



## **Boughton Medical Group**

Hoole Lane, Chester, CH2 3DP  
Tel 01244 325421 Fax 01244 322224  
[www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk)

There are four GPs working in partnership at this Practice as well as three salaried GPs.  
We are not a limited liability partnership and the partners  
are listed below:

**Dr Stephen Kaye**  
MB ChB DCH MRCGP (Bristol 1987)

**Dr Annabel Jones**  
MB BChir DRCOG MRCGP (Cambridge 1991)

**Dr Paula B. M. Davis**  
MB ChB MRCGP DRCOG DFFP (Bristol 1987)

**Dr Edward Henry**  
MBChB MRCS Glasg (Liverpool 1995)

**Sarah Smith**  
Nurse Partner (RGN, BN Hons Specialist Nurse Practitioner,  
Independent Supplementary Prescriber)

We provide general medical services under contract with Western Cheshire Clinical Commissioning  
Group

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**Salaried GP**

**Dr Iain Bailey**  
BMBS MRCGP DFSRH (Brighton and Sussex 2009)

**Dr Shana Tam**  
MBBS DRCOG DFFP (London 1998)

**Dr Harriet Williamson**  
BMBS BMedSci MRCGP DRCOG DFSRH (Loc SDI & IUT) PGCertMEd (Nottingham 2010)

**Practice Manager**  
Rachel Kennouche

**Office Manager**  
Phil Owen

GPs assess, diagnose, treat and manage illness. They carry out screening for some cancers and promote general health and wellbeing. GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care.

GPs also provide the link to the further health services and work closely with other healthcare colleagues to help develop those services. They may arrange hospital admissions and referrals to other specialists or consultants and they link with secondary and community services about your care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in your treatment. Some GPs are salaried in some practices where their employers are other GP Partners. Some GPs work as locum doctors offering their time to several different practices.

From time to time we may engage a locum (deputising GP) to cover periods of absence (e.g. holidays or sickness).

## **Health Centre Opening Hours**

### **Monday to Friday 8.00–18.30**

The Surgery opens at 8.00am Monday to Friday and patients are seen largely by appointment. The telephone is often busy early in the morning, therefore if your call is routine, please ring later in the day. You may see the doctor of your choice but try to keep to the same doctor for a single period of illness. Urgent problems are dealt with that day.

**Patients are able to book routine appointments up to two weeks in advance, either in person, by telephone or via the website. Some appointments are also released on the day and 48 hours in advance in line with DoH guidelines.**

### **Express Clinic—Twice Daily**

#### **Monday to Friday 8.30–12.30 & 2.00–5.00**

These clinics are run by a highly skilled Nurse Practitioner who is able to help with many illnesses such as sore throats, ear ache, chest infections and urine infections. The Nurse Practitioner has the ability to prescribe, and in the event that you need to be seen by a GP urgently she will be able to allocate you an emergency appointment that day.

**To be seen in the Express Clinic please telephone the surgery on the day that you require the appointment, or you can book online. The Express Clinic is for Emergency Treatment only, not for routine appointments.**

### **Phlebotomy Service**

#### **Monday to Friday 8.40 – 12.20**

These daily pre-bookable clinics are run by skilled healthcare assistants.

**Patients are able to book routine appointments up to four weeks in advance either in person, by telephone or via the website.**

### **WCCCG Extended Hours Service - 1829 Building, Countess of Chester Health Park**

**Monday to Friday: 18:30 to 21:30, Saturday: 09:00 to 14:00, Sunday: 10:00 to 15:00**

**Tel 01244 385422**

**The Extended Hours Service also offers clinics at Ellesmere Port, Tarporley and Helsby. Please ask on booking regarding the dates and times of appointments available if you would prefer to be seen in one of these clinics.**

### **Out of Hours Calls**

**Out of Hours Service: Telephone 01244 385300** Urgent calls may be made between 18.30 and 8.00 on weekdays and from 18.30 Friday until 8.00 Monday.

These calls are dealt with by a co-operative of GPs so your doctor may not be on duty.

### **NHS 111**

Out of hours support can be obtained from NHS 111 by telephone.

## **Repeat Prescriptions**

If you continuously or regularly need medication a 'repeat request slip' will be generated by the computer each time an item is requested. This slip **must** accompany each request to ensure that the correct medication is prescribed; therefore **telephone requests will not be accepted**. If the repeat slip is mislaid, please submit a **written request** for the items required. If you enclose a stamped addressed envelope, your prescription will be returned to you.

