

USEFUL CONTACT DETAILS

Park Medical Centre	Telephone calls	(01244) 324136
	Fax	(01244) 317257
	Prescription Fax	(01244) 500118
	Website:	www.parkmedicalchester.co.uk
Countess of Chester Hospital	Telephone calls	(01244 365000)
Extended Hours Service	Telephone calls	0300 123 7743
(Routine appointments can be made between these hours 6.30—9.30pm : 9.00am to 2pm on Saturdays : and 10am to 3pm Sundays)		
Urgent Care Service	Telephone calls	NHS (111)
Urgent appointments 6.30pm to 8.00am weekdays and all weekend		
NHS Western Cheshire	Telephone calls	(01244) 650300
Western Cheshire CCG	1829 Building, COCH Health Park Liverpool Road, Chester CH2 1HJ	

PRACTICE WEBSITE

Our website at www.parkmedicalchester.co.uk can provide you with more information about things that are happening at the practice or in the wider NHS.

Additionally, if you register with us for EMIS Access, you can use the website link to order repeat prescriptions and make or cancel appointments.

LAST BUT NOT LEAST:

Car parking at the surgery is restricted. Roadside parking is available on Shavington Avenue and Newton Lane, and other local roads. Please show consideration for local residents and other surgery users when parking; DO NOT PARK ON YELLOW LINES OR RESTRICT ACCESS TO DRIVEWAYS when attending the surgery, no matter how quick your visit.



SHAVINGTON AVENUE
NEWTON LANE
CHESTER
CH2 3RD

Tel: 01244 324136
Fax: 01244 317257

www.parkmedicalchester.co.uk

OPENING HOURS

Mon, Tues,) 08.00
Weds,) to
Thurs, Fri) 18.30 hrs

Patients are seen by appointment

GP Partners

Dr Christopher R Lewis
Dr Neil S Blacklock
Dr Claire Schofield
Dr Yvette Brindle
Dr Roland Potocki

Salaried GP's

Dr Beth Matthews
Dr Jennifer McCallum

Please read this leaflet carefully and keep it for future reference

PARK MEDICAL CENTRE

TEL (01244) 324136

Park Medical Centre has been established in Chester for over 35 years. We have a list size of over 9600 patients, and whilst making full use of the resources available to ensure our patients receive the best attention, we maintain the friendly and welcoming air of a family GP practice

MEET THE PRACTICE TEAM

Partners

Dr Christopher R Lewis MB ChB DRCOG FP Cert
(1986 Manchester)



Dr Neil S Blacklock BSc MB ChB MRCP DRCOG FP Cert
(1984 St Andrews/Manchester)



Dr Claire Schofield MB ChB MRCP DFFP MRCP
(1997 Manchester)



Dr Yvette Brindle MB ChB MRCP DRCOG DFSRH
(2008 Liverpool)



Dr Roland Potocki BSc MD
(2010 Kraków, Poland)



The partnership is not a limited partnership.

Salaried GPs

Dr Beth Matthews MB ChB MRCP
(1998 Liverpool)



Dr Jennifer McCallum MB ChB
(2000 University of Edinburgh)



Practice Manager

Mr Richard McLeod LLB



COMMENTS AND COMPLAINTS

If you are especially happy or unhappy with any aspect of the service you receive, please inform the Practice Manager. Feedback is always welcome (good or bad) and helps us to tailor the service to the needs of the patient. You can also leave a comment on the "Contact us" page of our website or in the "Suggestions" box in the surgery.

If, for any reason, you should wish to make a formal complaint, you can do so by telephone, or in writing. However, where there's a lengthy background to the problem or the matter will take some investigation, it's probably better to write, in the first instance, to :-

The Practice Manager, Park Medical Centre, Shavington Avenue, Newton Lane, Chester CH2 3RD

If you want to know more about our complaints procedures, these are explained in more detail in our leaflet "Complaints and How We Deal with Them". You can be assured that we will always do our utmost to deal with any problems fairly and as a matter of priority.

PATIENTS RIGHTS AND RESPONSIBILITIES

- We will respect your privacy and dignity. We will also respect your religious and cultural needs at all times.
- We will not condone discrimination on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition against any member of the practice team, its patients or any member of the public attending the surgery.
- Telephone lines may be busy when you call; please be patient.
- Please treat the doctors, nurses and reception staff with the same standards of courtesy and respect that you would expect to receive. We will not tolerate rudeness or abuse of any kind.
- It should normally be possible to get an appointment with a GP within 48 hrs or other healthcare professional within 24 hrs. If you wish to see a particular clinician, you may have to wait longer for a suitable appointment.
- Due to the nature of General Practice, clinical emergencies can arise and prevent surgeries running to time. If you have to wait more than 30 minutes please let our receptionist know and we will try to find an alternative.
- If you are not able to keep your appointment please let us know in advance. If you arrive more than 10 minutes late for your appointment you may be asked to rebook for another day. This reduces delays for other patients who are still waiting to be seen.

