

HADWEN MEDICAL PRACTICE

PRACTICE LEAFLET February 2010

Partners

The partners in the Hadwen Medical Practice are Drs Murphy, Pack, Remfry, Haynes, Young, Estelrich, Naish and Clemons. Our Business Manager is Mrs Eve Beard and Mrs Teresa Hinder is our Project Manager. The Practice holds a contract with Gloucestershire PCT to provide Personal Medical Services.

Practice address

Glevum Way Surgery, Abbeydale, Gloucester GL4 4BL

Tel: 01452 529933 Fax: 01452 330845

Branch surgery addresses

Wheatway Surgery, 61 The Wheatway, Abbeydale, Gloucester, GL4 5ET

Tel: 01452 529933 Fax: 01452 525823

St Michael's Surgery, St Michael's Square, Gloucester GL1 1HX

Tel: 01452 529933 Fax: 01452 387936

Emergency Out of Hours 08454 220220

Practice website <http://www.hadwenmedicalpractice.co.uk>

Practice opening hours (except Bank Holidays – see notices in surgeries and website for details)

Glevum Way Surgery: 8.15 am to 6.30pm on Mondays; 8 a.m. to 8 p.m. Tuesdays and Wednesdays; 8 a.m. to 6.30 p.m. Thursdays and Fridays; Saturdays (except Bank Holidays) 8 a.m. to 10.30 a.m. (GP routine pre-booked appointments only)

Wheatway Surgery will be open from 8.30am – 12.30pm on weekdays and from 1.30pm – 6pm on Mondays, Tuesdays, Wednesdays and Thursdays

St Michael's Branch Surgery: 8.45 a.m. to 12.30 p.m. on weekdays and will also be open from 1.30 to 6.00 p.m. on Mondays and Fridays.

All surgeries will be closed on one Wednesday afternoon each month for doctor and staff training.

Disabled access There is a ramp for access at the main entrance of all surgeries and a semi-automatic door at Glevum Way Surgery with push button opening facility. There are no steps inside any of the surgery buildings within the area used by patients.

Practice location and practice area



See enclosed map for details of Practice Boundary

The Team

There are many people in the Team including doctors, Practice & Community Nurses, Health Visitors, Midwives, Receptionists, Administrative Staff, Prescribing Support Staff and Management. Everyone is committed to helping you and providing the best service possible.

We are happy to listen to ideas and suggestions that will help improve our service. Writing to the Practice Manager or leaving a message at Reception are possible ways of letting us have your comments.

The Partners of Hadwen Medical Practice (This is not a "limited partnership"):

Dr James Royse Murphy MBChB 1977 DRCOG FRCGP MA

Dr. Christopher J Remfry MA MB Bchir 1989 DCH FRCGP

Dr. Susan M Young MB ChB 1990 DRCOG MRCGP

Dr Sonya Naish MBChB 1998 MRCGP DTM&H DGM DCH DFFP

Dr Susan F Pack MBBS 1975 DRCOG MRCGP MRCP

Dr. William D S Haynes MBBS 1989 DRCOG DCH MRCGP

Dr Robert J Estelrich MB BCh 1994 MRCP MRCGP DFFP

Dr Kate R Clemons MBA, MB ChB 1993, MRCP (UK), MRCPC, MRCGP

Other Doctors:

Dr. Sarah H L Hitchen, MB ChB 1997 DRCOG MRCGP
Dr. Sarah Whitham, MB ChB 1994 MRCGP DFFP, DRCOG

Project Manager

If you have any queries or wish to discuss a complaint relating to any aspect of our service, please ask to speak to Mrs Teresa Hinder, Project Manager – Tel 01452 529933

Practice Nurses

We have a team of six Registered General Nurses who are available by appointment (including booked telephone appointments) for many services including contraception advice (not coil or cap fitting), removal of stitches, injections, blood pressure tests, cervical smear tests, travel advice and vaccination, childhood immunisations, dressings, asthma checks, heart disease, stroke and diabetes monitoring.

Gayle Wilton, Angela Bourne-Jones, Christine Phelps, Clare Adkins, Sharon Hargreaves and Anne Smith – Appointments Tel 01452 529933 (all surgeries)

Health Care Assistants (HCA's)

Health Care Assistants are technicians, who support the Practice Nurses and have been fully trained to take blood, do ECG's, blood pressure and New Patient checks.

Tracey Baldwin, Amanda Newbery, Nikki Gillam, Dawn Elliott and Francesca Johnson – Appointments Tel 01452 529933 (all surgeries).

Receptionists

We have a team of Receptionists who are usually the first point of contact for you. They have a lot of information to hand and in most cases will be able to deal with your enquiry. Anything that is discussed with the receptionists or any other member of the team is treated in strict confidence. The receptionist may need to be aware of the nature of your call so that he/she can deal with your needs and deal with them in the most appropriate manner.

Mrs Helen Brown – Reception Manager

Sue Dove – Reception Administrator – Patient Services Lead Jill Menzies - Reception Administrator – Prescribing Lead
Pat Davis – Reception Administrator – Training Lead

Reception/Telephonist– Irene, Jackie, Jane, Mandy, Sally, Caroline, Rachel, Gillian, Jill, Sarah, Debbie, Julie, Natasha, Tamsin, Sue, Meryl.

Management, Administration & Support Staff

We have a number of staff who work behind the scenes whose main task is supporting those team members who have direct contact with patients:

Mrs Eve Beard – Business Manager

Mrs Teresa Hinder – Project Manager

Mrs Helen Brown – Reception Manager

John Taylor – IT Manager

Fay Cook, Leslie Dennish – Practice Secretaries

Data Clerks / IT Support – Alison, Becky, Jan, Jenny.

