

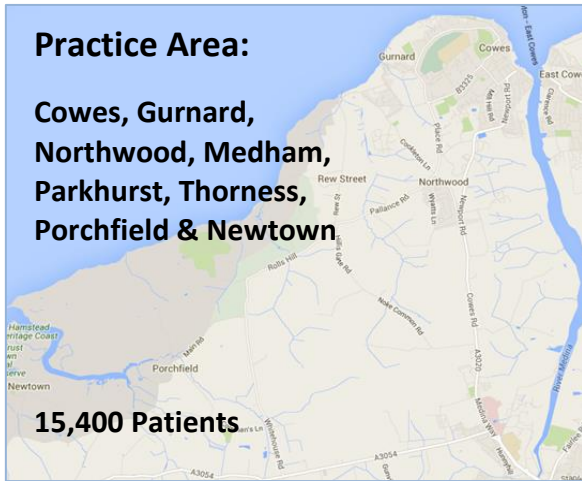


Cowes
MEDICAL CENTRE

Version: March 2023

Your local GP Practice: a guide for Patients


It takes a team to care for a community





Welcome


As a multi-disciplinary team our aim is to provide safe, responsive, and caring services within available resources, and work closely with our community, and colleagues across related services.


We are part of the Central West Wight Health Alliance Network together with Brookside, and Newport Practices. The network has been created to deliver better integrated local services that bring together general practice, community services, social care and the voluntary sector.


 Smoking, e-cigarettes, or charging of devices is not permitted on site.


 Only guide/assistance dogs are permitted inside the surgery.


 There are baby changing facilities & gender-neutral toilet facilities.

 Waiting room & consulting rooms are accessible in a wheelchair.

 Large mobility scooters suitable for road use (Class 3) are not permitted inside the surgery - patients will be transferred to a wheelchair.

 **Patients living in our Practice area may register with the Practice.**

 **Temporary Resident**
If you are staying within the practice area for less than 3 months, you can still be treated, but as a Temporary Resident. For repeat prescription requests, please contact your own surgery and ask them to send it electronically to a local pharmacy here.

 **Experiencing domestic or emotional abuse and too frightened or unable to talk to someone?** Don't worry; tell us by asking for a Repeat Prescription Request Form the front desk, fill in your safe contact details, draw a circle on the form and give it back to the front desk. We will ask you to take a seat while we find someone available to talk with you. Alternatively, submit an admin request via eConsult with the word 'circle' on it and how we can safely contact you.



To register we need:

- completed registration forms – available on our website or from the front desk
- current height, weight & blood pressure – health monitor in our waiting room

To register for the full on-line service, we will also need:

- proof of your identity: driver's licence, passport, or bus pass
- proof of your permanent home address: utility bill, bank statement within the last 6 months
- have your own email address



With thousands of GPs needed across England, seeing your 'Usual GP' for all your needs is no longer possible. INSTEAD, there is a healthcare team to help you and your family which includes specialist support. In this way we can focus our limited GP resources to support complex medical needs.

Our GP Team

Dr Parsons (f) GP Senior Partner	RWTH AACHEN. 1989 (Ger), JCPTGP, DFFP RCOG
Dr Boorle (m) GP Partner	MB, BS 1991 (Utkal), MS, FRCSEd, JCPTGP
Dr Alison (f) Salaried GP	BM 2011 (Southampton), MRCGP, Certificate in Diabetes, Joint Injections
Dr Slade (m) Salaried GP	BM, BS 2010 (Brighton), MRCGP, Joint Injections
Dr Dominique (f) Salaried GP	BSc, MB, BCh, BAO (Dublin) 1993, MRCGP

To increase the number of GP appointments we have several GP Locums we work with regularly and a remote GP Locum service to provide GP telephone appointments as there is a limited number of Island-based GP Locums.

Our Advanced Practitioner Team

Our Nurse Practitioners (A/NPs) and Paramedic can diagnose, refer and prescribe for many day-to-day ailments such as chest infections, rashes, urine infections etc. They also have areas of health they are specialists in which include:

- Family planning & women's health
- Cardiology
- Dermatology
- Diabetes
- COPD
- Paediatric – children's health
- Adult mental health (this does not include dementia)
- Home visiting team for patients physically unable to leave their home
- Muscular skeletal - diagnose joint and muscular pain
- Diagnosing and treating diet and nutrition problems

Our Medication Team

Our medication team can review, monitor for safe use, synchronise and make medication changes.