Otherwise the request can be dropped in at the surgery or faxed on 322224, or requested via

[www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) (registration required – see "On-Line Requests")

Alternatively, you can nominate a pharmacy to electronically receive your prescription request and dispense your medication in readiness for your collection. Please inform the surgery if you wish to nominate a pharmacy for this service. Some pharmacies also offer delivery to your home. You would need to arrange this service directly with your pharmacy.

**Allow 48 hours (2 working days – excluding weekends and bank holidays) before collection.**

Please note we now have a dedicated "Prescription Enquiries" phone line. When you contact the surgery, you will be given the chance to choose that option (option 4).

Patients are able to have their prescriptions dispensed, as well as receiving any general pharmaceutical advice and additional pharmaceutical services, from any community pharmacy they choose.

### On-Line Requests

**Patient Access** is a secure Internet system whereby patients can perform, on-line, certain tasks usually carried out over the telephone or in person.

Patients who have registered for Patient Access can:

- Book an appointment online.
- Re-order repeat medication.
- Access your Medical Records – This involves reading a patient information leaflet and completing the relevant questionnaire. You can download these from the website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or pick up a copy from reception.
- Inform us of any change of address/personal details
- Provide us with blood pressure readings, smoking status etc
- Inform us if you have had a flu vaccination elsewhere

The system is run in conjunction with EMIS our clinical software supplier. All doctors' appointments are now available to book online; we can also offer limited Express Clinic appointments online plus all phlebotomy appointments and anti-co- ag clinic appointments. To register for on-line requests, please ask at Reception or visit our website.

\*If you would like assistance/training on how to use a computer to access this, the practice has linked up with local libraries to provide further support. Please ask at Reception for more information.

### Doctor Telephone Advice

Made like an ordinary appointment but, instead of having to come to the surgery, the doctor will phone you around the agreed time for a telephone consultation. If the doctor decides that you need to be examined s/he will arrange this with you.

### Nurse Telephone Advice

If you have a question about your medication or treatment, or need health advice, it can be arranged for a nurse to call you back.

### Home Visits

If you are too ill to attend surgery, please telephone before 10am to request a visit at home which will take place on that day. Home visits are normally only available to wholly housebound patients or as a palliative care arrangement.

Your GP will also have access to more clinical and diagnostic equipment, here at the Practice. Requests received after midday will normally be visited the following day unless medically urgent. Please give an outline of the problem to help the doctor assess its priority. Lack of personal transport will not be considered a valid reason for a home visit. You cannot insist that a GP visits you at home.

Your GP will only visit you if they think that your medical condition requires it and will also decide how urgently a visit is needed.

### Results of Tests

Pathology and X-ray results are available by telephone (325421) between 14.30 and 18.30. This gives the Practice time to check results received overnight or in the morning. They are then passed to the GP for review at the end of morning surgery. To protect the patient's confidentiality, results will only be given by telephone to the patient in person. If you have difficulties using the phone you can nominate someone to take information for you. Just let us know in writing the name and telephone number of the person you wish to us to contact. Please check that the results are back before attending your follow-up appointment.

### Sickness Certificates

Periods of absence less than 3 days do not need certificates.

Between 3 and 6 days self-certification can be used by completing a form SC1 available at reception.

Sickness certificates, completed and signed by your Doctor, are required when a period of continuous absence from work, due to illness, is longer than 6 days. Please note you may have to see a Doctor to renew a sick note or to be signed fit for work again if you are returning to work before your sick note expires.

### Minor Surgery Services

Minor surgery is performed at the surgery. If you think you may need minor surgery please make an appointment to see Dr Kaye or Dr Henry.

### Text Messaging Service

To help improve our patient services, the practice is using a **FREE** Text Messaging Service. We will send you a reminder via text before your appointment. Should you no longer need your appointment, early cancellation will enable us to provide care to another patient. We can also use the service to request information from you, such as an up-to-date blood pressure reading, or to remind you that you are due to receive a flu vaccination.

If you would like to use this service, please ensure we have your correct mobile number.

### **Patient Participation Group**

We have an active Patient Participation Group comprised of a cross-section of registered patients. Anyone wishing to join the group can do so by completing the Patient Participation Group Sign-Up form. This can be located by clicking on the Patient Participation Group link on our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk).

### **Child Health Surveillance Services for Children aged 6 to 8 weeks**

The Child Health Service Clinics are held by Dr Annabel Jones, Dr Davis, Dr Shana Tam and Dr Harriet Williamson.

### **Immunisations (Children)**

Immunisations can be booked in with the practice nurse for a 20 minute appointment in their normal surgeries.

### **Maternity Medical Services**

Please telephone the surgery 01244 325421 for details of your local antenatal clinic as soon as pregnancy is confirmed. Postnatal services are provided by Dr Annabel Jones, Dr Paula Davis, Dr Shana Tam and Dr Harriet Williamson.