* LET US KNOW IF YOU CHANGE ADDRESS OR TELEPHONE NUMBER.

CARERS

If you provide unpaid support for a family member, or friend, who couldn't manage without your help, please let us know. We can acquaint ourselves with your situation and prioritise healthcare requests for you, where necessary.

CONFIDENTIALITY

At the Reception Desk

All information about our patients is treated as **strictly confidential**. If you have a problem that you are not happy to discuss at the reception desk please ask to talk to the receptionist in private.

Confidentiality and Your Data

As a GP Practice, we have computer and paper records for all our patients. We are registered under the 1998 Data Protection Act and make every effort to keep patient information confidential and secure.

In some instances, you may be receiving care from other people as well as the NHS, for instance Social Services. We may need to share some, limited, information about you with them, so that we can all work together for your benefit. Anyone who receives confidential information about you from us is under a legal duty of confidentiality.

Unless there are *exceptional* circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission. In certain circumstances we are required by law to report information; however our guiding principle is that we are holding your records in strict confidence.

We will only give your relatives, friends and carers information if you want us to. You may ask us to share your health record with agencies e.g. solicitors, insurance companies, we will only do this with your written consent, and you may ask to view this information before it is provided

You have the right to see your health records (subject to certain safeguards), have them explained and have copies of them. There may be a charge for this service. If you think anything in your record is incorrect, please let us know.

ZERO TOLERANCE POLICY

For the safety and benefit of patients and staff alike, we operate 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 cases of violent behaviour it is our policy to call the Police.

Practice Nurses

Nurse Team Leader Jackie Heins RMN, RGN Nurse Prescriber
Lynsey Roberts RGN, Nurse Prescriber
Samantha Devonport RGN
Greer Allmark RGN

Health Care Assistants and Phlebotomist

The Health Care Assistants take blood and blood pressure checks and also offer ear syringing, ECGs, flu and B12 injections, suture removal, and NHS Health Checks for those aged 40-74 year olds and Health Checks for the over 75's.

Reception Team

Reception Manager: Judith White

Our Reception Team keep the practice running smoothly and looking after the interests of the patients. The phones and reception desk can be very busy so if you have to wait please be patient.

General Office Team

Office Manager: Georgie Cove

The General Office team is responsible for processing hospital referrals, requests for reports etc and for ensuring all test results and other communications are correctly filed in patient records.

Medicines Managers

We also have Medicines Managers working in the surgery to deal with many medication and prescribing issues.

Community Staff

District Nurses

Telephone 01244 398013

The District Nurses provide care to patients, especially the elderly, who are confined to their home and need nursing care. Your doctor will arrange for this service to be provided, when necessary.

Community Matron

Our Community Matron works with certain of our patients, who have chronic diseases, to help them manage their condition and maintain independent living.

Health Visitors Starting Well Service 0-19 years Tel 01244 397503

Health Visitors usually become involved with families during late pregnancy or first four weeks of baby's life. They advise on health care of expectant mothers, babies and young children (including child health, breastfeeding, immunisation and post-natal depression); also of the elderly and disabled.

APPOINTMENTS

To make an appointment telephone the surgery on **01244 324136**, or call in at reception, between **8.00am and 6.30pm**. A limited number of GP appointments are also bookable online. You will need to be registered for Patient Access. We offer pre-bookable face to face and telephone consultations in addition to “on the day” bookings.

When calling, please be prepared to give the receptionist some indication of the problem so that we can arrange an appointment with the right person. ALL information is treated in the strictest confidence.

For some minor illnesses, the receptionist will book you in with Nurse Jackie Heins or Nurse Lynsey Roberts, who are both qualified to give advice about many minor illnesses and to prescribe for them.

If you'd like to talk to a particular clinician (doctor or nurse) we can try to arrange this for you. However, whilst we'll do our best, we can't always guarantee that they will be available to consult with you.

APPOINTMENTS – HOW CAN I HELP?

