

# Wolstanton Medical Centre

A part of Newcastle Central Primary Care Network

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

## PRACTICE INFORMATION LEAFLET



**Dr. John J. Edwards**

MBChB MPH PhD FRCGP

**Dr. Elizabeth Cottrell**

MBChB DMedSci PhD DFSRH DRCOG FRCGP



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 as a group practice, which means that you do not have to see your registered General Practitioner; you may see any 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](http://www.wolstantonmedicalcentre.nhs.uk)

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

Practice email: [wolstanton.medicalcentre@staffs.nhs.uk](mailto:wolstanton.medicalcentre@staffs.nhs.uk)

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)
- Learning disabilities annual review
- Severe Mental Illness annual review
- Frailty Admissions Avoidance Scheme — including a Holistic Needs Assessment for patients with multiple or complex problems to support them to live as safely and as well as possible at home
- Cervical screening and contraception, including HRT
- Baby immunisations
- Child health checks
- Antenatal clinic (run by the practice-attached midwife)
- Maternal health checks: we recommend that only the birth mother (with their baby/ies) attend this check-up

Our appointments are provided by a wide range of clinicians who are expert in primary care delivery. 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—can be booked in advance online or via reception, new appointments are released daily
- Book-on-day appointments—reserved for urgent matters that need to be managed on the same day and are bookable via reception
- Enhanced access appointments—evening and weekend appointments are delivered from Basford House and Bradwell Hospital and can be pre-booked via our reception
- Self-book appointments—in some circumstances we will send patients invites to self-book an appointment for a specific purpose, these invites are sent by SMS or email

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.

We offer a range of consultation types:

- Face-to-face
- Telephone
- Video
- Online consultations—for non-urgent, problems or queries you can submit a request to us via this secure portal <https://accurx.nhs.uk/patient-initiated/m83056>
- Home visits (see next page)
- SMS and Email

Our reception team 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 what is concerning you, to best match the help we can offer.

## **Home visits**

Please contact the surgery as early as possible if you feel an on-the-day home visit is needed.

### **All on-the-day visit requests should be notified by 10:00 am**

Home visits are not ideal for a number of reasons – chiefly because we cannot offer the same facilities at home as at the practice and because they take our clinicians out of the practice for a protracted period. We therefore triage all on-the-day home visit requests and restrict home visits, in accordance with principles agreed across North Staffordshire, to the genuinely housebound and those whose medical condition may be made worse by bringing them to the surgery. Transport difficulties may be overcome with the help of friends or relatives, taxis and other transport. We undertake routine, planned home visits for patients who cannot attend the surgery or for whom a home visit forms part of their assessment.

## **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 accommodate your needs as best we can without affecting your care.

## **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. <https://www.mpft.nhs.uk/services/walk-centre-haywood-community-hospital>

## **Out-of-hours**

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. We recommend that non-urgent enquiries are made after 2pm. You can also make enquiries via:

- Online consultations:  
<https://accurx.nhs.uk/patient-initiated/m83056>
- Practice email: [wolstanton.medicalcentre@staffs.nhs.uk](mailto:wolstanton.medicalcentre@staffs.nhs.uk)

You may be able to find the answer to your query by reviewing your notes on the NHS App, please ask our reception team if you need help signing up to this app.

## 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 a clinician every time. You will still be asked to speak with a clinician periodically to make sure the medicines are appropriate.

Requests for repeat prescriptions may be made online via the NHS App (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](http://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 Resident Doctors**—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 resident doctors.

**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)**—plan and provide nursing care, treatment and health education to patients.

**Patient Care Facilitator (PCF)**

Support patients by assessing their individual needs and by identifying, signposting or referring to appropriate services to improve outcomes and reduce avoidable hospital attendance or admission.

**Health Care Assistants (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 Support Coach**—use health coaching skills to guide and support patients 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 01782 831110. For more information please visit:-

[www.mpft.nhs.uk/services/district-nursing](http://www.mpft.nhs.uk/services/district-nursing)

**Health Visitors**—can be contacted on 0808 178 0611 (option 1). 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/>

### **Talking Therapies**

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

<https://staffsandstoketalkingtherapies.nhs.uk/>

### **Palliative care**

We work with palliative care staff from the Dougie Mac Hospice

<https://dougimac.org.uk/>

## 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 Resident Doctors:** The Practice usually has General Practitioner Resident Doctors ("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

All our patients will 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: <https://www.wolstantonmedicalcentre.nhs.uk/policies/data-protection-privacy-notice-for-patients/>

## 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](mailto: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](mailto: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.

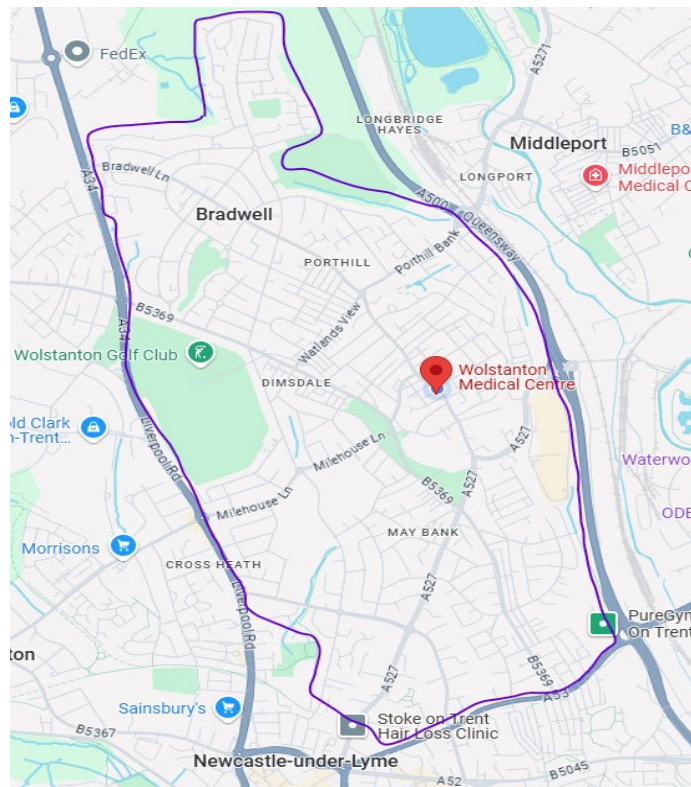
## **Access to patient information**

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:

<https://www.wolstantonmedicalcentre.nhs.uk/policies/data-protection-privacy-notices-for-patients/>

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