



We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the

matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.



Patients' Rights and Responsibilities:

You should reasonably expect us to treat you individually, with courtesy and respect at all times irrespective of your

Age, ethnicity, religion, gender, sexuality, disability or the nature of your health issues. We will maintain your right to privacy and not discuss your illness with other staff or doctors within hearing distance of other people. We will give you a full explanation of your illness and any tests, investigations or consultations relating to that illness. You must inform us if you do not understand the explanation.

Please keep the appointments you make. If you are late you may be asked to wait until the end of surgery, or to book another appointment. If you can't attend an appointment you have booked, it is important that you let us know so that we can offer it to someone else. Appointments are limited, and if you miss several you may have to move to another surgery. It is up to you to request your prescriptions in good time. The doctors cannot guarantee to prepare any prescription requested earlier than two working days.



Westside Medical Centre

With our patients' needs at the heart of everything we do, this leaflet explains how to access all our services.

Even more information is available on our website www.drgallagherandpartners.org.uk

So, why not check it out; you will find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

Contents:

Contact details	2
Access	2
Violence Policy	2
Practice location and boundary	3
Disabled access	3
Opening times	4
When we are closed	4
Appointments	5
Meet the Team	6
Clinics and services	7
Registration	8
Chaperones	9
Home visits	9
Repeat Prescriptions	10
Confidentiality & access to medical records	11
Complaints, comments and compliments	12
Patients' rights and responsibilities	12



Contact Details



Address:

Westside Medical Centre
Hilton House
Corporation Street
Rugby
CV21 2DN



Telephone Numbers:

Telephone: 01788 544744
Fax: 01788 563141
Out of Hours: 111

Website: www.drgallagherandpartners.org.uk

email: westsidemedicalcentre@wmc.nhs.net

Access:

The Practice is situated on Corporation Street. It is only accessible from the gyratory end and the turning into West Leys is before the MorganEst building. It has a car park for patient use that can be accessed at the back of the building, via West Leys. Our Practice is on the left-hand side of the building if you enter from Corporation Street, on the right hand if you enter from the Car Park. We occupy the Ground and first floor of the building.

If the carpark is full there are plenty of on-street parking as well as pay and display carparks near-by.



Violence Policy:

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.



Confidentiality & Medical Records:

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.



Freedom of Information:

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.



Repeat Prescriptions

The preparation of repeat prescriptions is computerised. On the right hand side of your prescription will be a list of your medications. When you require a repeat prescription please tick the box against the items you require and forward it to the surgery.

Alternatively you can order online or ask your pharmacy if they will order your repeat prescription for you.

We do not accept requests over the telephone.

Local Pharmacy Services:

Patients can request that their prescriptions are sent electronically (EPS) to their preferred pharmacy and collect their medications directly from them.

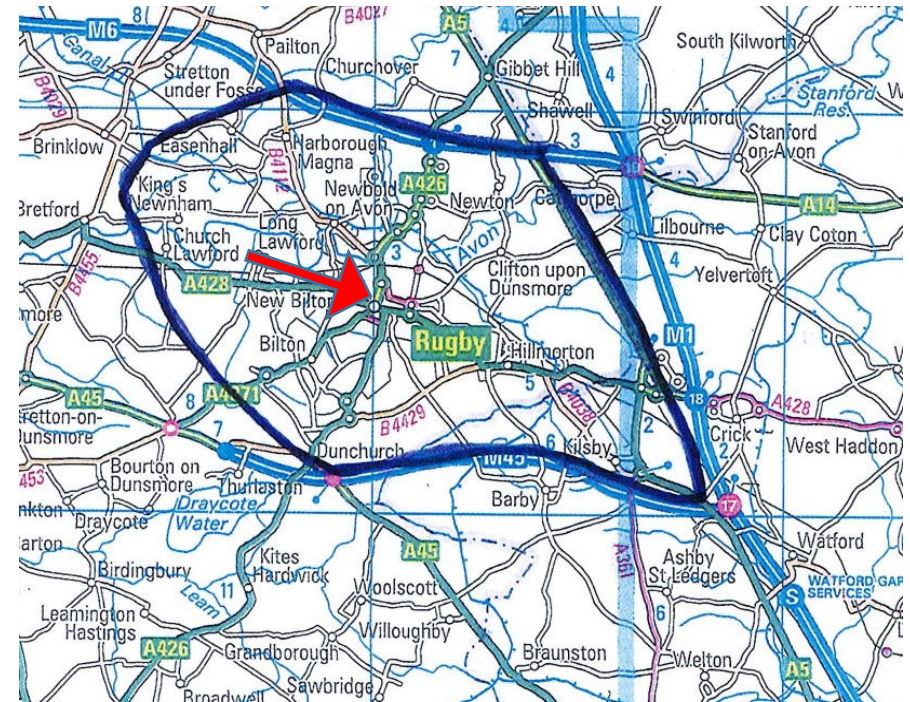
Patients can also consider the repeat dispensing arrangements in which your designated pharmacy stores repeat prescriptions and dispenses them at intervals; ask at reception for more information on repeat dispensing.

Medication Reviews:

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account

Practice Boundary and Location



Practice location

Practice Boundary



The surgery building is fully compliant with the Disability Discrimination Act.



