

Further Information about Primary Care Services can be obtained from

NHS Warrington CCG
Arpley House
110 Birchwood Boulevard, Birchwood
Warrington WA3 7QH

Telephone Number 01925 843636

How you can help us

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10.00am
- Ring for test results after 2pm

Useful Telephone Numbers

Cockhedge Medical Centre	01925 244655
Warrington Hospital NHS Trust	01925 635911
Halton Hospital NHS Trust	01928 714567
Alder Hey Children's Hospital	0151 228 4811
Broadgreen Hospital NHS Trust	0151 228 4878
Liverpool Heart and Chest Hospital	0151 228 1616
University Hospital, Aintree	0151525 5980
Walton Hospital	0151 525 3611
Whiston Hospital	0151 426 1600
Bupa North Cheshire Hospital	01925 265000
Social Services	01925 444000
Children Social Care	01925 443400
Police station (Warrington)	01925 458000
Samaritans	08457 909090
Primary Care Support, Chester	01244 650400
Registrar, Museum Street	01925 444212
Warrington Bereavement Counselling	01925 235000
Social Security	01925 246000
Relate/Marriage Guidance	01925 631124
Citizen's Advice Bureau	01925 246994



An **NHS** Commissioned Service

Cockhedge Medical Centre

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Providing First Class Health Care

Units 7-8, The Mall
Cockhedge Shopping Centre
Warrington WA1 2QQ

Tel: 01925 244655 Fax: 01925 241855

Email: info@cockhedgemedicalcentre.co.uk

www.cockhedgemedicalcentre.co.uk



Welcome to the Cockhedge Medical Centre

Cockhedge Medical Centre is a well established practice offering a wide range of health care services to the patients of NHS Warrington. We aim to provide an efficient and friendly service to all our patients and continually strive to improve the services we offer. The surgery has wheelchair access and disabled toilets are available if required.

This booklet will give you and your family all the information you require. Please keep this in a safe place for reference. For further information on the services we provide, please visit our website at www.cockhedgemc.co.uk.

Your Principle GP & Medical Director of the Practice is:

Dr. Martin-John Whitenburgh

There are also several other GP Associates based at the surgery who provide continuous support for the patients within the Practice.

Daytime appointments

Monday to Friday between 8.00am and 6.30pm.

Extended hours

On Mondays, Wednesdays and Thursdays the practice offers early appointments commencing at 07.30am.

Telephone Consultations

You can book to have a **telephone consultation** with a Doctor. He or she will ring you at an agreed time on the telephone number you have given. If you are only available on a mobile phone you may be expected to ring the practice at the agreed time.

New Patients' Registration

To register as a patient please call at reception and complete a registration form. Photo identification is required. Following this you will be required to make an appointment with the practice nurse for a health check.

We accept patients living within WA1 and WA2 postal areas.

Other Information

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

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 advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call our Practice Manager.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Complaints

Cockhedge Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable - your GP, Practice Manager or reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to:

**NHS England
P.O. Box 16738h
Redditch
B87 9PT**

You may alternatively ring NHS England Contact Centre on 0300 311233 or email england.contactus@nhs.net

Emergencies

Emergency calls are dealt with by the Doctor on duty, telephone 01925 244655. Should the emergency occur during the out of hours period your call will be automatically diverted to NHS 111 which is staffed by specially trained call handlers who will offer advice and assistance.

Repeat Prescriptions

If the Doctor agrees you may obtain a repeat prescription without an Appointment. Please use the slip attached to your prescription and tick the items required. If it is not convenient for you to bring the slip into the surgery, you may post it to us with a stamp addressed envelope or fax it to us on 01925 241855. Alternatively, you may fax the prescription to a local pharmacy of your choice. Normally the prescription will be available for collection two full working days after the request is received.

You can now also order repeat prescriptions online. See our web site for more information.

www.cockhedgemedicalcentre.co.uk/prescriptions

The Practice Team

Business Manager: Mrs Stephanie Whitenburgh

Mrs Whitenburgh will be able to help you with any administrative problems you may have with the way our practice is run. If you have any suggestions to make for an improved service, or indeed any complaints please address them directly to her.

Receptionists

Our team of receptionists are trained to help you. A receptionist is always available between 8.00am and 6.30pm during the week. They are there to welcome you direct, book appointments, arrange home visits and deal with certain queries which you may have. Please ask if you wish to speak to the receptionist in private. Appointments are made either in person or by telephoning the surgery 01925 244655. If you cannot attend your appointment please let us know at once.

Receptionists may need to ask you medical details in order to assist you with any issues you have. All information given to them is treated in confidence and they are bound by the same codes of conduct as the Doctors and nurses.

Primary Care Nurse: Sr Dawn Flint

Consultations with the nurse are available every weekday. The primary care nurse is qualified in specific areas of disease/health promotion management eg. Diabetes, Asthma/COPD, Heart Disease, Well Persons Checks, Travel Advice, Family Planning, Smoking Cessation, and Immunisations.

General treatment room procedures of blood taking, ECG's, blood pressure checks, and new patient checks are also carried out.

Dawn may visit you in your own home if the need arises.

Health Care Assistant: Mrs Clare Ancell

The health care assistant is able to provide new patient health checks, blood pressure checks, blood and urine tests and assist with baby clinics if required.

District Nursing Team

The district nursing team is attached to the practice. It consists of highly skilled nurses who offer advice and support to patients and families - giving specialist nursing care to patients in their own home.

Community Midwives

The midwives offer specialist advice in both antenatal and postnatal care. They provide antenatal clinics every Wednesday afternoon. All consultations are by appointment via the surgery.

Health Visitors

Health visitors are qualified nurses with additional qualifications in the health of babies and young children. Their areas of expertise include baby massage, breast feeding advice, early parenting advice, women's health issues and family planning advice. The Link Health Visitor for the practice can be contacted on 01925 867928.

This number will always be answered between the hours of 8.30 am - 4.30pm during the week day. This is also the triage number which will operate between 10.00am and 12 noon and 2pm - 4pm.

Home Visits

Requests for a home visit should be made before 10.00am, except in cases of emergency. The receptionist will ask you the reason for the visit. Only on grounds of MEDICAL NEED, following a discussion with the Doctor, will a home visit be arranged. For your information the visiting guidelines are available from the Medical Centre reception.

Test Results

Smear tests, urine tests, blood tests etc are carried out for the benefit of your health. If there are any abnormalities with the test results the practice will contact you immediately to arrange an appointment with the Doctor. It is advisable to telephone for test results after 2.00pm. To ensure patient confidentiality no results will be given to any other person without written consent to disclose information to a third party.

Services outside the NHS

Certain services provided by your Doctor are not covered by the NHS, and you may be asked to pay a fee in line with British Medical Association recommendations. Medical examinations can be arranged for travel, insurance purposes and HGV and PSV licences. Our practice nurse is happy to advise about holiday vaccinations.

Duty Chemists

The duty chemist closes at 6.00pm Monday to Friday. Opening times and out of hours chemists are displayed in the local newspapers.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. Normally you will be required to make this appointment yourself. On occasion the practice can do this for you. This is called the Choose and Book System. You will be given an advice slip with a telephone number for you to contact directly.

NHS 111

NHS 111 offers free expert health information and advice 24-hours a day on 111 or at their website, www.nhs.uk/111

You should use the NHS 111 service if you urgently need medical help or advice but it is not a life-threatening situation.
