

Stirchley
Medical Practice
Sandino Road, Stirchley,
Telford, Shropshire, TF3 1FB

Appointments

01952 660033

Enquiries

01952 660444

Fax

01952 415139

EMERGENCIES OUT OF HOURS

Shropdoc 08444 - 06 - 8888

www.stirchleymedicalpractice.co.uk



Information

W e l c o m e

Welcome to Stirchley Medical Practice. Our aim is to provide you the best possible medical care that we can. You can help us by reading this information booklet and keeping it somewhere safe, to refer to in the future. In addition to the medical practice, the health centre houses a dental practice, a community pharmacy (chemist), health visitors and district nurses. Many other health teams visit here to provide specialist services. To try to keep the service that you receive as personal and individual as possible, we provide you with a named "usual doctor".

YOUR USUAL DOCTOR IS:.....

In the absence of your Usual Doctor, the other doctors and nurses will care for you but we will try to make your appointments with your own doctor as much as possible, so that you have one person who has a close overview of all your health needs. The 8 doctors are divided into 2 teams:

YELLOW TEAM

Dr Sarah Feather Qualified: Sheffield 1987
Mb Chb DRCOG DTMH DFRSH MRCGP

Dr Chris Pearson Qualified: Sheffield 1982
BSc MB ChB MRCGP DRCOG

Dr Mike Innes Qualified: London 1986
MB BS DA DRCOG FRCGP DTMH

Dr Neil Harper Qualified: Birmingham 2003
MBChB MRCGP DCH

RED TEAM

Dr Quentin Shaw Qualified: London 1981
Bsc MB BS MRCP MRCGP DCH DRCOG

Dr Tom Underwood Qualified: Liverpool 1996
MB ChB DRCOG DTMH MRCGP

Dr Louise Heggeseey Qualified: London 1984
Bsc MB BS DRCOG MRCGP DFFP

Dr Elizabeth Shirlaw Qualified: Birmingham 2004
MB Chb

Dr Nitin Gureja Qualified: Kent 2008
MRCGP, DCH, MRCS, MBChBBAO

Practice Nurses



We have a highly qualified team of practice nurses who provide telephone advice, treatment sessions, contraceptive services, childhood and adult immunisations, travel advice, smoking cessation help and minor illness consultations. They can prescribe some medicines including antibiotics. They have a very important role in looking after people with long term conditions such as diabetes, asthma, blood pressure and heart disease.

Managing Partner

Tracie Craddock

Nurses

Hilary, Liz, Stella, Sarah, Margie, Sue

PA to Managing Partner

Mandy Towle

Reception Manager

Joanne Sumnall

Data Quality Manager

Shirley Benting

Health Care Assistants

Wendy, Becky

Staff

*Marie, Anne, Joanna,
Lynne, Vicky, Lisa, Jodie,
Louise, Jane, Joy, Laura, Melanie*



How to make an appointment

01952 660033

Telephone system

We are a very busy practice. Lots of patients phone first thing in the morning. If the line is busy, we have a queuing system and your call will be answered as soon as a receptionist is available.

If you want an appointment with your doctor, the receptionist will ask you if the problem is **NEW** or **ONGOING**, or they may ask “have you seen the doctor with this problem before?” This is a very important question to help give you the right appointment.

She will not ask any medical questions or expect you to tell her anything about your problem.

New Problem

You will be asked if it is a problem that the nurse can see you with in her Fast track surgery. If it is not suitable for the Fast track surgery then the receptionist will make you an appointment with a GP.

Ongoing Problem

If you have seen a doctor with the problem before, the receptionist will make a routine appointment with your usual GP.

WHAT IS.....?

Advice Call....you may be able to discuss your problem with the doctor on the phone instead of having an appointment

Duty Doctor....for emergency appointments

Usual Doctor...the doctor you normally see. It is much better for you to see your usual GP who will be familiar with your problem.

Ongoing Problem.....a problem you have previously seen the doctor with recently

New Problem.....a problem that you have not seen your doctor with before, or a problem that you may have had before but sometime ago.

Fast Track Surgery.....a nurse surgery specifically to enable you to see a member of the health care team quickly and without having to wait for a telephone call from a nurse.



When YOUR Doctor is available

DOCTOR	MON	TUES	WED	THURS	FRI
Dr Pearson	✓	PM	✓	✓	X
Dr Innes	✓	✓	AM	X	✓
Dr Harper	✓	✓	X	✓	✓
Dr Shaw	✓	✓	X	✓	AM
Dr Underwood	X	✓	✓	✓	✓
Dr Heggessey	✓	✓	PM	AM	X
Dr Feather	AM	AM	X	AM	✓
Dr Shirlaw	X	✓	✓	X	X
Dr Kumar	X	✓	✓	X	AM
Dr Ugohovwa	✓	✓	✓	X	✓
Dr Gureja	X	✓	✓	X	✓

Note:

If your usual GP is away for several days, the receptionist may offer you an appointment with another doctor.