Our Nursing Team

- Practice Nurses support with: wellness monitoring, living with chronic diseases, minor injuries, family planning, immunisations, cervical screening, wound assessment, child & travel vaccinations etc
- Healthcare Assistants support with: ECGs, blood pressure monitoring, B12 & flu injections, health checks and initial respiratory checks
- Phlebotomists – take blood samples for requests raised by the Practice and if trained will also take blood pressures

Our Health & Wellbeing Team

Our social prescriber and wellbeing coaches assist patients with non-medical concerns that can impact their health and wellbeing:

- Isolation and loneliness
- Bereavement
- Home adjustments
- Carer support
- Our escape pain programme - chronic pain management coaching and mobility
- Weight management
- Anxiety
- Living with Diabetes

Our Patient Support Team

Louise Whittington (f)	Business Manager MSC HR, CIPD, BA (Hons) Business Studies
Managers	Help with service delivery, community liaison, patient communication, staffing & health & safety
Patient Advisers	Help with healthcare navigation, appointment and home visit requests, sick note requests, and enquiries about results
Medical Secretaries	Help with referrals and hospital transport
Prescription Clerks	Help with processing of repeat prescriptions and prescription queries
Coding & Data Team	Help with processing patient documentation onto patient records, coding of health conditions, processing of pathology, patient registrations and deductions and long-term health condition monitoring invitations
Cleaners	Help with infection control, waste management and recycling

Health is everyone's responsibility

Providing good care with limited resources across all the healthcare needs is not easy. You can help by managing minor illnesses yourself (think pharmacy first), by making sure you follow treatment instructions, and cancelling any appointments in advance that you don't need or cannot now attend.

Appointments



The Doctors have instructed the Patient Adviser Team to ask for a brief reason for an appointment – this is to guide you to the best support at the earliest availability.

Consultations are for one person, approximately for 10 minutes and to discuss one problem. You may find it helpful to prepare some notes to discuss during your consultation. So we don't waste an appointment please call and cancel if you cannot attend as planned.



TRIAGE: On the day appointments

- To help as many patients as we can, all GP and ANP appointments are a phone call in the first instance. From this the clinician will determine if they can help you over the phone or if a face-to-face appointment is required.
- Triaging enables us to prioritise according to clinical need and available clinician.



On-going Medical Concerns

- Annual or regular check-ups with our Nursing team are really important. From here we will refer you to specialist, or GP support if needed.



Telephone/Video Consultation

- If you have been offered a telephone consultation, we will call you on the telephone number you have given. We will advise if you will be called morning or afternoon, and that the clinician will only try twice with a minimum of 15 minutes between each try. If they cannot reach you, you will need to book a call for another day.



Home Visits (Telephone before 10.30am)

- Home Visits can be requested before 10.30am, Monday to Friday, (not including bank holidays). They are for patients needing end of life care, completely housebound (chair/bedbound), or if their clinical condition would be adversely affected by attending the Practice.



Chaperone (for intimate examinations)

- Please ask if you would like a Chaperone present for intimate examinations (a procedure involving your breast, genitalia, or rectum), the clinician also has the right to request a chaperone.

Interpreting / Translation Support

If you need help with interpreting or translation, please let us know as you make the appointment. Alternatively, you can arrange for a friend or relative to accompany you.

Your Contact Details



If you move home, change your mobile or home phone, or your name, please let us know as soon as possible in order that we can keep our records up to date.

Services Available Here

NHS:

- Asthma & COPD
- Blood pressure
- INR (warfarin)
- Childhood/young person immunisation
- Six-week baby checks
- Diabetes
- Dietary Advice for: IBS, constipation, malnutrition, obesity, & nutritional supplements
- Cervical smears
- Emergency contraception
- Family planning
- Hormone replacement therapy
- Flu & adult immunisations
- Long-term conditions support
- Health checks
- Medication management & reviews
- Mental health / anxiety
- Wellbeing, chronic pain & weight management
- MSK (joint & muscle pain)
- Minor injuries such as:
 - Head injury without nosebleed or having lost consciousness
 - Facial injury without any need for stitching
 - Arm or leg injuries eg sprains or grazes
 - Minor chest or stomach injuries, still able to move and breath normally
 - Minor burns or scalds (not on face or genital area)
- Phlebotomy
- Wound checks, suture removal & dressings
- Leg ulcer checks & dressings
- Joint injections
- Travel injections (Hep A, Typhoid & Tetanus/Diphtheria/Polio)

Non-NHS:

A fee is payable for these services. Ask our Patient Advisers for full details.

