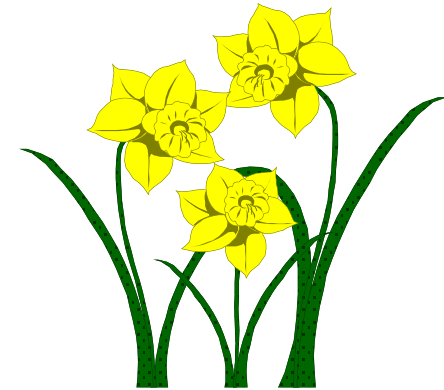


*Trent
Meadows*



*Medical
Practice*

Trent Meadows Medical Practice

Trent Meadows Medical Practice

Trent Meadows Medical Centre
Branston Primary Care Centre
Main Street, Branston
Burton on Trent
DE14 3EY

Tel: 01283 845555
Fax: 01283 845222
Email: trent.meadows@nhs.net

Opening times: Monday to Friday
8.30 am to 6.00 pm

Telephones 8.00 am – 6.00 pm
Late night clinic – Every other
Thursday 6.30 – 9.15

Stretton Medical Centre
Ladywell Close
Stretton
Staffs
DE13 0FS

Tel: 01283 537450
Fax: 01283 740990
Email: stretton.medical@nhs.net

Opening times: Monday to Friday
8.30 am to 6.00 pm
Telephone 8.30 am – 6.00 pm

Late night clinic – Every other
Tuesday 6.30 – 9.15

We are a 2 site practice and our GPs work at both sites. Our Nurse Practitioner sees patients with minor ailments

Dr J Tansey (Male)	MB.ChB; DPMC
Dr P Smith (Male)	MB.ChB
Dr J Crosse (Female)	MB.ChB; MRCGP; DRCOG; FP Cert, Diploma in Diabetes Care
Dr P Jones (Male)	BSc; MB.ChB; MRCGP; DRCOG; DCH; MBA; FP Cert
Dr T Scheel (Male)	State Examination Germany, Doctorate in Medicine, MRCGP, FRACGP, Consultant in Primary Care Germany, AMC Australia, DFFP
Dr S M A Zaidi (Male)	MBBS, FRCS (Ed), MCh (Orth).
Dr K Mitchell (Female)	MB.ChB; MRCGP
Sally Morrell (Female)	EN, RGN, BSC (Hons) Specialist Practitioner, Independent Supplementary Prescriber, Dip. Asthma, Dip. Diabetes.

Practice Manager
Michele Fildes

Trent Meadows Medical Practice Patient Participation Group

The first PPG (Patient Participation Group) nationally was formed in 1972 and today around 40% of English practices have one. A national campaign was launched in June 2009 to promote PPGs.

Every PPG is unique and very much patient-led. It is a voluntary organisation and each group determines its own activities according to the needs of the local practice population.

Trent Meadows Medical Practice formed its own PPG on 17th February 2010 and we currently have 18 members from both practice sites.

PPGs should:-

- Contribute to the continuous improvement of services.
- Encourage patients to have a better understanding and knowledge of how the practice is run.
- Help the practice meet targets and objectives.
- Improve communication between the practice and its patients; breaking down barriers and sharing information.
- Help patients take more responsibility for their health.

PPGs should not be:-

- About resolving PPG members' own personal issues.
- A doctor's fan club, it must have the confidence to challenge the practice.
- A time-consuming activity for practice staff, as it should be patient-led.

If you are interested in becoming a member of Trent Meadows Medical Practice PPG, please contact the Patient Liaison Officer 01283 741988 or David Jones (Chair of the PPG) on 01283 569963.

Self Care Advice

Colds and Flu

Take simple painkillers such as paracetamol (or for children use paediatric paracetamol oral suspension – available from pharmacies) – this will help bring your or their temperature down.

Increase how much fluid you drink

Some people find that a simple cough medicine helps to sooth a ticklish dry cough.

If the condition gets worse or other symptoms develop, call NHS Direct.