*If your usual GP is not available, you can ask for an **advice call** and another doctor will ring you back.*

The above table shows when your usual GP is normally at the surgery, however please allow for holidays and occasional changes to these times.

Fast track NURSE SURGERY



You can now make an appointment to see a nurse, either in a morning or afternoon surgery if you feel that it can be dealt with without seeing a doctor. The nurses are able to give prescriptions for some conditions and can deal with many illnesses.

For example:

Allergy reactions	Joint pains/sprains
Back Pain	Minor injuries
Boils	Morning after pill
Colds/Viral illness	Rashes
Conjunctivitis	Routine contraception
Coughs	Sore Throat
Earache (adults)	Thrush (vaginal)
Hayfever	Urine Infections (female)
Impetigo	Wound care

NOTE:

Complex medical problems are best dealt with by your own GP.

HOME VISITS

Please try and ring before 10.30am and speak to your doctor to discuss your needs. Home visits are for people too ill to come down to the surgery. Lack of transport is NOT a reason for a home visit.

SATURDAY APPOINTMENTS

The surgery also offers appointments on Saturdays. Please ask at reception for more information.

General information

REPEAT PRESCRIPTIONS

We cannot accept requests for repeat prescriptions over the phone. Please use the repeat request slip a week before your medicines run out. You can either drop it into the box on the front desk or post it in. Please allow 2 working days from receipt for us to produce the repeat prescription and remember to check your prescriptions a bit earlier before long bank holiday weekends.

ACCESS TO HEALTH RECORDS

Under the Data Protection Act 1998 you have the right of access to your health records. If you require advice as to how to access your health records, please contact the Practice Manager. The Data Protection Act 1998 allows the practice to charge a small fee to cover administration costs.

ADVICE CALLS

Please ring before 11am and leave your number so that the doctor can ring you back as soon as it is convenient. Interruptions during surgery appointments are upsetting for both the patient and the doctor.

CONFIDENTIALITY

The principle of confidentiality is basic to the practice of medicine. All staff working here are aware of it's importance. Although there are one or two exceptions (see later) we will not use or tell others any confidential information obtained in the course of consultations for any other purpose other than the clinical care of the patient.

Exceptions include, with the consent of the patient e.g. To fill out insurance forms) if the law requires it (e.g. Notifying certain illnesses such as measles or food poisoning)

If there is an overriding duty to society or for the purposes of medical research.

THE DATA PROTECTION ACT 1998

Information is held on computer. It is used for consultations, prescriptions, recall and administration. This information is treated with the strictest confidence. Patients are entitled under this act to check that any data concerning them is accurate.

DENTAL EMERGENCIES

Please make sure you are registered EACH YEAR with a dentist. For emergencies ring out of hours Shropdoc Dental 0845 130 9642 or ring NHS Direct on 0845 4647

MANAGING PARTNER

Tracie Craddock oversees the long term organisation of the practice, including finance, personnel, communications, building and liaison. If you have any queries or suggestions about any of the above please ask to speak to her.

TEST RESULTS

Please telephone 660444 after 11am for test results



VIDEOTAPING CONSULTATIONS

This may be done for training purposes but **ONLY** with your consent. Examinations are **NEVER** recorded and the camera will be turned off at any time if requested.

VISITING DOCTORS & MEDICAL STUDENTS

We are privileged to be approved as a training practice. Each year fully qualified doctors with experience in hospital medicine who are preparing to become a General Practitioners join the team and spend up to a year working with us sharing all aspects of medical care.

We welcome the fresh ideas and enthusiasm they bring and we hope you will too.

We also regularly have visiting medical students and nurses who are training to become doctors, district nurses or midwives.

If you do **NOT** want a student present at your consultation simply request the doctor or nurse to see you on your own.

It is of course valuable experience for students to sit in on consultations but we respect your right to see a doctor or nurse on your own if you prefer.



*Keep ALL
medicines
out of the
reach of
children*



** Do keep a check on the expiry date of your medication and do not use it if it is past its **USE BY DATE**. All out of date medicines should be returned to your pharmacy for safe disposal.*



Not satisfied?