- Fitness to: travel, undertake certain sports, or slim
- Holiday cancellation certificate
- Travel Injections (Meningitis ACWY & Hep B)
- Sick Notes issued in the first 7 days of illness
- Child-minder letter
- Medical examination: pre-employment, elderly drivers, sports, HGV or Boatman
- Letters requested by the Patient addressed 'to whom it may concern'
- Paternity test
- Insurance company enquiries
- Private prescription, consultation, ECG or visit

This list is not exhaustive.

Call 999 or go to A&E for:

- Obvious fracture
- Injury needing stitching
- Eye injuries
- Dental or jaw injuries
- Hip or ankle – unable to stand on injured leg
- Neck or spinal injury
- Poisoning or suspected poisoning



Covid-19 – pandemic response:

We are directed by NHS England regarding:

- which services should be prioritised or how they should be delivered
- infection control measures, such as mask wearing
- vaccination certificates or sick notes
- vaccination eligibility and timing

We have, and continue to deliver, vaccinations – General Practice has delivered 70% of all Covid-19 vaccinations

Prescriptions



Repeat prescriptions **must be requested in writing**, via your local pharmacy, SystemOnline, a note, or on a form at the front desk. For safety they cannot be taken over the telephone. Prescriptions are sent electronically to your preferred pharmacy. Where suitable your prescriptions may be 'batched' in this way the GP can pre-authorise your prescriptions for up to 12 months.



Please do not leave your prescription requests to the last minute - allow 5 working days for us to process your prescription to the pharmacy. The pharmacy will normally require 2 more working days to dispense your medication.



Urgent prescriptions received **before 10.30am** will be ready between 5pm and 6pm the same day and sent electronically to your Pharmacy. Urgent prescriptions received **after 10.30am** will be at the Pharmacy between 5pm and 6pm the next working day.



If you are concerned about, or suffering from any side effects, please speak to your pharmacy, call 111, go on to our website www.cowesmedicalcentre.co.uk and use eConsult, or speak to a clinician or our Practice Pharmacist.

THINK Pharmacy First

Pharmacists can give you expert advice on medicines and how they work.

You can talk to them in a private consultation area about:

skin conditions, coughs, colds, sore throat, minor cuts and bruises, constipation, hay fever and allergies, aches, pains, indigestion, diarrhoea, period pain and thrush, haemorrhoids (piles), warts and verruca, mouth ulcer and cold sores, athletes foot, nappy rash and teething.

Sickness Certificates / Fit Notes (Med3 form)



You do not need a sick note for any illness / absence of less than 7 days.

If you're off work sick for more than seven days, your employer will usually ask you to provide proof that you've been ill. They will normally ask for a sick/fit note from your GP. These may also be called medical statements or a doctor's note.



If you need a sick/fit note, go on to our website www.cowesmedicalcentre.co.uk and use eConsult, or ask the Patient Adviser to take down some details in the first instance. They will pass the request on to a GP. If an appointment or more information is needed, we will contact you, if not, your fit note will be prepared, signed and ready for collection **within five working days after your request.**



If you're under the care of a **hospital**, your sick/fit note should be issued by the hospital rather than your GP.

Test Results



You will need to wait a minimum of 48 hours before calling about a test result; they are normally made available one week after a test. **Please call after 11am for Test Results.**

Referrals to Consultants



If the Hospital refers you to a Specialist, then the Hospital will arrange transport if needed. When you are discharged from Hospital, they should provide two weeks' worth of medication, if medication is needed straightaway. Please bring in your discharge letter (pink slip) which details your procedure and medication.

If a GP refers you to a Specialist, our Secretarial team will support/liase with you on this process and arrange transport if appropriate.

On-line Services



Use eConsult for medical care, questions, and sick notes. Just click on the eConsult link on our website and we will provide an initial response by the end of the next working day, or within 5 working days for administrative questions. As eConsult is a separate system to your patient record, you do not need a log-in for this service, but it therefore needs to ask you to enter patient details and answer some safety questions.



