor.

**PLEASE DO NOT MISUSE THE DUTY DOCTOR SERVICE FOR NON URGENT REQUESTS THIS IMPACTS ON SERIOUSLY ILL PATIENTS**

### **How to make an appointment?**

1. **Book online using Patient access**
2. **Ring the surgery**
3. **Call into the surgery**

**REMEMBER ONE PROBLEM ONE APPOINTMENT, IF YOU NEED A DOUBLE APPOINTMENT PLEASE TELL THE RECEPTIONIST**

### **Newborn health Checks**

When you have registered your baby with the practice you will be sent an appointment for a child health check.

### **Child Immunisation Clinics**

Clinics are held on Wednesday afternoons between 1:00pm and 5.30pm. Your child is normally invited by letter to attend but if your child is late for the immunisation please ring or speak to your Health Visitor who may be able to make other arrangements.



### **Suggestions and Complaints**

We want to give you the best service we can and we try to deal quickly with any problem that arises. Please let us know if you have any comments, suggestions or complaints so that we can improve our service.

We have a Practice Complaints Procedure and details on how to contact us are on the practice noticeboard near reception. Please ask the Receptionist for a complaints form or complete a comments form and put it in the comments box which is on the wall in the waiting room. If you are not happy with our response you can contact:

- NHS Halton Clinical Commissioning Group, No.1 Lakeside, 920 Centre Park, Warrington, WA1 1QY. Telephone: 01925 303030 Email: [hccg.hccgtalk2us@nhs.net](mailto:hccg.hccgtalk2us@nhs.net) Website: <https://www.haltonwarringtonccg.nhs.uk>
- Health service Ombudsman Citygate, Mosley Street, Manchester, M2 3HQ Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) Tel: 0345 015 4033
- Care Quality Commission North East Region, Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA (03000 616161) [www.enquirescqc.org.uk](http://www.enquirescqc.org.uk)
- NHS England, North Division, PO Box 16738. Redditch B97 9PT (030033112233) [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **Patients rights and responsibilities**

You have the right to be treated with respect and courtesy by all members of Weaver Vale Practice and our staff should be treated the same by our patients. We expect patients to attend their appointments on time, be available to take a call for a telephone consultation and cancel them with good notice if possible so that we can offer the appointment to another patient.

The practice has a 'Zero Tolerance' to violence and abuse to our GP's Nurses and Staff. Patients will be removed from our patient list immediately if they verbally abuse or physically threaten or abuse any members of our practice.

### **Patient Participation Group**

The patient participation group (PPG) meets quarterly and works with the practice to make improvements for more information email [cmicb-h.wv.ppg1@nhs.net](mailto:cmicb-h.wv.ppg1@nhs.net)

### **Wasted Appointments Policy**

Please let us know at least 24 hours in advance if you cannot attend an appointment, or are no longer available to take a telephone call, so that we can offer it to another patient. Wasted appointments increase the length of time other patients have to wait. If patients do not attend appointments they will be sent a did not attend letter to let them know that this behaviour is unacceptable. If a patient continues to not attend their appointments, they may be removed from our list. If there is a genuine reason why a patient has not been able to attend, we will bear this in mind.

### **Text Messaging service**

Our Practice has a text messaging service which will text you to remind you of upcoming face to face appointments you may have. You can also cancel appointments by just