Antibiotics have no effect on most infections (such as colds, flu and most sore throats) because viruses cause them.

GP's recommend that you visit the pharmacist for over-the-counter remedies for minor complaints.

Earache in children

Earache is a common and unpleasant symptom in childhood. Most ear infections will clear up on their own, but there are ways you can help relieve the symptoms.

A painkiller such as paediatric paracetamol oral suspension will help relieve the pain

Place your child in an upright position with pillows.

Keep your child away from smoky environments.

Don't give decongestants as they will not help relieve the symptoms.

Never poke any objects into the ear (eg cotton buds) as they often pack the wax tighter and can damage the ear.

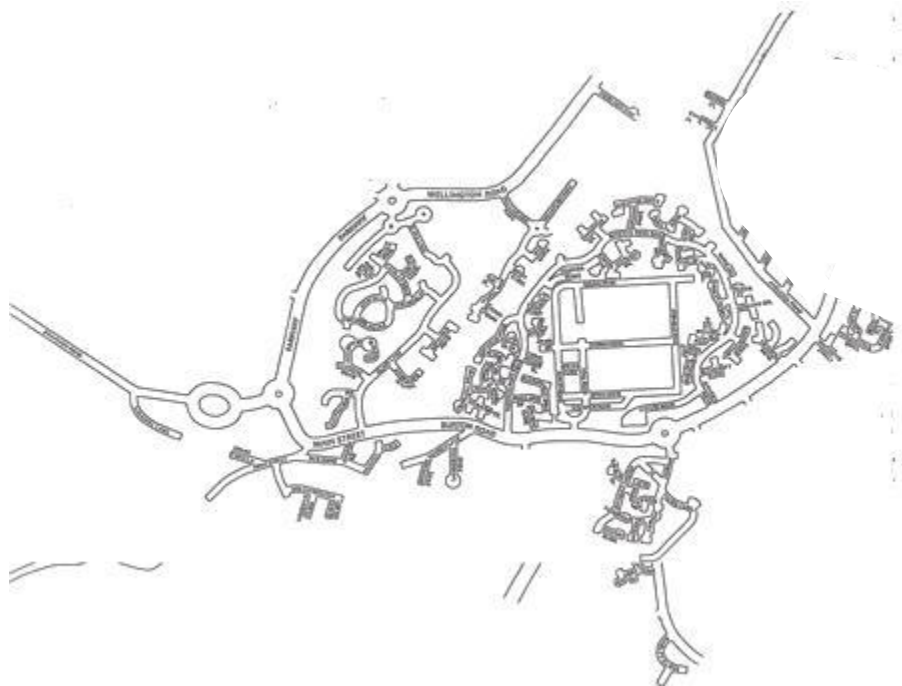
We would like to welcome all our patients to the Trent Meadows Medical Practice which incorporates the two sites of Trent Meadows Medical Centre in Main Street, Branston and the Stretton Medical Centre, Ladywell Close, Burton.

The surgeries cover 2 defined localities which serve in excess of 11, 400 patients. Our current clinical team is made up of 7 GPs, 3 of whom are part time, a very able and qualified Nurse Practitioner, three Nurses and two Health Care Assistants. In addition to which we have a Practice Manager, Medical Secretarial team, a friendly and very capable receptionist team and administrative support throughout the practice at every level.