NHS App

Before you start using the NHS App you will need to set up an NHS login:

<https://help.login.nhs.uk/setupnhslogin/>

Use the NHS App to:

- get your NHS COVID Pass
 - get advice about Coronavirus
 - order repeat prescriptions
 - get health advice – search trusted NHS information and advice
 - register your organ donation decision
 - choose whether the NHS uses your data for research and planning
 - view your NHS number
 - securely view your basic health record - your allergies, current and past medicines.
- You need to contact the Practice about getting full medical record access



If you would like to register for online services, but cannot register for the NHS App, please contact the Practice. We need to verify your identity before we can register you for our in-house online service called SystemOnline. You will need to have your own email address and to bring two forms of ID: photo ID (passport, driving licence or bus pass) and proof of where you live (utility bill, Council Tax bill, bank statement etc within the last 6 months).

Working Together

Feedback on our services is important. Feedback is given across a number of methods: Friends and Family Test (on-line and on paper), Healthwatch Isle of Wight, MORI GP Patient Surveys plus our own surveys and our patient participation group. We use this feedback to shape our planning, our processes, and our communication.

Suggestions, Concerns or Complaints



Your suggestions and concerns are important to us. These can be posted or call us. If you have been happy with the consultation or service you received, please tell us.



If you have a formal complaint, please follow the procedure in our **Complaints Leaflet** available from Patient Advisers. The Complaints Manager and Lead GP for Complaints will respond to your concerns, investigate the circumstances and help the Practice to learn from these experiences.



Call and ask for the Complaints Manager or send your complaint to:

Mrs Karen Woodford, Complaints Manager, Cowes Medical Centre, 200 Newport Road, Cowes, Isle of Wight, PO31 7ER



Zero Tolerance

We understand that waiting can be frustrating and worrying, but please offer all the team the same respect and patience that they offer you. Please be aware that they have the right to terminate an abusive call or consultation. Instances of patient violence or aggression are rare, however, if this occurs patients may be reported to the police and ultimately removed from our list of patients.

Patient Participation Group (PPG)

The PPG is a group of our registered patients who volunteer to meet with the Practice to discuss services and support on key patient initiatives. The PPG are involved in patient surveys, partner with the Practice on developing services, and help promote health knowledge and events to the local community.

The PPG is tasked with representing the six patient group types:

- Families & 0 -18 years
- poor mental health
- long term conditions
- Working people
- the vulnerable
- older people

The Practice also funds membership for the PPG of the National Association for Patient Participation, which shares good practice and connects groups.



Friends of Cowes Medical Centre: is a Registered Charity, founded in 1995. They are dedicated to raising funds for medical equipment and patient amenities for our patients. Information about the Friends and their great contribution is available online and in the Practice. Their email is: Friendsofcowesmedicalcentre@gmail.com

Patient Privacy and Data Protection



We will ask you for information to enable us to give you the best health care and treatment. We then keep this information, together with details of your care, because it may be needed when we see you again. Some of this we will need to share with others concerned with your care. Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.



Information is kept in compliance with Regulation (EU) 2016/679 (the “General Data Protection Regulation” or “GDPR”) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any guidance or codes of practice issued by the European Data Protection Board or the UK’s Information Commissioner from time to time (all as amended, updated or re-enacted from time to time).



You have the right of access to your health record and to obtain copies of your health record. If you would like to access your patient record, please ask a Patient Adviser about this.



If you would like to know more about how we use your patient information or your rights about opting out, please refer to our **Patient Privacy Notice** on our website: www.cowesmedical.co.uk, email: iwccg.cowesmcdpo@nhs.net or ask a Patient Adviser.

NHS Primary Care (GP) Services on the Island

Primary Care (GP) services are commissioned / contracted each year. The different contracts are run by NHS England (South East Regional Team), the Hampshire & Isle of Wight Integrated Care Board and Primary Care Networks. .

Priorities are set to meet national and local needs. Co-ordination with GP practices is organised into localities: Cowes is in the West & Central Locality.



