

Stirchley Medical Practice

**Sandino Road, Stirchley,
Telford, Shropshire, TF3 1FB**

Opening hours

08.30 - 1800 Monday to Friday

Saturday clinics 09.00 - 12.00

Pre-booked only

Appointments 01952 660033

Enquiries 01952 660444

Fax 01952 415139

EMERGENCIES OUT OF HOURS

Shropdoc call 111

www.stirchleymedicalpractice.co.uk

Information



W e l c o m e

Welcome to Stirchley Medical Practice. Our aim is to provide you with 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 Michael Innes

MBBS FRCGP DA DRCOG DFSRH DRMH DTM&H MSc PhD Qualified: London 1986

Dr Sarah Feather

MBChB MRCGP DRCOG DRMH DFRSH DFFP DTM&H Qualified: Sheffield 1987

Dr Neil Harper

MBChB MRCGP DCH Qualified: Birmingham 2003

Dr Sujatha Kumar

MBBS MRCGP DRCOG DCH Qualified 1994

RED TEAM

Dr Tom Underwood

MBChB MRCGP DRCOG DRMH DTM&H Qualified: Liverpool 1996

Dr Louise Heggeseey

BSc MBBS MRCGP DRCOG DFFP Qualified: London 1984

Dr Nitin Gureja

MBChB MRCS MRCGP DCH BAO Qualified: Kent 2000

Dr Nadia Bajwa

BM Medicine MRCGP DFSRH Qualified: Southampton 2007

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

Laura, Cath, Suzanne, Julie, Tammy and Julie N.

PA to Managing Partner

Mandy Towle

Reception Manager

Joanne Smith

Data Quality Manager

Shirley Benting

Nursing Assistants

Jill, Amanda and Krys

Staff

*Vicky, Lisa, Jane, Claire, Anita,
Ellie, Jasmine, Leah, Helen, Marie, Jean,
Janet, Adi, Jo, Billie and Denise*



When YOUR Doctor is available

DOCTOR	MON	TUES	WED	THURS	FRI
Dr Innes	✓	AM	✓	X	✓
Dr Harper	✓	✓	✓	X	✓
Dr Bajwa	✓	✓	X	✓	X
Dr Underwood	✓	✓	X	✓	✓
Dr Heggessey	✓	✓	X	AM	X
Dr Feather	✓	X	X	AM	✓
Dr Gureja	✓	X	✓	✓	✓
Dr Kumar	AM	AM	AM	✓	AM
Dr Dymond	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 **telephone appointment** 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.



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.....?

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

Urgent Care 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.

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.

TELEPHONE APPOINTMENTS

Please ring before 11am and leave your number so that the doctor can ring you back at your appointed time. 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 NHS Direct on 111.

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.



**Keele
University**

Stirchley Medical Practice

is an

Accredited School of Medicine

Teaching Practice 2017- 2018

For year 4 & 5



***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 4 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.

SEND - as much information as possible about your complaint to smp@nhs.net for the attention of The Managing Partner, Tracie Craddock

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 Clinical Commissioning Group, (CCG) if you wish. The Patient Advice and Liaison Service (PALS) based at Telford & Wrekin CCG, provide confidential advice and support.

Tel: 0800 030 4563

If you need help making your complaint including help with writing your letter, you can contact the Independent Complaints Advocacy Service (ICAS) who provide free, independent advice about the NHS complaints procedure:

Telephone Helpline: 0845 337 3054 Email: pohwericas@pohwericas.net

Website: www.pohwer.net

Stirchley Medical Practice 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.

To join the group please email: ppgsmp@nhs.net

**The Group is a member of the
National Association for
Patient Participation**



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: **Shropdoc NHS on 111**

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:
Telford & Wrekin Clinical Commissioning Group (CCG)
Telford & Wrekin PCT
Sommerfield House, Trench Lock, Telford
0800 - 030 - 4563
www.pohwer.net

Polished Stainless Steel

*Memory
leaf*

Actual size
17cm long



Buy a memory leaf from the Friends of Telford Town Park to hang on the singing ringing tree in the Friends Sensory Garden in Telford Town Park. All profit will go to a charity of your choice or to the Friends of Telford Town Park.

Priced at £25 plus engraving for a flat price of £10* it will become a permanent memory of someone special. Only 50 of these solid stainless steel leaves will be available.

*Special price engraving is only available at Timpsons in Telford Town Centre Shopping Mall.

For details see our web site:
www.friendsoftelfordtownpark.org

