

YOUR PRACTICE GUIDE

“Our aim is to offer the best personal care to you and your family”

CHOOSE THE RIGHT CARE FOR YOU AND YOUR FAMILY

SELF CARE

Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds.

LOCAL PHARMACY

Provides confidential, expert advice and medical treatment for a range of common illnesses.

NHS111

For when you need medical help fast, but it's not a 999 emergency.

NHS WALK-IN CENTRE

Minor Injuries Units and Walk-in Centres (Civic Way, Swadlincote Tel 01283 818000, Osmaston Road Derby Tel 01332 224700 and St Thomas Road, Derby Tel 01332 275610).

YOUR GP

Have an illness or injury that won't go away? Make an appointment with your GP.

A&E OR 999

Life threatening emergencies and care such as chest pain or broken bones. Please ensure you use A&E responsibly and save it for those people who really need it.

WETMORE ROAD SURGERY

12 Wetmore Road
Burton-on-Trent
DE14 1SL

Telephone: 01283 564848
www.wetmoreroadsurgery.co.uk



SURGERY RECEPTION OPENING TIMES

Weekdays 8.00am to 6.00pm

The surgery is closed every Thursday lunchtime between 12.30pm and 1.30pm for staff training, and one half day each month from 2.00pm.

SURGERY CONSULTATIONS - By Appointment

Monday - 8:00am to 10:50am
3:00pm to 5:20pm
Tuesday- 8:00am to 11:50am
2:30pm to 5:20pm
Wednesday- 8:00am to 11:50am
2:00pm to 5:20pm
Thursday- 8:00am to 11:50am
1:30pm to 5:20pm
Friday - 9:30am to 10:50am
2:00pm to 5:20pm

Dr Stephen Law MRCGP, DRCOG, DFFP	Dr David Hallam MRCGP	Dr Ajitha Prasad MRCGP, MSc, DFSRH
Dr Suzanne Baldock-Grimes MRCGP, DRCOG, DFSRH	Dr Mellanie Kaye MRCGP, DRCOG, DFSRH	Dr Karen Slack MRCGP, MBChB
Assistant Dr Claire McKinlay Bmed Sci, BMBS, DRCOG, DFFP		Assistant Dr Louise Rhodes (MRCGP, MBChB)

OUR PATIENT PARTICIPATION GROUP

Our patient group helps us by looking at some of the services that we provide and giving us feedback from a patients perspective as to how it affects them. We usually meet once a month and by working with our patients we try and organise our services, and some of our systems, to ensure it is as patient friendly as possible.

If you would like to join this group please let us know and we can pass on your details to the Chairperson who will advise you when the next meeting is. This group represents all our patients and new members are always welcome.

YOUR LOCAL CCG

East Staffs Clinical Commissioning Group
Edwin House
Centrum 100
Second Avenue
Burton upon Trent
Staffs
DE14 2WF

Tel: 01283 507100

NHS ZERO TOLERANCE

The surgery is an **NHS Zero Tolerance Zone**. There is a sign explaining this policy, at the entrance to reception.

We are all here to help you and will do our best to do so at all times, so please help us by treating us with respect.

There are CCTV cameras in both the reception area and in the corridor.

The Zero Tolerance policy is as set out below:

Wetmore Road Surgery

Physical violence and verbal abuse are a growing concern.

GPs, Practice Nurses, Receptionists and other practice staff have a right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff properly—without violence or abuse.

**NHS
Zero Tolerance
Zone**



Dr Law

Dr Law is the lead partner for the IT within the practice. He has an interest in minor surgery, sports injuries and joint injections.

Dr Hallam

Dr Hallam is the lead partner for education and training. Including supervising the trainee doctors in the surgery. He has an interest in Men's Health.

Dr Baldock-Grimes

Dr Baldock-Grimes is the lead partner for Practice Staff and Personnel. She has an interest in Women's Health and Palliative Care.

Dr Kaye

Dr Kaye is the lead partner for the GP Contract. She has an interest in Contraception and Sexual Health.