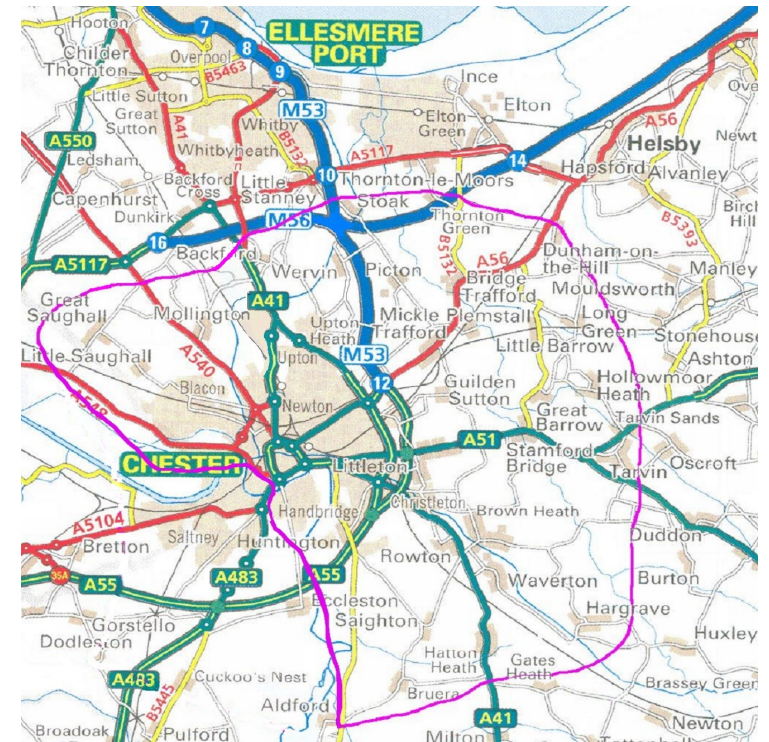
- * **Try to give the receptionist a brief, but accurate, idea of the problem so that she can direct you to the correct person**
- * Monday is the busiest day. If your problem is not urgent please phone on another day.
- * If you can't keep your appointment **cancel it in time for us to offer it to another patient.**
- * Many minor ailments (colds and flu) are caused by a virus and will not be helped by taking antibiotics. Take the recommended dose of aspirin or paracetamol (ask your chemist for advice) and give the condition time to clear up. Ask for an appointment **only** if you're concerned that there may be a more serious problem.

Book a Healthcare Assistant Appointment for:

- Blood tests and blood pressure monitoring
- ECG's
- 40—74 year old Health Checks
- B12 Injections and Flu Vaccines
- Dressings (after referral by the nurse)
- Ear Syringing

HOW DO I REGISTER AS A PATIENT?

Anyone who lives within the purple boundary, on the map below, can register as a patient. You will need to complete a patient registration form and medical questionnaire, both of which are available from reception. We will ask for proof of identity & address and may also ask for proof of entitlement to NHS Treatment, in the form of a passport with valid work permit, or other identification.



Your GP

Every one of our patients has a named, accountable GP. This does not stop you from consulting with any GP in the practice team. If you wish to know the name of your accountable GP please ask at reception.

What if I'm only here Temporarily?

If you don't live in the area but are staying here for less than three months you can register as a temporary resident.

What if I move out of the Practice Area?

When you move out of our practice area you need to register with a more local practice. This ensures that you have cover in case a home visit is required. If you do not register elsewhere, we will have to remove you from the Practice list, and you will have 28 days in which to find a new GP of your choice.

DO YOU HAVE FACILITIES FOR THE DISABLED?

The surgery has disabled/wheelchair access and a lift that offers easy access to all floors in the building. Special toilet facilities are also available. We have portable hearing loops for the deaf or hard of hearing (please ask at reception) and offer large-print practice leaflets for the visually impaired

HOW DO I ORDER REPEAT PRESCRIPTIONS?

If your doctor has authorised a REPEAT prescription, you will receive a 'repeat request slip' with each prescription issued. **Using this slip to request your medication will ensure that the correct medication is prescribed.**

If the repeat slip is mislaid, please submit a **written request** for the items required. The request can be dropped in at the surgery, faxed on 500118, or ordered via The Patient Access System.

You should allow **2 working days** from the time the request reaches the surgery for collection after 5pm. Prescriptions can be sent electronically to the Pharmacy of your choice. Please ask the Pharmacy to sign you up for this service. If you enclose a stamped addressed envelope, we will post your prescription to you but please allow additional time for your prescription to reach you.

Please note: **Telephone requests for prescriptions will not be accepted.**

HOW DO I OBTAIN THE RESULTS OF TESTS?

Where pathology and x-ray results show that further action is required the practice will contact you.

If you do not hear from us and are concerned about your results please telephone 324136 after 11am .

If you are requiring results of tests instigated by a Consultant at the Hospital, you will need to contact the hospital to obtain the results.

To protect the patient's confidentiality, results will only be given by telephone to the patient in person. Please check that the results are back before attending your follow-up appointment.

HOW DO I GET A SICK NOTE?

You do not need a Doctor's note for the first seven days of illness. Self-certification forms are available from your employer. A charge is made for Private Medical Certificates (details from Reception).