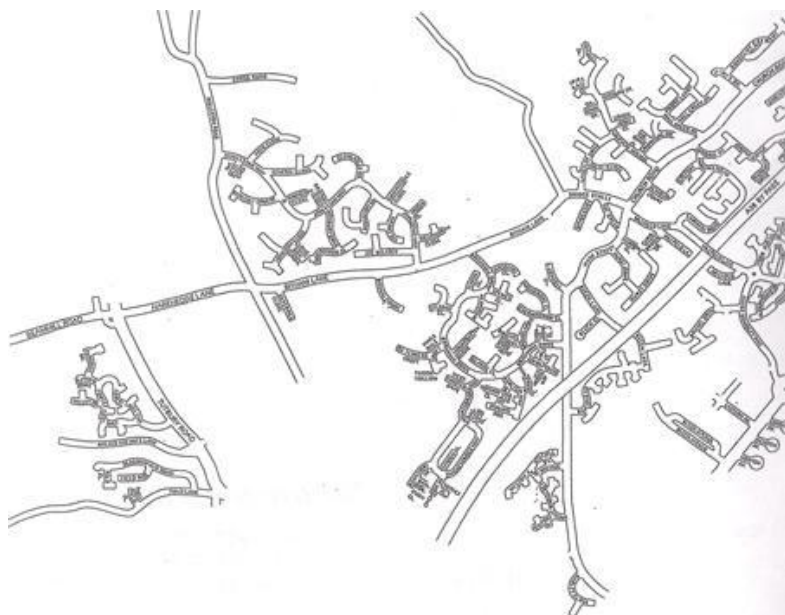
Our aim is to provide all our patients with a friendly, professional service where they and their families can expect a prompt and understanding approach, complete confidence and assistance with their needs. To be able to do this all our staff have been trained to ask specific questions so they can direct you to the appropriate clinician in a manner which best suits your needs. As you read this brochure you will become aware how general practice has changed and that clinicians are able to deal with their patients in more ways than traditionally expecting them to come to the surgery on every occasion.

We operate a full practice service, running specialist clinics for many patient needs eg pregnant women, children immunisation programme, smoking cessation, minor injuries etc and under the General Medical Services Contract, aim to see all our patients suffering from long term conditions at least once a year for a full check up and review.

Branston



Stretton



Useful telephone numbers

Queens Hospital, Burton on Trent	566333
Cross Street Clinic	505800
Horninglow Clinic	505830
Royal Derby Hospital	01332 340131
South Staffordshire Health Authority	01785 252233
Leicester Royal Infirmary	0116 2541414
IDAS	545071
NHS Direct	0845 46 47
Citizens Advice Bureau	510993
Social Security	505000
Age Concern	510106
Samaritans	01332 364444
AA (24 hr helpline)	0845 7697555
Sure Start	233400/233416
Branston Pharmacy (Trent Meadows)	569624
ASDA Pharmacy	523210
Boots Pharmacy	561573
Co-op Pharmacy (Morrisons)	563947
Peter Cook (Waterloo St)	562461
Dean and Smedley (Stapenhill)	564800
Dean and Smedley (Stretton)	546636
Dean and Smedley (Horninglow)	568711
Manor Pharmacy (Horninglow Road)	535048
Manor Pharmacy (Calais Road)	564928
Manor Pharmacy (Branston Road)	568166
Peak Pharmacy (Highfield Road)	568675
Out of hours	0300 7900 247

South Staffordshire Primary Care Trust
Units 210 - 211 Edric House
Wolsley Court
Towers Plaza
Wheelhouse Road
Rugeley
WS15 1UW

Tel: 01889 571700

Zero Tolerance Policy

Physical violence and verbal abuse are a growing concern. GPs, Practice Nurses and other practice staff have the 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, abuse and/or verbal aggression.

Violent and abusive patients will be reported to the Police and removed from the surgery's list.

Accessibility

All services in the surgery are accessible to the disabled.

How to register with the Practice

- Come into the Practice
- Obtain the appropriate forms from reception
- Provide the specified ID
- The practice will contact you confirming that you have been accepted to the Practice, in accordance with our protocol.
- On registration, an appointment will be made with the Health Care Assistant for a new patient medical – **prior to any appointments needed with a GP**

Preferred practitioner

You have a right to see a particular GP if you so wish.

Please note however, that you may have to wait longer to see your preferred GP and it may not be possible for you to see them in cases of urgent consultations.

Appointments

Access to a GP is offered within 48 hours of a patient's request to see/speak to a GP but the patient must be prepared to be seen by whichever doctor is available. An appointment is necessary to see all our clinical staff including our Nurse Practitioner, Nurses and Health Care Assistant.