Dr Prasad

Dr Prasad is particularly interested in Clinical Commissioning and represents the practice at local level. She is also an examiner for the Medical school at Warwick University and a GP Appraiser.

Dr Slack

Dr Slack is the lead partner for Safeguarding. she has a special interest in Women's Health and Family Planning.

Dr McKinlay

Dr McKinlay has an interest in Women's Health and Contraception. She also works with the Local Medical Committee representing local sessional GP's.

Dr Rhodes

Dr Rhodes is our newest GP, joined the practice in July 2017. She has an interest in Children's Health and Palliative Care.

PRACTICE CATCHMENT AREA

We provide care to patients in parts of the Burton area. To see the map at the surgery, please ask at reception or visit our website: www.wetmoreroadsurgery.co.uk
We encourage **all** members of the family to register with the practice.

HOW TO REGISTER AS A PATIENT

If you wish to register at the practice, please phone or attend the surgery to enable us to confirm that you live in our catchment area.

Once your registration has been confirmed, it will be necessary for you to attend the surgery to complete the appropriate registration forms. If possible please bring with you details of your NHS number – your previous surgery will be able to provide you with this information.

If you prefer you may also register as a new patient by visiting www.wetmoreroadsurgery.co.uk, and downloading the registration forms. **PLEASE NOTE: Before completing the forms, it is important that you contact the surgery to confirm you live within our practice area.**

Please then bring the completed forms to the surgery. Upon receipt, your registration will be processed and your medical records will be requested from your previous surgery. Depending upon your medical history, you may be required to attend for a New Patient Health check.

PATIENT COMPLAINTS

Occasionally the service you receive may fall short of what you expect.

Most of the time this can be explained to your satisfaction by discussion with the Practice Manager or your doctor.

However, sometimes you may wish to make a complaint and we have a policy, which will assist you in doing so in the most appropriate way.

A copy of the policy can be obtained from the Practice Manager on request.

Further help is available from:

Patient Liaison Service (PALS)

Tel: 0800 030 4563

Email: feedback@staffordshirecss.nhs.uk

The Independent Complaints Advocacy Service (ICAS)

Tel: 0300 456 2370

Citizens Advice Bureau

Suite 5D & 5E

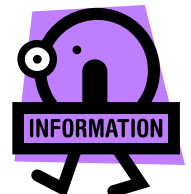
Anson Court

Horninglow Street

Burton on Trent

DE14 1NG

Tel: 01283 566722





INFORMATION SERVICES FOR PATIENTS

We aim to provide a large range of information to help you understand your health and our care better.

The surgery provides up to date information sheets from the surgery computer system, leaflets in the waiting room and entrance foyer and on the notice board displays. Our new TV Screen will also provide you with current health messages and information

The Practice Newsletter is produced 3 times a year and gives information about people working at the surgery together with interesting health news. Ideas for future editions are very welcome.

If you cannot find the leaflet you wish, please ask when seeing the doctor or practice nurse or at reception. Information is also available on the surgery website www.wetmoreroadsurgery.co.uk



PATIENT PREFERENCE OF PRACTITIONER

You can request a doctor of your choice but this will depend on availability.

PATIENTS AGED 75 YEARS AND OLDER

May request a health check every year with the Practice Nurse if they are not already under regular review. A home visit may be required at the doctor's discretion. Patients of 75 and over will have a named GP who will have overall responsibility for their care. Please ask if you are unsure who your named GP is.

NAMED ACCOUNTABLE GP

Each patient is allocated an accountable GP who has overall responsibility for their care.

APPOINTMENTS

Made by telephone, in person or online-***you will need to register with Patient Access to do this, please ask at reception for details.*** Some routine appointments are available to book up to 2 to 3 weeks ahead. The available doctor will always see urgent cases the same day. The doctors will make every effort to see patients promptly and any lengthy delay will be explained. When the doctor is ready to see you, the TV screen at the front of reception will indicate your name, the doctor or nurse you are seeing and the room number.

If you are unsure about how the system works please ask, the reception team will always be pleased to help you.

