

# Cockhedge Medical Centre

An  Commissioned Service



## Opening Times

Monday	08.00 - 18:30
Tuesday	07:30 - 18:30
Wednesday	07:30 - 18:30
Thursday	07:30 - 18:30
Friday	08.00 - 18:30
Weekend	CLOSED

Please note the surgery closes at 1.00PM on the last Thursday of the month for staff training.

**Units 7-8 The Mall  
Cockhedge Shopping Centre  
Warrington  
Cheshire  
WA1 2QQ**

**Tel: (01925) 244655**

**[www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk)**



Armed Forces veteran  
friendly accredited  
GP practice



Cheshire and Merseyside

# Welcome to the Cockhedge Medical Centre



Cockhedge Medical Centre is based in modern, purpose-built premises with car parking facilities.

The practice has suitable access and facilities for all patients including designated parking spaces for disabled patients. The waiting room offers a range of literature for all patient groups. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

This booklet will give you and your family all the information you require. Please keep this in a safe place for future reference.

For further information on the services we provide, please visit our website at:

[www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk)

Your named GP & Medical Director of the practice is:

**Dr Martin-John Whitenburgh**  
**MBChb Qualified 1992**  
**Special interest: A&E Medicine**

There are also several allied health professionals based at the surgery who provide continuous support for the patients within the practice. Please note all Doctors and Locums have full access to your complete medical record. This Practice is not a partnership nor is it a teaching Practice.

## **The Practice Team**

### **Practice Manager: Stephanie Whitenburgh**

Stephanie Whitenburgh will be able to help you with any administrative problems you may have with the way our practice is ran. If you have any suggestions to make for an improved service, or any complaints please address them directly to her.

### **Patient Advisors**

Our team of patient advisers are trained to help you. A patient adviser is always available between 8.00am and 6.30pm during the week. They are here to welcome you, direct, book appointments, arrange home visits and deal with certain queries which you may have. Please ask if you wish to speak to a patient adviser in private.

### **Health Visitors**

Health visitors' are qualified nurses with additional qualifications in the health of babies and young children. Their areas or expertise include baby massage, breast feeding advice, early parenting advice, women's health issues and family planning advice.

The Link Health Visitor for the practice can be contacted on (01925) 946915 or via email [alwch.0to19@nhs.net](mailto:alwch.0to19@nhs.net)

### **Practice Nurse: Janet Southwell**

Consultations with the Nurse are available every weekday apart from a Wednesday. Janet is qualified in specific areas of disease/health promotion management e.g. Diabetes, Asthma/COPD, Heart Disease, Well persons check, Travel Advice, Family Planning, Smoking Cessation and Immunisations. General treatment room procedures: ECG's, blood pressure checks and new patient checks are also carried out.

### **Clinical Pharmacist**

Is responsible for clinical medication reviews, reviewing patients on complex medication regimes and support patients to take their medications, reduce waste and promote self-care.

### **Mental Health Practitioners**

Assess patients by discussing their mental health conditions and offer one-to-one therapy sessions.

## Social Prescriber

Takes a holistic approach to patients health and well-being to connect them to appropriate community groups and services without the need for medical intervention.

## Care Co-ordinator

Helps patients make the right connections with the right teams at the right time.

## District Nursing Team

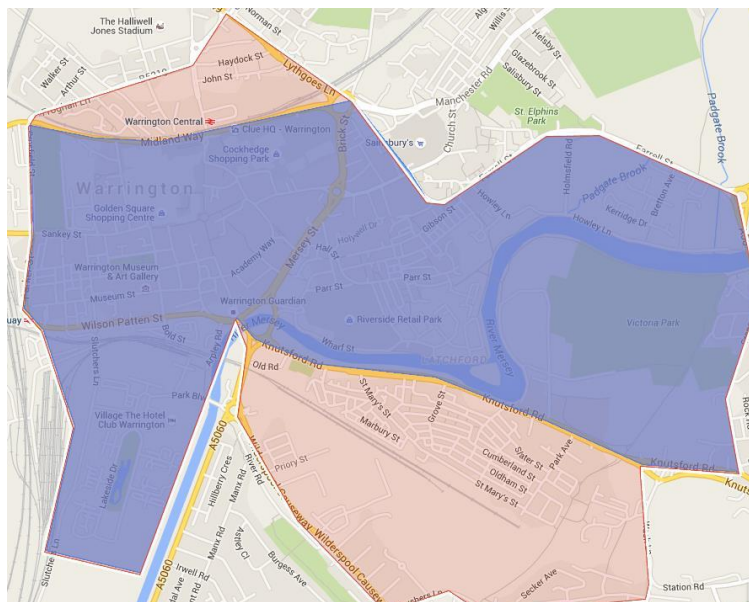
The district nursing team is attached to the practice. It consists of highly skilled nurses who offer advice and support to patients and families-giving specialist nursing care to patients in their own home.

## Community Midwives

The midwives offer specialist advice in both antenatal and postnatal care. To be referred to your community midwife complete an online referral at <https://www.whh.nhs.uk/services/maternity>. Upon receipt of the referral a midwife will be in touch within 7-10 working days to arrange your first appointment. You do not need to see your GP.

## How to register

We are pleased to accept any patients residing within the town centre of Warrington as shown in blue on the map below:



Please bring with you proof of identity, your address and ensure you allow sufficient time to complete the registration process. You can pre-register online, and further information can be found at [www.ckhmed.co.uk](http://www.ckhmed.co.uk)

Once you are registered with us you will be able to book selected appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Please speak to a member of reception team.