Appointments in the surgery with a GP are routinely for 10 minutes to deal with **ONE PATIENT** and a **SINGLE ILLNESS**. If you have numerous matters to discuss a longer/separate appointment may be needed. Please ask the receptionists when booking your appointment.

Patients **MUST** have a prior booked appointment – we have **NO** facility for “walk in” patients. Nurse and Healthcare Assistant appointments can be made 1 month in advance

Telephone consultations

In an effort to improve the care and service we give our patients we offer telephone consultations for those patients who may not necessarily need to come to the surgery. These telephone appointments can be booked anything up to 2 weeks in advance. They are designed for patients to speak to the GPs and nurses for approximately 5 minutes about ailments/medical problems that do not have to be face to face e.g. medication reviews, questions about medications, results, follow ups where the GP advises that a discussion over the phone is sufficient. Our receptionists will offer this type of consultation as an alternative to coming into the practice.

Out of Hours arrangements

If you require to be seen by, or speak to, a clinician outside our opening hours please take the following steps:

Please telephone 0300 7900 247– this is a telephone service for urgent matters that can't wait until the next surgery. It operates from 6.00 pm until 8.00 am Monday to Friday and from 6.00 pm Friday to 8.00 am Monday Mornings and Bank Holidays

- ◆ If you need advice only please contact NHS Direct on 0845 46 47

Missed appointments/Late Arrivals

If you are unable to attend for your appointment we expect at least 24 hours notice, except in extreme cases, so that we are able to offer another patient the use of that appointment. We do not allow cancellation within 1 hour unless there are mitigating circumstances.

We have a **STRICT** policy for patients who regularly miss their appointments which may ultimately result in the removal of them/their family from the practice list

If you are late for your appointment you will be seen **ONLY** in exceptional circumstances and at the **DISCRETION OF THE CLINICIAN**. We have to insist on promptness for the sake of all patients concerned.

Home Visits

Most conditions are best seen in the surgery and we normally only visit the housebound or terminally ill.

If you are too ill to attend surgery, please contact reception at either site before 10.30 am or as soon as possible. This helps the doctors to decide if a visit is necessary.

Repeat prescriptions

These are available for patients receiving regular medication prescribed by the Doctors

Requests can be posted, , faxed or brought to the surgery or emailed to the address at the front of the leaflet, allowing 48 hours for collection at all times. You can arrange collection of your prescription in consultation with your local chemist or by providing a stamped addressed envelope for us to return it to you.

Please Note: We Do Not Take Prescriptions Over The Phone In Any Circumstances.

Practice Charter

- ◆ Members of staff will act courteously towards you and treat you with respect.
- ◆ We offer an appointment system. Our aim is to see each patient at the time designated. You will not be kept waiting for more than 20 minutes after your appointment time without an explanation from the staff.
- ◆ You are entitled to complete confidentiality.
- ◆ Constructive criticism will be welcomed in an effort to improve our service.
- ◆ You have the right to see your patient records, subject to legal limitations, by appointment only.
- ◆ Members of staff will wear a uniform and name badge in order to identify themselves to you.

Patients Responsibilities

- ◆ Be courteous and polite to staff at all times
- ◆ Arrive on time for all appointments
- ◆ Cancel appointments as soon as possible
- ◆ Book one appointment for each patient who wishes to be seen.
- ◆ Let the Practice know of any changes in personal details, ie telephone number/address.
- ◆ Telephone for results between 12.30 pm and 2.00 pm or 5.00 pm & 6.00 pm
- ◆ Do not ask for information about anyone other than yourself.

Practice Nurses

We have three practice nurses between our two surgeries who operate their own clinics for which the appointments are all pre-booked. They are a very experienced and highly trained team undertaking many clinical procedures and giving professional advice in all of their fields.