LENGTH OF APPOINTMENTS

If you think you will need more than the allocated 10 minutes for an appointment please ask for a double appointment.

If you require more than one member of the family to see the doctor or nurse, please inform the receptionist, so that sufficient time can be allocated.

One appointment is for one person.

CANCELLATION OF APPOINTMENTS

Please remember to cancel any appointment you have made that you no longer need or can't make, as it can then be used by another patient. We ideally need at least 1 hour notice to help us try and ensure another patient can use the appointment.

Please be aware that patients who do not attend appointments without cancelling them, and do so more than once, may be removed from our list of registered patients. They will be asked to find alternative arrangements for care as their actions affect other patients being able to make an appointment.

HOME VISITS

Please ring before 10.00am. Be prepared to tell the receptionist what is wrong so a Decision can be made by the GP for need and urgency



Please **do not** ask the receptionists :

- ◆ For information regarding other patients' appointments.
- ◆ For test results of a patient other than yourself.
- ◆ If you are a carer for another patient we can help, and with their permission pass on appropriate information to you.

This type of information is confidential and therefore cannot be divulged to anyone else and we do not wish to cause offence by being unable to answer your questions.

If you have any queries, please ask to speak to Mr Rob Paton (Practice Manager), who will be pleased to help you.

All staff members will treat all medical documents and knowledge with the strictest of confidence.



CONFIDENTIALITY AND PATIENT RECORDS

Information contained in your health records is kept confidential at all times and only disclosed to others for purposes related to your health care (except when you have given permission e.g. insurance/mortgage companies).

However, NHS auditors have a duty to carry out routine checks from time to time to determine if claims for payment by the practice have been made correctly.

In the course of these checks, it may be necessary to verify details from patient records. Such checks are undertaken in accordance with strict guidelines agreed with the Care Quality Commission and the Local Medical Committee.

Maintaining patient confidentiality is VERY important to everyone at Wetmore Road Surgery.



Often all that may be necessary is for the doctor to give advice over the telephone. Visits are performed for medical reasons, not for transport problems.



Babies and young children

Please ring the surgery first with any worries, and where appropriate we will do our best to fit them in without delay

URGENT CALLS - please ring 01283 564848.

During the daytime the receptionist can contact the doctor on call. When the surgery is closed at 6.00pm an answer machine will give the telephone number for SDUC (Staffordshire Doctors Urgent Care) which is an Out of Hours Service providing cover for patients in the Burton Area. This service can be contacted by calling 111.

If the situation is critical or life threatening, please call 999. SDUC operates from Monday-Friday between 6:00pm and 8:00am and all day and night on Saturday, Sunday and Bank Holidays. **The telephone number for SDUC is 111.**

NHS 111 SERVICE

You can call 111 when you need medical help but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

REPEAT PRESCRIPTIONS

These can be ordered in the following ways:

- By using the pre-printed computer slip, delivering it in person or by post.
- Or via our secure website using Patient Access.

Prescription requests cannot be made by telephone.

Once received at the surgery, your repeat prescription will be ready for collection within 48 hours. If you use the postal system for prescriptions, please allow extra time for delivery. Repeat prescriptions can be collected in person, by your pharmacist with prior arrangement, or returned to you by post if you supply a stamped addressed envelope.

GP TRAINING

Our practice participates in the advanced training of doctors for general practice.

These doctors, known as GP Trainees, are fully qualified doctors and have experience of hospital posts prior to joining us. They work with us for either 6 or 12 months and share all aspects of medical care in liaison with the GP Partners

At times you may be offered an appointment in either a video surgery or a shared surgery. Which is for the purpose of educating these junior doctors. For the patient, participation in these surgeries is optional so if you feel uncomfortable about doing this please inform reception.

WALK-IN CENTRE

There is no facility at present in Burton, but there is one in Swadlincote and another two in Derby. It is advisable to call 111 first, to check opening times.

COMMENTS AND SUGGESTIONS

The aim of everybody at Wetmore Road Surgery is to provide all our patients with the best care possible.

Your help and ideas in achieving this are most welcome. You can give these in writing to the Practice Manager, using the suggestion box in the Reception Area or verbally to any of the Team.

