

Penkridge Medical Practice

A guide to our services

**Address: Pinfold Lane
Penkridge
Staffordshire
ST19 5AP**

Telephone: 01785 712300

Fax: 01785 713696

Website: penkridgemedicalpractice.nhs.uk

Opening hours

Monday, Tuesday, Wednesday: 8.am - 6.30pm

Thursday: 8am - 12 noon & 2pm - 8pm

Friday: 8.am - 6.30pm

Evenings and weekends

111 for non-emergency calls

999 if it's a life threatening emergency call

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Welcome

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Penkrigde Medical Practice serves the whole of Penkrigde as well as the surrounding villages of Acton Trussell, Bedhall, Bradley, Coppenhall, Dunston, Lapley, Levedale, Stretton and Whiston.

Our team includes 7 GPs, 3 Senior Nurses, 1 Senior Healthcare Assistant, 2 Healthcare Assistants, a Clinical Pharmacist, a Physician Associate, a Pharmacy Technician, a Business Partner, administration and reception staff. Physiotherapists also provide services from our premises.

We offer a full general practice service and run a number of specialist clinics, for example for pregnant women, diabetes, and asthma sufferers. An on-site dispensing service is run by Northwood Pharmacy, who also have Whitehouse Pharmacy in Market Street.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge.

Opening Times

Monday, Tuesday, Wednesday: 8am - 6.30pm

Thursday: 8am - 12 noon and 2pm - 8pm

Friday: 8am - 6.30pm

Once a month we are closed for the whole of the Thursday afternoon for GP Professional development. However, some specialist clinics that do not require a doctor present may still run. We still provide our extended access service 6pm - 8pm.

Out of Hours Emergencies

For urgent advice and treatment when our practice is closed, please telephone NHS Helpline 111 service. **If the emergency is life threatening telephone 999.**

New Patients

If you live in our practice area and would like to register with us, you will be asked to complete a simple questionnaire and a registration form. You will need to provide photo ID and proof of residency. You will be asked to make an appointment to see a Healthcare Assistant for a basic health check. This will help us to provide you with the best possible care. Children under 5 do not require a health check. On registering, you will be able to say which practitioner you would prefer to see. However, you will be registering with the practice rather than an individual GP.

Appointments

*Urgent cases are seen on the same day using a triage system.

*If you don't need an appointment quickly, you also have the option to book up to a month in advance.

*If your doctor wishes to see you for a follow-up appointment, he or she can arrange this with you.

*Nurses based in the practice treat patients for a wide range of common conditions, some are qualified to prescribe from a range of medicines.

*If more than one person in the family needs to be seen, please make an appointment for each person.

*If you want someone to accompany you during an examination, you are welcome to bring them.

*If you need to discuss something confidential at reception, a private room is available on request.

*If you wish to speak to a doctor or nurse, you can leave your details with a receptionist and the clinician will phone you back, probably at the end of surgery.

*It is also possible to book an appointment for a telephone consultation.

You can help us by

- *Being on time for your appointment.
- *Letting us know as soon as possible if you need to cancel.
- *Requesting a repeat prescription at least 3 days before you need it.
- *Only asking for a same day appointment if you need urgent treatment.

Who Should you see at the Practice

Nurse:

Blood tests, injections, long-term medical condition reviews, wound care/dressings, cervical screening, health promotion

Clinical Pharmacist:

Prescription reviews, discussing medication, long-term medical condition reviews, acute clinical issues such as chest infections, earache, sore throats, aches and pains, flu like symptoms, skin infections.

Physician Associate:

Longer term medical condition reviews, acute clinical issues such as chest infections, earache, sore throats, aches and pains, flu like symptoms, skin infections.

GP:

All other medical issues

Pharmacies

Remember that, for minor ailments such as coughs and colds, your first point of contact should be the local pharmacy.

Northwood, Pinfold Lane, Penkridge 01785 713554

The Whitehouse, Market Street, Penkridge 01785 712829

Home Visits

We ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

Clinics

We run a range of clinics for pregnancy, contraception and those with long-term illness/chronic conditions. For further details or to book appointment, please contact the practice.

Specialist and Hospital Care

If a GP or another member of our healthcare team believes you need hospital treatment or specialist care elsewhere, he or she will ask you where you would like to go and then make the referral via our secretarial team.