### **Baby Changing Facilities**

A baby changing unit is located in the toilet for the disabled, situated in the main corridor.

### **Facilities for the Disabled**

Boughton Health Centre readily accommodates wheelchairs etc., and has a toilet for the disabled. A wheelchair is also available for use within the Health Centre – please ask at reception.

### **Carer Link**

We have two members of the reception team who act as carer links. If you are a carer, or have a carer, please let reception know, and they will put you in touch with one of those links who will be happy to offer you any help and advice they can.

### **Car Parking**

There is a charge of £1 per use of the Practice Car Park; however registered disabled patients (blue badge/permit holders) and patients coming here by licensed taxi are exempt. The car park is situated at the far end of the building. Secure bike stands are available at the front of the premises. However it is advisable to consider use of alternative transport if possible. The car park is only for use whilst attending the Health Centre for an appointment. Please be considerate towards other patients and do not leave your car in the car park if going elsewhere. The income from the Practice car park is used to help meet the costs of a full time Practice Nurse to run our Nurse Led Triage clinics. It helps the Practice to generate additional GPs and Nurse appointments for the benefit of all our patients. This has been in operation since 2004. **Please note that vehicles and contents left here are entirely at owner's risk. The practice is unable to accept any responsibility for any damage or loss whilst on the premises.**

### **Practice Staff**

The team of clinicians is supported by the Practice Staff, led by the Practice Manager, Rachel Kennouche, and the Office Manager, Mr Phil Owen.

### **Pharmacy**

There is a pharmacy attached to the surgery. The opening hours are:

**Monday – Friday 8.30 – 12.45 13.45 – 18.00 (closed for lunch 12.45 – 13.45)**

The Pharmacy can be contacted on **01244 316358**.

### **Student Nurse Training**

Nurse students occasionally spend time at the centre to observe consultations. Do not hesitate to let us know if you would rather see the doctor or nurse alone.

### **Reception and Administration Staff**

Our experienced staff have, at times, a busy and difficult job. They sometimes have to ask for medical details to help them assess the urgency of your request. Please ask if you wish to speak in a more private area. At times the reception and telephone switchboard are very busy as we deal with almost 500 calls per day on average. We would be grateful for your patience whilst staff deal with other people's queries.

## **NHS Protect (formerly Zero Tolerance Policy)**

For the safety and benefit of patients and staff alike Boughton Health Centre operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In the case of violent behaviour it is our policy to call the Police.

## **Patient Rights and Responsibilities**

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect, your religious and cultural needs at all times. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment. We also ask that patients give the same level of respect to our clinicians and staff.

You will be treated fairly by the practice staff according to your healthcare needs, regardless of Race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. It should be possible to see a GP in 48 hours and a Health care professional in 24 hours.

We would remind patients of the need to keep appointments or to cancel in plenty of time. We would appreciate 24 hours notice of any cancellations.

Due to the nature of General Practice, clinical emergencies can arise. Our GP and Nurse surgeries do not therefore always run to time. When this happens we would ask that:

If you have been waiting for more than 30 minutes please advise our reception staff and we will do our very best to find an alternative.

Patients arriving more than 10 minutes late may be asked to re-book the appointment to another day. This reduces delays to other patients still waiting to be seen. Although we understand that patients may be upset at times of such a delay, we would ask that they be courteous to all members of the practice team.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This 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 the 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 occasionally it may be necessary to reschedule your appointment.

All patients between the age of sixteen and seventy five who have not attended the surgery within three years are welcome to attend a general consultation and will be offered appropriate health checks.

Patients aged seventy-five and over who have not attended within twelve months are welcome to attend for a general consultation and will be offered appropriate health checks. This general consultation may take place in the patient's home where, because of the patient's medical condition, it is deemed appropriate to do so.

**Patients are required to accept the terms and conditions, policies and procedures as detailed in this Practice Leaflet to be accepted or to remain as a patient on our list. Patients that decline to accept these terms and conditions may not be accepted on to the Practice list or, regrettably, be asked to leave the list where agreement cannot be reached.**

### **The NHS is dedicated to protecting your information.**

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies. Your personal information may be shared with other healthcare professionals. (A Consultant or Doctor at a hospital you have been referred to, Accident & Emergency units or the local Out of Hours service at the weekend or evening). The Practice currently participates in the national Summary Care Record, the Cheshire Healthcare Record and the IT System Graphnet.