We regret to inform you that if you move out of our catchment area you will need to find a GP practice that serves your new area.

### **Change of Address and Telephone Numbers**

We ask that you notify us of any change of your address, your name or telephone number. This will enable us to update your records. You can amend your address or contact number online at [www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk). For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

### **Appointments**

Appointments may be made online or by telephoning (01925) 244655. The practice also offers the option to use eConsult/Patches by accessing the practice website [www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk).

In order to allocate you the most appropriate clinical resources, the patient advisors will ask you about the nature of your appointment. Appointments are available from 8.00am.

### **Extended Hours**

On Tuesdays, Wednesdays and Thursdays the practice offers early appointments commencing at 7.30am. There are a limited number of appointments which are available to book in advance, if unsure please speak to reception who will be happy to explain our protocol. The practice also offers enhanced access delivered through 'hubs'. You may be required to travel to a different local practice to access this service.

### **Home Visits**

Requests for a home visit should be made before 10.00am, except in cases of emergency. The patient advisor will ask you the reason for a visit. Only on grounds of MEDICAL NEED, following a discussion with the Doctor, will a home visit be arranged. The home visit will be undertaken by the Home Visiting Paramedic Service. This service is for housebound and terminally ill patients only. For your information the visiting guidelines are available from reception.

### Our services:

- Immunisations/Vaccinations
- Well-woman & Well-man clinic
- Chronic disease management
- Contraception
- Cervical screening

### Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

### The Nearest Walk in Centres are at:

**NHS Widnes Urgent Treatment Centre**  
Health Care Resource Centre  
Oaks Place  
Caldwell Road, Widnes  
WA8 7GD

**Open: 08.00–21.00hrs, 7 days**

**Tel: 0151 495 5000**

**Text phone: 18001 0151 495 5000**

**Runcorn UTC**  
Entrance 2  
Nightingale Building  
Hospital Way  
Runcorn  
Cheshire  
WA7 2DA

**Open: 8am to 9pm, 7-days week**

**Text phone: 01928 714567**

### Are you using the right service?

<b>SELF-CARE</b>  What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	<b>PHARMACY</b>  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	<b>NHS 111 (24/7)</b>  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
<b>GP ADVICE</b>  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	<b>WALK IN CENTRE</b>  Minor injury or illness Symptoms not getting better and you cannot see your GP	<b>A&amp;E or 999</b>  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

**Your local pharmacy is available for treatment of minor ailments.**

## **Repeat Prescriptions**

**We do not except prescription requests by phone.**

To avoid being issued with the wrong medication we can only accept written requests. If it is not convenient for you to bring the slip into the practice, you may post it to us with a stamped address envelope. Alternatively, you may request repeat items online once you have completed one of our online access forms. Please call into the practice and ask at reception to register for this service.

**Please allow 48 hours (excluding weekends and bank holidays when ordering repeat prescriptions).**

## **Test Results**

Cervical screening tests, urine tests, blood tests etc. are carried out for the benefit of your health. If there are any abnormalities with the test results the practice will contact you to arrange an appointment with a clinician. It is advisable to telephone for test results after 2.00pm. To ensure patient confidentiality no results will be given to any other person without written consent to disclose information to a third party.

We do not routinely contact patients with test results.

## **Training**

Although we are not a training practice, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

## **Comments, Suggestions & Complaints**

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.

If you wish to make a complaint or comment on the provision of service, please contact the Practice Manager who will provide details of our complaints procedure.

## **Patient Responsibilities**

Our patient advisers are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their best to assist you.

**We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.**

**Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in you being asked to register at another practice.**

### **Zero Tolerance**

**This practice operates a zero-tolerance policy, and the safety of our staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.**

**Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.**

**A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is no commonplace and is a measure that is taken as a last resort.**

### **Patient Data**

**All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.**

**The patient privacy notice is available on the practice website.**

### **Patient Participation**

**We are currently recruiting patients to join our Patient Participation Group (PPG), to ensure that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at [www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk). Alternatively, contact Stephanie Whitenburgh, who is the nominated point of contact for all PPG matters.**

### **Cheshire & Merseyside Integrated Care Board**

**The Cheshire & Merseyside Integrated Care Board:  
No.1 Lakeside  
920 Centre Park  
Warrington  
WA1 1QY**



Telephone Number: 0800132996

Email: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

Further information about local services can be found by visiting [www.nhs.uk](http://www.nhs.uk)

### Useful Information

The following telephone numbers may prove useful:

Cockhedge Medical Centre	01925 244655
Warrington Hospital NHS Trust	01925 635911
Halton Hospital NHS Trust	01928 714567
St Helens Hospital	01744 266 633
Aldey Hey Childrens Hospital	0151 228 4811
Broadgreen Hospital NHS Trust	0151 228 4878
Liverpool Heart and Chest Hospital	0151 228 1616
Unversity Hospital, Aintree	0151 525 5980
Walton Hospital	0151 525 3611
Whiston Hospital	0151 426 1600
Bupa North Cheshire Hospital	01925 265000
British Pregnancy Advisory Services (BPAS)	0345 730 4030
Social Services	01925 444000
Police Station (Warrington)	01925 652222
Samaritans	116 123
NHS England Customer Contact	0300 3112233
Registrar, Museum Street	01925 444212
Warrington Bereavment Support	01925 631516
Relate/Marriage Guidance	0300 33505793
Citizens Advice Bureau	01925 246994
Health Services at Wolves	01925 251300
Warrington Substance Misuse	01925 415175
Alcohol Team	01925 428465
Mental Health (talking matters)	01925 401720
Mental Health Crisis Line (24/7)	01925 275309