Opening Times:

Monday	08:30 - 18:00
Tuesday	08:30 - 18:00
Wednesday	08:30 - 18:00
Thursday	08:30 - 18:00
Friday	08:30 - 18:00
Weekend	Pre-bookable appointments only



Out-of-hours is currently defined as 18:30 to 08:00 weekdays and all weekend plus Bank Holidays.

CareUk is commissioned to provide out of hours care. The service is based at the St Cross Hospital Casualty department in a Primary Health Care Centre.

To be seen, it is best to 'phone in first: call the surgery number and the call will automatically be forwarded. **The direct line number is: 0300 130 3040 or call 111 alternatively call the surgery number, which will connect you to the out of hours service.**

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.



In a genuine emergency you should call 999.

E.g. chest pains and / or shortness of breath constitute an emergency.



Chaperones

If you feel you would like a Chaperone present at your consultation, please inform your Doctor or Nurse who will be happy to arrange this for you



Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 12:00.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.



Appointments:

The doctors and nurses have bookable surgeries. The number of available appointments vary depending on the on-call rota, holidays, study leave etc. Routine appointments may be booked three weeks in advance at 16:30 every day and can be made on-line, via telephone or in person at reception.

Urgent appointments are available via telephone triage from 08:30 to 10:15 on Mondays and days following a bank holiday and from 08:30 to 09:15 other weekday mornings. Your details will be taken by the receptionist and you will be called back by the duty doctor or nurse as soon as possible.

It is important that you stay by your 'phone and keep it free until you are called back. You may be offered an appointment or treatment or other advice depending on the nature of your problem. Please note the urgent appointments are only 5 minutes long and therefore can only be used for the single complaint.

There are pre-bookable Saturday morning appointments available. However, no other routine facilities are available on Saturdays. You are not able to collect prescriptions on a Saturday morning.

Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.



In order to register you will need to fill in a registration form, available at Reception, and bring photographic ID and proof of address.

Alternatively you can pre-register by submitting your completed registration online, via our website.

You will still need to come to reception with your photographic ID and proof of address to complete your registration.

It can take between 5 and 10 working days to become registered at the surgery. You will receive a 'Welcome' letter from ourselves once you have been fully registered and then you are then able to access all our services as needed.

If you have a preference as to which GP is your named doctor then please write to us at the time of your registration or at any time afterwards and your preference will be accommodated.

How to register for on-line services (EMIS Access):

When you have been accepted as a patient at Westside Medical Centre you will be able to register for online services, in order to see and book available appointments and order repeat prescriptions.

You will be required to bring ID when requesting online access at the surgery. Any person aged over 16 will be required to request their own online access and sign the registration form.



Meet the Team

Westside Medical Centre is a partnership.

The partners are:

Dr John Derrick MB ChB FRCS(Ed). He has a special interest in minor surgery.

Dr D Martyr MB BS MRCGP. She has a special interest in paediatrics and psychiatry

Dr MW Lindsey MB BS B Med Sci 1995 (Nottingham) MRCGP. He has a special interest in ENT, emergency medicine and minor operations and is a GP Trainer.

Dr Pooja Chopra MB BS MRCGP DRCOG. She has a special interest in Obstetrics & Gynaecology and is a GP trainer.

Dr Charlotte Davies MBBS MAcantab DCH DROG. She has a special interest in child health and diabetic management.

In addition to the practice partners we have registrar doctors working with us for between 6 and 12 months each. The registrars are fully qualified doctors undergoing even further training under the supervision of Dr Lindsey and Dr Chopra. Our current registrar's names and qualifications are published on our website and will soon be displayed in reception, when our photo board is updated.

Our Nursing Team are:

Mrs C Pagget is our Advanced Nurse Practitioner.

Nurse Heather Walker RGN INP. Her specialist clinics include asthma and baby/child immunisations.

Nurse Ruth Greenfield RGN.

Nurse Charlene Manning RGN B.Soc.Sc (Nursing & Midwifery) She compiles careplans and has diabetes clinics as well as normal clinics.

Mrs Vicky Smith is our Health Care Assistant

Mrs Kellie Preece is our Practice Manager

Mrs Samantha Cooper is our Reception Manager

Our Administration, Secretarial and Reception Team will soon have their names and photographs displayed in reception when our photo board is updated.



Clinics & Services

In addition to GP consultations the practice adheres to the General Medical Services Contract for the provision of healthcare services:

Essential Services:

Asthma: This clinic is held on a Thursday morning.

COPD: This clinic is held on a Thursday morning.

Coronary heart disease: Nurse appointment within normal opening times.

Diabetes: These clinics are held on a Thursday morning & Friday afternoon.

Additional Services:

CVD Clinic: This clinic is held on a Friday morning.

Cervical smears: You can see a Nurse within our normal opening times.

Contraceptive services / Family planning: This clinic is held on a Thursday - alternating mornings and afternoons.

Child Immunisations: This clinic is held on a Wednesday morning.

Post Natal & 6 week check clinic: This clinic is held on a Friday morning.

Maternity Services: This clinic is run by our Community Midwife on a Monday and Wednesday. Booking appointments are on a Monday afternoon.

Minor surgery: This clinic is held on a Wednesday afternoon.

Vaccinations and immunisations: Nurse appointment within normal opening times.

Travel Vaccinations: Nurse appointment within normal opening times (once you have completed your pre-travel questionnaire).