Each patient contact with a clinician is recorded in the patient's record, including consultations, visits and telephone advice. Information is recorded, either on paper or in computer files. It may include details of your next of kin or carer. However it is all treated with the same strictly controlled confidential care. We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

The Law strictly controls the sharing of some types of very sensitive personal information. We are continually reviewing ways in which confidentially improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers. Patients can elect not to have this information being made available if they so choose. We recommend you discuss this with either your GP or the Practice Manager to make an informed choice in this respect. You can opt out or opt in of this information being shared at any time.

## **Access to Medical Records**

Patients have the right to access their medical records and from 1<sup>st</sup> April 2015, all patients now have the ability to view their own medical records on-line. In order to do this please read the patient information leaflet and complete the relevant 'Patient Access' questionnaire available from our website or from reception. However, if you wish to view your medical notes at the practice, please contact reception and an appointment will be made for this information to be made available to you. There may be a small fee payable for this service (DoH document Version 2 June 2003 - Guidance for Access to Health Records Requests under the Data Protection Act 1998).

## **The Nursing Team**

**Nurse Partner - Sarah Smith (RGN, BN Hons, BA Hons Advanced Nurse Practitioner, Independent Supplementary Prescriber)**  
**Sister - Emily Stokes (RGN Dip., BSc Hons. Advanced Nurse Practitioner - General Practice Nursing)**  
**Sister - Ruth Carter-Moore, (RGN Dip., BA Hons. Independent Supplementary Prescriber)**  
**Sister - Jacqueline Arnold (BSc Hons, RGN, Dip. N. Nurse Practitioner)**  
**Staff Nurse - Debbie Oliver (RGN, RSCN)**  
**Staff Nurse - Barbara Lovelady (RGN PGDip Ed, MSc Adv. Health Care Practice)**  
**Staff Nurse—Corrine Potts (RGN)**  
**Health Care Assistants - Jacqui Platt & Karen Barber**

**Health Care Assistants are available to take blood, ECGs and give flu vaccinations.**

The Practice Nurses may be consulted for the following:

Dressings, removal of stitches, ear syringing, travel vaccination and advice, and health promotion clinics.

The Practice Nursing Team offers a wide variety of services including: chronic disease management (asthma, COPD, diabetes, coronary heart disease, and stroke/TIA).

Nurses will be able to prescribe for certain conditions in addition to their routine treatment room service.

Advanced Nurse Practitioners are now commonly working at an advanced practice level, providing complete episodes of care for patients of one year old and above with a wide variety and range of presenting problems and health care needs.

**Please telephone 01244 325421 if you wish to make an appointment to see a Practice Nurse**

### **Asthma Clinic**

We have specially trained practice nurses who regularly review all asthmatics, telephone 325421.

### **Contraceptive Services**

Our doctors and practice nurses provide contraceptive services and Dr Williamson is trained to insert coils, so we are now able to offer this service from September 2015. Please make an appointment on 325421. The surgery offers emergency contraception service within the hours of 8.00am to 6.30pm; if you require emergency contraception out of hours please contact the Family Planning Clinic on 01244 356803.

### **NHS Health Checks**

The Department of Health is running a campaign to encourage patients aged between 40-74 years old without a pre-existing condition to attend their GP Practice for a Health Check. This will involve taking your height, weight, blood pressure etc. The Nurse will explain the results to you and you will be given the results to take home with you. Those patients who are eligible will be sent a letter inviting them in for an appointment at the surgery.

### **Well Woman/Well Man Clinic**

Well Woman and Well Man Clinics are run by our Practice Nurses. These offer a general check-up for women and men between the ages of 16 and 74. Please telephone 325421 for an appointment.

### **District Nurses**

The District Nursing Team provides a comprehensive assessment and an agreed plan of care. District nurses provide home nursing for patients with limited mobility or severe illness resulting in the patient becoming confined to their home. Care of terminally ill patients and their families is also carried out by the District Nurse Team. Patients are referred to the District Nurses by either the hospital or their doctor. The District Nurses may be contacted on 398013.

## Other Services

**The following services are available in the Health Centre:-**

### Mental Health Team

The team consists of a number of Mental Health Professionals, each with different skills. Who you see will depend on the problem you have. The team works closely with the doctors, and has links with hospital based services. The team provides a specialist and confidential service that covers the vast range of problems that can affect a person's mental health. Access to the team is usually by referral from the doctor.

### Health Visitors

The Health Visitors implement a "Child Health Promotion Programme" together with other Primary Health Care Practitioners. They also specialise in "early intervention", identifying vulnerable families to prevent likely problems. This includes ante-natal assessments in collaboration with Midwives and GPs. They may be contacted on 348022.