On-line Services

You must contact the practice to register for on-line services such as booking and cancelling appointments, requests for repeat prescriptions and access to your medical record.

Our website provides additional information about the practice and on-line services as well as Self Help information and advice.

Our website is: www.penkridgemedicalpractice.nhs.uk

Repeat Prescriptions

If you take medication on a long-term basis, you will be given a computer printout listing all your regular medication. When you require further supplies, please indicate on your printout which items you need and leave the slip in the box at the surgery no later than 3 days in advance. You can also indicate whether you wish to collect your prescription from the surgery, or have it sent direct to one of the pharmacies.

You may also request a repeat prescription on-line via the Patient Access website; you will need to register for this service first, ask at the reception desk for details.

Telephone enquiries about prescriptions can only be made in the morning.

Remember:

- *Do not order medication you don't need.
- *Keep medicines in a secure, locked place out of reach of small children.
- *Always read the instructions and use the prescribed dose.
- *Watch expiry dates, do not keep or use medicines past their sell-by date.
- *Take all unwanted and out-of-date medicines back to the pharmacy.
- *Never share your medicine with other people.

Prescription Review

If your prescription needs reviewing or you would like to speak to someone about any of your medications contact the practice to book an appointment with the Clinical Pharmacist.

Test Results and X-rays

For test results please telephone the practice between 2pm - 4pm. Test results can only be given to the patient. A member of patient services can tell you the advice the GP has given. i.e. normal result or you need to see the GP or nurse, but do not ask them to give you details as they are not qualified to do so. We will contact you if any tests show that you require treatment or a follow-up appointment. If you continue to feel unwell, make another appointment, even if your results are normal.

Medical Training

The practice will normally have one or two students working in it at any time in order to gain the experience they need to become doctors. Patients will be asked if they are happy to be seen by a student, who will always be working under the direct supervision of one of the practice doctors. Prescriptions will only be issued by your G.P. We will also continue to have fully qualified doctors undertaking further training to become GPs.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. The practice complies with current GDPR and Access to Medical Records legislation. Identifiable information about you will only be shared with others in the following circumstances:

- *To provide further medical treatment for you, e.g. from district nurses or hospital services.
- *Help you get other services e.g. from social services. This requires your consent.
- *When we have a duty to others e.g. in child protection cases.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our Business Partner.

Patients with Particular Needs

Our surgery is accessible to patients using a wheelchair. We also have parking spaces outside the practice which are reserved for patients displaying a disabled sticker. A wheelchair is available from Reception.

We have an induction loop at reception.

This leaflet can be made available, on request, in large-print format or on audio-tape.

Patient Rights and Responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. You will be treated with respect and as a partner in your care. Being a partner means that you have responsibilities too.

We will:

- * Provide access to an appropriate medical professional. In urgent cases this may be the same day.
- * Ensure that patients have 24-hour access to medical advice.
- * Work in partnership with you to achieve the best possible medical care.
- * Involve you and listen to your views in all aspects of your care.
- * Advise you of the steps you can take to promote good health.

We ask that you:

- * Inform practice staff of any change in your circumstances, such as name, address, telephone number or email address.
- * Let us know if you have to cancel an appointment or will be late.
- * Treat all staff with courtesy and respect.

We will not tolerate any threatening, abusive or violent behaviour against any of our staff or patients. In the rare event that a patient is violent or abusive, we will not hesitate to take appropriate action to protect our staff and patients.

Chaperone Policy

This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request.

However, it may be necessary to re-schedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this, please contact the Business Partner.

Complaints

We make every effort to give the best possible service to everyone who attends the practice. However, we are aware that things can sometimes go wrong, resulting in a patient feeling that they have cause for complaint. If this should happen, we would wish the matter to be settled as quickly and as amicably as possible.

Contact the Business Partner as soon as possible if you have a concern about your treatment. Alternatively, speak to whichever member of the practice you feel most comfortable with – your GP, a nurse or our reception staff will be happy to help. In the majority of cases, concerns can be resolved at an informal level within the practice.

If your problem cannot be resolved in this way and you wish to make a more formal complaint, please ask for a copy of our leaflet *How to make a complaint*.

Other Health Services

As well as our practice, there are other local NHS services you can contact for health advice, information or treatment. Below are some useful telephone numbers – further details can be found on our website or from reception.