Our aim is to provide the highest level of care for all our patients. We would like to hear from you if you think there is any way we can improve our services

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like to know as soon as possible after the event, ideally within a matter of days or at most a few weeks. This will enable us to establish what went wrong more easily.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice please let us know in one of 3 ways.

IN PERSON - ask to speak to Tracie Craddock, the Managing Partner. She will be happy to explain the procedure to you and make sure that your concerns are dealt with promptly.

IN WRITING - some complaints may be easier to explain in writing. Please give as much information as you can, then send your letter to the practice for the attention of the Managing Partner, Tracie Craddock, as soon as possible.

ALTERNATIVELY - you may wish to speak to a patient member of the 'Patient Participation Group' first, so that your complaint can be discussed away from the surgery. See the next page for details of how to do this.

STILL NOT SURE?

All of the above does not affect your right to approach the local Primary Care Trust if you wish. The Patient Advice and Liaison Service (PALS) based at Telford & Wrekin PCT provide confidential advice and support.

Telephone: 01952 265166 or you can call the Independent Complaints Advocacy Service (ICAS) on 08453 373054.

If you are still unhappy you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide the service.

Call: 020 7448 9200 or write to them at:

Healthcare Commission (Complaints Team)

Peter House, Oxford Street, MANCHESTER, M1 5AN.



Patient care

The Patient Participation Group

The patient participation group is made up of several patients, a doctor, a nurse, the practice manager and reception manager. If you have any comments or suggestions you would like to make but feel uncomfortable talking direct to the practice staff, ask for a patient member of this group to contact you. Any discussions will be confidential and your concern will be passed on to the next meeting of the whole group to discuss and if possible resolve your problem, anonymously if you prefer.

This could be anything from the decor in the waiting room, your personal treatment by staff or perhaps a suggestion for improving the service that the doctors or the surgery offers. Simply contact reception on Telford 660444 and ask for a member to contact you. They are here to help.

The group also run the 'books for sale' in the waiting room, which raises money for some of the little extras around the building that make visiting that much nicer. If you would like to donate any books for this, please ask reception first as storage facilities are very limited.

The group reserves the right to 'vet' any books provided and not display any which might cause offence.

The group also edits 'newsbeat' the practice newsletter which is published 4 times a year.

Tel: 01952-660444 or www.stirchleymedicalpractice.co.uk

EMERGENCIES --out of hours

If you have an urgent health care problem which cannot wait until the surgery is open again call: **08444 06 8888**

The call will be answered by a receptionist who will ask you for some initial details, including:

- * *Patients full name*
- * *Contact telephone number*
- * *Address & postcode*
- * *Brief description of the problem*

The receptionist will then arrange for you to speak with a health professional who will ask you questions about the patients symptoms in order to decide what service you need.

- * *On many occasions a GP or another health professional will be able to offer you advice over the telephone.*
- * *If it is decided that you need to see a GP or other health professional before you are able to go to your own doctor you will be offered an appointment at the Primary Care Centre at Princess Royal Hospital, which is clearly signposted.*
- * *Sometimes it might be decided that you need a home visit by a GP or other health professional.*
- * *If appropriate you might be referred to another service such as the Ambulance Service or a Pharmacist.*

**Out of hours are: Mon - Fri 6.30pm - 8.00am
All day Saturday and Sunday
Bank Holidays**

For LIFE THREATENING EMERGENCIES ONLY - Dial 999

**If you have any queries or comments please contact:
Patient Advice & Liaison Service (PALS) Co-ordinator
Telford & Wrekin PCT
Sommerfield House, Trench Lock, Telford
01952 265 166
www.telfordpct.nhs.uk**



*Would you like to get out more ?
Talk to other people occasionally ?
Get fitter at the same time ?
All at no cost to yourself ?*

Then 'Walkabout Wrekin' is for you !

Did you know that if you can manage to walk for 30 minutes at least 5 days a week then your health will benefit immensely. your blood pressure will be lower, your heart will be healthier, your cholesterol should be lower, your weight will be less and you will feel generally a lot happier within yourself.

There are many different walks all over the Telford & Wrekin area with times and start points to suit everyone. Pick up a leaflet at your local surgery or library and drop in on one of the walks. You will need to arrive a good 10 minutes before the start in order to register but once registered you will receive a card which is then valid for all the walks in Telford & Wrekin.

There are also some modest incentives to encourage you to keep walking once you have started.

Come along and make some new friends knowing that you can walk in safety with trained walk leaders.

For more information call:

**Jenny Stretton, Health Promotion Officer on
Telford 686610**

**Wrekin Housing Trust Building, Colliers Way,
Telford, Shropshire, TF3 4AW**

Email: jenny.stretton@telfordpct.nhs.uk