### Complaints

If you have a concern or complaint, you should ask to see the Practice Manager/Office Manager. We appreciate patient feedback on all the services we provide and if there is a problem, we operate an in-house complaints procedure. We would aim to respond to your written complaint within ten working days. If you remain dissatisfied with the response to your complaint, you have the right to ask either NHS Western Cheshire or the Health Service Ombudsman to review your case. This should be done within six months of the date of our final letter. The Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact The Health Service Ombudsman on 0345 015 4033 or write to them at:-

**The Parliamentary and Health Service Ombudsman, Mill Bank Tower , Milbank London SW1P 4QP**  
or visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**You can obtain booklets explaining the role of the Healthcare Commission, by contacting the Commission either by telephone or accessing their website.**

**Complaints can be made via NHS England or visit their website [www.england.nhs.net](http://www.england.nhs.net)**

**You can write to them at NHS England PO Box 16738 Redditch B97 9PT**  
**You can telephone them on 03003112233**  
**Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

### The Patient Advice and Liaison Service (PALS)

*The Patient Advice and Liaison Service* can help you overcome problems, listen to your concerns and ensure your experience helps us make local health services even better.

You can telephone them on 08001951241 or 01244 366066  
Email PALS at [cochpals@nhs.net](mailto:cochpals@nhs.net)  
Write to them at this address:  
PALS Manger  
PALS  
The Countess of Chester Hospital Foundation Trust  
Liverpool Road  
Chester  
CH2 1UL

### The NHS Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Patients of Boughton Health Centre can leave feedback by one of the following methods: at reception by completing a short questionnaire; via our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or by text message in response to a text from the practice.

## New Patients

New patients registering at the surgery must be living within a **3 mile travelling distance** of the surgery (but excluding any address in Wales due to the different healthcare, IT systems and administrative arrangements in operation there). Existing patients who move house beyond our 3 mile limit will be asked to re-register within one month. The three mile travelling limit will be determined by use of new technology e.g. "Google Earth".

### Patient Choice Scheme (from 5<sup>th</sup> January 2015)

The Patient Choice Scheme will allow GP practices to register new patients who live outside the practice area, without any obligation to provide home visits or out of hours services when the patient is unable to attend their registered practice. The scheme also allows patients who are currently registered with the practice, but move out of the area, to re-register as an out of area patient, and with the practice not having home visiting obligations (excludes patients in Wales, Scotland and Northern Ireland).

We ask all new patients to complete two simple forms. This information is available on line; please visit our website or call into reception. In addition, all new patients are required to produce **photographic evidence of ID and proof of address**. If you are receiving on-going treatment please bring all the details with you. All patients may see the GP or Nurse of their choice. Please let us know if you have a preference when booking your appointment. Routine appointments are for a ten minute period. A nurse led telephone advice line is available; please call before 10.00 am. Patients can book routine appointments up to two weeks ahead. Patients can also book GP and some nurse appointments on-line at our website: [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk)

## Surgery Times – Doctors

Hours of availability from 07.09.2015

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Dr Stephen Kaye</b>	8.00 - 10.30 15.00 - 17.00	8.00 - 10.30 15.30 - 17.30	8.00 - 10.30 16.00 - 18.00		8.00 - 10.30 15.00 - 17.00
<b>Dr Annabel Jones</b>	8.30 - 9.30 15.00 - 17.30		8.00 - 10.30 14.30 - 17.00	Clinical Leadership 15.30 - 18.00 (PN)	
<b>Dr Paula Davis</b>		8.00 - 10.30	8.30 - 10.30 14.30 - 17.00 (PN)		8.30 - 11.00
<b>Dr Edward Henry</b>	8.10 - 10.40 15.30 - 18.00	8.00 - 10.30 15.00 - 17.30		8.00 - 10.30 15.00 - 17.30	8.00 - 10.30 15.00 - 17.30
<b>Dr Iain Bailey</b>	8.00 - 10.30 15.30 - 18.00		8.00 - 10.30 14.30 - 17.00	8.00 - 10.30 15.00 - 17.30	8.00 - 10.30 15.00 - 17.30
<b>Dr Shana Tam</b>	8.30 - 11.00 15.00 - 17.30 (PN)			8.30 - 11.00 15.30 - 18.00	
<b>Dr Harriet Williamson</b>		8.20 - 10.50 15.30 - 18.00 (PN)	8.00 - 10.30 14.30 - 17.00	8.20 - 10.50	8.20 - 10.50 14.30 - 17.00

GP appointments can now be booked on line.

PN = Postnatal

Routine appointments are for 10 minutes.

All appointments can be booked by phone 01244 325421 or in person at the reception desk or on the website via Patient Access.