Book a Nurse Appointment for:

- * **Baby/childhood immunisations. It's important your child is fully vaccinated. If you're unable to keep your appointment our child immunisation clinic we'll happily arrange another appointment for you.**
- * **Cervical smears** (offered every 3 years for patients 25 to 64 years in accordance with national policy)
- * **Dressings**
- * **Chronic disease management and monitoring** eg asthma, diabetes, heart disease, high blood pressure.
- * **Flu vaccinations including childhood flu vaccination**
- * **Family planning services** (including emergency contraception up to 72 hrs after unprotected sex)
- * **Travel vaccinations & Advice**

Book a GP appointment for:

- * **Diagnosis and advice about most medical conditions,**
- * **Appointments for Minor Surgery** (after initial GP Consultation)
- * **Child Health Surveillance**

WHAT IF I'D LIKE A CHAPERONE?

If you feel uncomfortable with the thought of any consultation, examination or procedure, you can ask to have a chaperone. This may be a family member, friend or specially trained member of staff.

Please tell us you'd like a chaperone when you book your appointment, so we can make the necessary arrangements. If necessary we may need to re-schedule your appointment for a time when a chaperone can be present. Your healthcare professional may also require a chaperone to be present, for certain consultations, in accordance with our chaperone policy.

WHAT IF I NEED A HOME VISIT?

If you are too ill to attend surgery, please telephone **BEFORE 12 NOON** to request a home visit. Please give an outline of the problem to help the doctor assess its priority. Please request home visits only when it is really necessary. Requests received after mid-day will normally be visited the following day, unless medically urgent.

PATIENT ACCESS



With Patient Access you can access the Practice services at home, work or on the move— wherever you can connect to the internet. You can book face to face or telephone appointments with a GP and order your repeat prescriptions. To register for this service please bring in proof of ID (Passport, Driving Licence, Bus Pass) to Reception and we will provide you with a registration letter. <https://patient.emisaccess.co.uk>

WHAT IF I NEED AN APPOINTMENT OUTSIDE SURGERY HOURS?

GP EXTENDED HOURS SERVICE Telephone 0300 123 7743

The GP Extended Hours Service offers routine appointments outside normal practice hours. This is particularly suitable for patients who work outside the area or aren't able to book an appointment during normal surgery hours.

Appointments, which won't be with your own GP but WILL be with a suitably qualified health professional such as a doctor or practice nurse, are available:

Appointments are also available for blood tests and Physio First.

Monday to Friday, 18.30 to 21.30hrs;

- Saturdays, 09.00 to 14.00hrs; and
- Sundays 10.00 to 15.00hrs

Appointments can be booked, up to two weeks in advance, by ringing **0300 123 7743** between 8am and 6pm, Monday to Friday.

GP Urgent Care Service Telephone (NHS 111)

If you require urgent medical advice when the surgery is closed you can get advice from, or a consultation with NHS 111.

You may be given telephone advice, invited to attend one of the treatment centres operated by the service, or (if you are not well enough to attend a centre) you may be given a home visit.



The local urgent care centre is near the main entrance to the Countess of Chester

WHAT OTHER SERVICES DO YOU PROVIDE?

Midwife and Maternity Medical Services

Please tell our receptionists when you have a positive pregnancy test. You will need to complete a form at reception and collect an information leaflet. This gives you the information to contact the midwife. For more complicated pregnancies the midwife may also refer you to the hospital consultant who will arrange shared care with her

Sexual Health Clinic Fountains Clinic Tel 0300 323 1300

For confidential advice and appointments for IUD/IUC fitting, implants and smear tests.

Also City Walls Surgery Wednesday Afternoon Tel 01244 357800

Bookable appointments for non patients for coil fittings and sexual health

Vasectomy Service Tel 01244 362000

Over 30s can self refer to this service

Mental Health Services

Members of the Western Cheshire Mental Health Team and Practice Counsellor provide a diagnostic and therapeutic Mental Health Service (referral via your GP).

Non NHS Work

Additionally we offer some services that are not available on the NHS, including reports for insurance purposes private sick notes, medical examinations for HGV & PSV, assessment of fitness to participate in certain activities, travel vaccines etc. Our charges for these services are displayed in reception.

STAFF TRAINING

Training Practice

We are an accredited training practice and have Registrar Doctors, who are undergoing further training, regularly work in the surgery. We may, occasionally, ask your permission to allow clinicians who are undergoing training to sit in on consultations.

Other Staff Training

We firmly believe that all our staff need to be well trained and to keep up to date with ongoing changes in the day to day work. For this reason, like other local practices, we close on one afternoon a month for staff training. Dates of training sessions are listed in our Practice Newsletter and Practice Website:

www.parkmedicalchester.co.uk