NHS 111

A telephone helpline that offers guidance and assistance for non-emergency conditions.

Accident and Emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department, at County Hospital Stafford open between 8am - 10pm, or call 999.

Other 24 hour A&E departments are located at New Cross Hospital Wolverhampton, Royal Stoke University Hospital Newcastle-under-Lyme, and Walsall Manor Hospital.

Cannock NHS Minor Injuries Unit

You can also see an experienced nurse for treatment of minor injuries, seven days a week, 10.30am until 6.30pm at Cannock Minor Injuries Unit, based at Cannock Hospital; you do not need an appointment. Tel: 01543 576200.

Your local Clinical Commissioning Group (CCG)

Penkridge Medical Practice is one of 14 practices that make up Stafford and Surrounds Clinical Commissioning Group. The CCG is responsible for ensuring you get all the services you need.

The CCG is based at Number 2, Staffordshire Place, Stafford ST16 2LP. Contact numbers for their main reception are 01785 854482 or 854125, for all Primary Care enquiries 01785 854171 or for Urgent Care enquiries 01785 854251.

For details of all primary care services in the area, look at the CCG website, www.staffordsurroundsccg.nhs.uk or www.nhs.uk

CCG & Midlands Partnership NHS Foundation Trust

Primary care services not available at our practice may be provided by other practices within our CCG, and by Midlands Partnership NHS Foundation Trust. These would be arranged by your GP.

Think Pharmacy First

Pharmacy First is a scheme available for children and people who do not have to pay for their prescriptions and are suffering from a common ailment. Ask at the pharmacy for details.

Patient Advice and Liaison Service (PALS)

The local PALS can offer advice and information on NHS services and help with any problems you have encountered. They are based at County Hospital Stafford and can be contacted on 01785 783026 or by emailing customerservices@sssft.nhs.uk.

Penkridge Patient Link

Patient Link is an independent Patient Participation Group, whose purpose is to help improve communications between patients, their carers and the doctors and staff of the practice. They also aim to gather patient feedback on all their NHS experience to represent them within the Stafford & Surrounds clinical commissioning group.

Patient Link is a voluntary group of local residents who share an interest in the quality and range of services offered by the NHS. They are independent of the medical practice but support them in making improvements in response to local needs. Patient Link details can be found on their notice board in reception and on a separate leaflet which can be obtained from reception staff.

Suggestions

We are continually striving to improve our service. Any helpful suggestions would be much appreciated. These can either be communicated to the Business Partner or to one of the members of your Patient Link group.

Our Team as at March 2019

Doctors

Dr Anthony Grocott (Male Partner)

MB DCH MRCP (Birmingham 1976)

The practice lead on cancer, palliative care, stroke, hypertension and gastroenterology

Dr Gopal Annadanam (Male Partner)

MBBS MD MRCP MRCP (Sri Venkateswara 1989)

The practice lead on COPD, hypothyroid, chronic kidney disease, epilepsy, dementia and learning difficulties

Dr Sheena Gibson (Female Partner)

MBBS DFFP DRCPG MRCP M.MED (Newcastle 1991)

Has an interest in diabetes and leads on Medical Student Training

Dr Joanna Baldock (Female Partner)

MB, Bch, BAO, BA, DRCOG, MRCP, DFFP

Dr Clare Wiseman (Female Salaried GP)

MBChB

Dr Rachel Lawrence (Female Salaried GP)

BMBS, BMedSci, MRCP. Nottingham 2000

Dr Helga Wagner (Female Salaried GP)

MBChB

Clinical Pharmacist - Erika Crichton-Baker

Pharmacy Technician - Rachel Condon

Physician Associate - Manjit Gill

Nursing Team

Sr Karen Sabin RGN (Nurse Team Leader)

Sr Sarah Deane RGN

Sr Daphne Danby RGN

Sue Mabbley Snr HCA

Rachel Lowe Phlebotomist / HCA

Claire Jones Phlebotomist / HCA

Business Partner - Amanda Page

Assistant Practice Manager - Mandy Griffiths

Secretaries - Sue Porter, Mel O'Dowd

Administration - Jackie Stanley, Jane Lester, Denise Hands, Jayne Holmes

Reception Staff - Ruth, Dawn, Sonia, Val, Kate, Joanne, Gail, Dawn