PATIENTS' CHARTER

This document sets out the standards of service we aim to provide for you.

It also invites every patient to consider his/her own responsibilities when using the service.

Copies are available from reception on request or via our website.

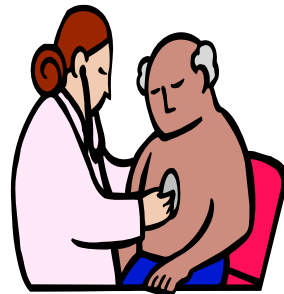
Freedom of Information Leaflets are available free of charge at Reception or from the Practice Manager.

Nasal flu vaccinations are available for **children aged 2, 3 & 4** and an invitation will be sent in the post. These are also available for children aged **5-18 who have a long term medical condition**. Please contact the surgery to confirm eligibility for this if unsure.

THE CARE AND SERVICES PROVIDED

Our team works together to provide all our patients with the best possible care, now and in the future. This will include:

- Care of acute problems
- Care of chronic conditions such as diabetes and asthma, which need regular monitoring and an annual review
- Advice and help on health promotion and disease prevention
- Maternity care
- Cervical screening



In addition, specific services include:

- Minor surgery
- Family planning
- Care during pregnancy
- Child health development and immunisations
- IUCD fitting and reviews
- Minor injury care
- New patient medicals
- Flu and pneumococcal vaccinations

PRACTICE NURSES

Lead Sister: Liz Griffin RGN

Sisters: Debbie Smith RGN, Debbie Follows RGN, Karen Reid RGN, Louise Goodyear RGN, Marcela Git RGN and Sarah Ratcliffe HCA.

By appointment 8.30am to 5.20pm weekdays for dressings, child and travel vaccinations, health checks, cervical smears, ear syringing and family planning. The Practice Nurses monitor chronic conditions such as diabetes, asthma and high blood pressure.

They can also discuss your lifestyle and how to become healthier by, for instance, stopping smoking, reducing your weight, changing your diet, drinking less, alcohol and travel advice, when travelling abroad patients should seek advice/vaccinations at least 2 months in advance of travel. Each of the nurses have special interests and skills and are available for information and advice

RECEPTIONISTS AND ADMINISTRATION TEAM

The receptionists' job is to ease the flow of consultations of patients with the doctors and nurses so we can see as many as possible within the working day. The administration team work behind the scenes providing clerical support.



PRACTICE MANAGEMENT

Mr Rob Paton, the Practice Manager, has responsibility for the smooth running of the practice. He is available to offer advice and receive comments as appropriate.

COMMUNITY MIDWIFE

Midwife Helen Wright-Thomas runs our Antenatal Clinics:

Tuesdays 9.20am—12.20am

Wednesdays 10:20am— 4:00pm

Thursday 9.20am—12:20pm

This service is by appointment only and provides a full service to pregnant women. Pre-pregnancy advice is also available. Parent-craft classes and aqua natal classes are available on request.



TICCS (Diagnostic World) Scans

Access to this service is available via the GP. Appointments are available for patients to be seen for certain types of radiology screening at the surgery.

DISTRICT NURSES

Our home care nursing service is provided by a team of dedicated district nurses and cover can be provided 24 hours a day if needed, though this needs to be arranged in advance:

CHILDRENS' SERVICES

Health Visitors are no longer based here and now come under County Council control. They can offer you advice and support with your child's growth, development and health. They can be contacted on 01283 505830 (direct-line).



FACILITIES FOR THE DISABLED

- Car parking spaces and good access to the surgery.
- Separate toilet.
- We provide a wheelchair for use within the surgery.
- A specially adapted counter.
- A loop system for the hard of hearing



SEASONAL VACCINATIONS

Special flu clinics are available on selected Saturday mornings at the beginning of every flu season.

Flu vaccinations and Pneumococcal are offered to:

- All Patients aged over 65 years
- All patients in long term condition 'at risk' groups
- All immunocompromised patients

Please contact the surgery to book your appointment for seasonal flu vaccinations each autumn.