They often will, along with a GP, undertake the following:

Chronic Heart Disease Monitoring	COPD Monitoring
Diabetes reviews	Asthma reviews
Epilepsy reviews	Mental Health reviews
Cancer reviews	Hypertension monitoring
Hypothyroidism monitoring	Cervical Smears
Baby Immunisations Clinics	Contraception Advice
Coil Fittings/checks	Travel Health Advice and Vaccines
Flu Clinics	Ear Syringing
Minor Injuries	Wound Care
Dressings	Removal of Stitches
Smoking cessation	Well man/woman checks

Some of the above require a double appointment and therefore we ask patients to tell us what they want to see the nurse for so that we can book the required time. Our receptionists have been trained to ask for this information so it would be appreciated if patients could share this when asked.

Health Care Assistant

The surgery has 2 Health Care Assistants who assist the nursing team with much of their routine work. They undertake blood pressures, blood tests, new patient medicals, smoking cessation, weight management, ECGs etc which helps both the GPs and Nurses to have up to date clinical information available for their consultations with patients. There are a valuable asset to the patients through the advice they give, helping them to achieve their goals.

Midwife

Our midwife holds antenatal clinics at both sites with back up from the GPs.

District nurses

The District Nurses provide nursing treatment and care to the housebound and patients recently discharged from hospital at the ward's request.

Health visitor

The Health Visitor is a trained nurse with specialist skills in child development and health promotion. She will visit families both at home and see them in her clinics held at Cross Street Clinic. Please contact Cross St for clinic times.

Locum

From time to time the Practice relies on employing GP locums to support the quality service we aim to give our patients. Please be assured that your full clinical details are available to them.

Allied services

The following people may also be accessed via the GP: Social Workers, Community Psychiatric Nurses, Dieticians, Speech Therapists and Chiropodists.

Chaperones

If you anticipate that you may require an examination by the Doctor and feel that you would like a chaperone to be present, please make reception aware at the time of booking your appointment so that this can be arranged.

Minor injuries

The following can be treated within 48 hours of their occurrence by the GPs and Nurses.

- Lacerations – closure by simple means
- Minor burns/scalds
- Minor falls
- Minor trauma to hands, limbs or feet
- Recent injury of a severity not amenable to simple domestic first aid
- Eye injury blows to the head where no loss of consciousness
- Minor dislocations of the fingers

If in any doubt – please speak with a clinician who will advise you accordingly

Please give the receptionist as much detail as possible when trying to book an appointment

Complaints

We hope that most problems can be sorted out easily and quickly – often at the time they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. This will enable us to establish what happened more easily. If your complaint is about a GP/Nurse/Clinician then this **MUST** be in writing addressed to the Patient Liaison Officer. We will acknowledge your letter and respond in accordance with the NHS Guidance for complaint handling.

Alternatively you may ask for an appointment with the Patient Liaison Officer to discuss your concerns and she will explain the procedure to you.

Patients Services Team Email - feedback@staffordshirecss.nhs.uk Telephone – 0800 030 4563 or address is now: **NHS STAFFORDSHIRE & LANCASHIRE**, Commissioning Support Unit, Patient Services Team, Heron House, 120 Grove Road, Fenton, Stoke on Trent, ST4 4LX

New Patients

On joining the practice you will be required to see the Health Care Assistant for a New Patient Assessment within the first month. Please bring with you a urine sample and details of previous illnesses vaccinations etc.

If you are taking regular medication, you will need to see a doctor before obtaining any repeat medication so it is vital to have you patient assessment and bring with you your medications in their original containers.

Confidentiality

Confidentiality is maintained at all times by members of staff with regard to personal health information.

Surgery Staff

The roles of the different members of the Nursing Team, together with the services offered by the surgery and its staff, are explained over the following pages.

You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided.

Nurse Practitioner

Sally Morrell, Nurse Practitioner is responsible overall for the nursing team in the practice and works across both sites during her working week. She has her own clinic and deals with the more minor ailments for which she is able to prescribe. The practice would normally expect you to see Sally for coughs, colds, sore throats, infections, rashes, etc in the first instance and if considered more serious the Doctors are on hand for Sally to immediately refer if necessary.