NHS Hampshire & Isle of Wight Integrated Care Board

Building A, The APEX
St. Cross Business Park
Newport, Isle of Wight
PO30 5XW

Tel: IOW 552 064
www.hantsiowhealthandcare.org.uk

NHS England

South East Regional Team
Oakley Road
Southampton
SO16 4GX

Tel: 023 80296914
www.nhs.uk/services

Isle of Wight County Council

Customer Service Centre
County Hall, High Street
Newport, Isle of Wight
PO30 1UD

Tel: IOW 821 000
www.iwight.com

Surgery Opening Times

200 Newport Road, Cowes, IOW, PO31 7ER | www.cowesmedicalcentre.co.uk



Our standard opening hours are Monday to Friday 8am to 6pm with emergencies only from 6.00 to 6.30pm. Not including public holidays.

Our Phlebotomy service is Monday to Friday 7.30am to 2pm, not including bank holidays.

When we are closed telephone:

- **999** - if it is a medical emergency eg chest pains or shortness of breath
- **111** – for general medical help
- **Urgent Treatment Centre at St Mary’s** – 111 can refer you into this service



IOW 295 251

You will hear the following options to choose from:

Option 1	Repeat Prescription Enquiries
Option 2	Results (line open after 11am)
Option 3	Referrals & Hospital Transportation
Option 4	APPOINTMENTS & general enquiries
Option 5	Practice News

Our phones are located away from the front desk to ensure your call is confidential.



On-line:

- Visit www.cowesmedicalcentre.co.uk
- use eConsult for on-line consultations
 - Practice information
 - download forms
 - links to services & support



Facebook:

<https://www.facebook.com/CowesMedicalCentreIOW>

Related Services
(Not run by the Practice)



Care Navigator
(Support to Patients Aged 50+)
IOW 525 282



Optio – Volunteer Car Service
IOW 524 058



Community Nurses
IOW 534 323



Health Visitors
IOW 293 511



St Mary’s Hospital Podiatry
(If referred for treatment)
IOW 290 585



Physiotherapy
(If referred for treatment)
01329 245 224



Day Lewis Pharmacy
Cowes
IOW 293 011



Boots Pharmacy
Cowes
IOW 294 467



Lloyds Pharmacy
Sainsburys
IOW 533 198

Who do you go to for help?

<p>Common ailments including: <i>cough, cold, vomiting, eye infections, teething, migraine, hayfever, insect bites & stings, ear ache, fever, athlete's foot, urinary infections (women only)</i> Contact your pharmacy first for advice</p>	<p>Housebound Patients including: <i>most blood samples, wound dressing, ear syringing, Dopplers</i> Contact: District Nurse Team tel 534 323 (part of the Hospital Trust)</p>
<p>Less complex medical needs including: <i>urine infection, rash, in-growing toenail, stomach aches & pains, fainting, throat infections, chest infections etc</i> See an Advanced Nurse Practitioner</p>	<p>Administration & process including: <i>results, sick notes, referral status updates, blood forms, copy records, letters, new patient registration</i> Speak to our Patient Advisors first</p>
<p>Children: who are unwell See our paediatric specialist Advanced Nurse Practitioners</p>	<p>Mouth, gum or dental problems including: <i>referrals and pain relief</i> Contact your dentist first, then NHS 111 (GPs are not insured to do this)</p>
<p>Health & long-term conditions monitoring including: <i>blood pressure, height, weight, asthma, diabetes, smears, birth control etc</i> See a Practice Nurse (or Health Care Assistant for some of these)</p>	<p>On discharge from the Hospital make sure you have been given your results, urgent prescriptions, sick note etc before your leave. Contact St Mary's on 524 081</p>
<p>Wounds including: <i>suture removal, dressings, leg ulcer clinics</i> See a Practice Nurse or a Health Care Assistant in our Treatment Room</p>	<p>Practical support including: <i>mobility concerns, respite care for the carer or patient</i> Contact Adult Social Care tel: 814 980 or Age UK Care Navigator tel: 525 282 or ask for our Social Prescriber, Rudi</p>
<p>Immunisations & travel injections See a Practice Nurse or Health Care Assistant Speak to our Patient Advisors who will direct you to the appropriate person.</p>	<p>Mental health including: <i>assessments, low mood, anxiety, bereavement</i> See a MHP or Wellbeing Coach, or on-line advice via our website</p>
<p>Medication changes and reviews Speak to our Prescription Clerks who will help, or can direct you to our Clinical Pharmacist or Pharmacy Technician to the appropriate person if needed</p>	<p>Prescription requests: <i>must be in writing or on-line via your patient record</i> Ask a Patient Adviser about registering for on-line services</p>

Emergency dial 999
 Medical Advice dial 111