Admin Assistants - Dawn, Debbie, Julia

Community Nurses

District Nursing Team – Agnes Lawler, Suzanne Llewellyn , Lizzie Fleetwood, Sandra Spurdell, Amanda Gwilliam and Nursing Auxiliary Elaine Roberts Tel 01452 520987

The District Nurses have an office at St. Michael's Surgery and visit patients in their own homes, performing various nursing duties and offering professional advice to housebound and postoperative patients. They work very closely with the doctors and other team members such as MacMillan Nurses.

Health Visitors

Nikki Saunders, Paula Whittaker, Becky Teale and Beverly Thorp - St Michaels Surgery - Tel 01452-421369

Our health visitors are registered nurses with additional, degree level, qualifications in health visiting. They offer support and advice to all our families with pre-school and school age children e.g. feeding babies and toddlers, sleep problems, toilet training, tantrums, minor illness and first aid, concerns re vision, hearing or speech. They work closely with our midwives and see all pregnant women shortly before and also after the birth of their babies. They assess the development of all pre-school children at nine months and two years.

In addition the Health Visitors run drop in and immunisation clinics at both surgeries:

Glevum: Drop in clinic for babies under 6 months only at the Abbeydale Community Centre - Tuesdays 10.30pm–12.00noon.
Babies over 6 months, clinic by appointment only Thursday 1.30p.m.–3.00p.m.

Wheatway: Immunisation Clinic – Monday 3.00pm – 5.00p.m. (Practice Nurse Only available at this clinic – no Health Visitor)
Pre-School Immunisation Clinic – Thurs 3.00pm – 4.00pm (Practice Nurse Only available at this clinic – no Health Visitor)
(This clinic will be available from 25.09.08)

St Michaels: Immunisation Clinic – Thursday 11.00am – 12.00 noon

Midwives

The Community Midwives, Theresa Lamden & Becky Townsley provides antenatal care and also provide Parentcraft Classes for patients and partners at Gloucester Maternity Hospital on a weekday evening. The midwives will be pleased to give you more information.

Registration

The Practice welcomes new patients who reside within its Practice Boundary as shown on the Practice Area map enclosed with this leaflet. We also cover the new Coopers Edge Development off Lobleys Drive. If you move out of the area, we regret that you must then register with another practice. To register as a patient ask at reception for details. Newly registered patients will be invited for a new patient check. Patients are free to express a preference to see any doctor and we will do our best to comply with your wishes.

Teaching

In addition to providing personal medical services the practice has been involved in training doctors to become fully fledged GP's. These doctors are known as "GP Registrars". They have several years' hospital experience before they join the practice team. Drs Remfry and Murphy are qualified as recognised trainers to work closely with the GP Registrars and to help them learn about General Practice. We have recently also started training doctors who are in their second year working at the hospital. This experience provides them with an opportunity to learn more about General Practice. Patients may, from time to time, be asked if they mind having another doctor present during their consultation, or if they mind their consultation being recorded for training purposes. The doctors fully understand that some patients may prefer not to have another doctor present or their consultation recorded and will respect the wishes of the patient at all times. The practice also teaches medical students on behalf of medical schools locally or occasionally at some distance from the practice. These students may be observing or examining patients during consultations, and patients will be asked beforehand whether they have any objection to being seen or examined by a medical student. While training can cause some inconvenience to the appointments system we believe that it is a valuable contribution to the future medical care of patients.

Services Offered

In addition to the general management of medical conditions, we provide health promotion advice, emergency care if appropriate, referral for other services if appropriate, urgently required care for temporary residents

We also offer:

- o cervical screening – the Practice Nurses are qualified to perform smears on behalf of the doctors. Please let the receptionist know that it is a smear appointment you are booking so that a longer appointment time can be allowed. We will automatically send reminders to women who are due for a test from the age of 25 years. We encourage all women to regularly examine their breasts and if they need help or advice about this they should make an appointment with the Practice Nurse.
- o family planning services – The Practice Nurses provide contraceptive advice and follow-up care for all forms of contraception. Drs Pack, Young, Whitham and Naish all fit coils by appointment only. Emergency contraception is best within 1 day, but can be up to 5 days – please ask for an urgent Telephone Appointment with the doctor or nurse.
- o vaccinations and immunisations – appointments can be booked with the Practice Nurse for any of the following:
 - o Pneumococcal vaccination (pneumonia, single vaccine) is recommended for all patients aged 65 years and over, and for adults and children with lung disease (including asthma), heart disease, kidney disease and diabetes.
 - o Influenza vaccination (annually in October or November) is recommended for all patients aged 65 years and over, and also for adults and children with lung disease (including asthma – on inhaled steroids), heart disease, kidney disease and diabetes, and also for health and social care staff directly involved in patient care.
- o maternity services – antenatal clinics are run at all surgeries by Community Midwives. If you know that you are pregnant, please arrange to see your usual doctor. They will then refer you to our Community Midwives. Midwives also hold Parentcraft classes at Gloucester Maternity Hospital
- o minor surgery procedures – Drs. Murphy and Haynes provide regular clinics for a range of minor operations.
- o Alcohol support service – Brian Corboy from the Gloucester Drug & Alcohol Service provides an information, advice and support service for anyone concerned about their own or someone else's alcohol use. Appointments can be arranged by ringing 01452 381166 or via the surgery.
- o Mental Health – Clinics are held regularly by the Community Mental Health Team at St. Michael's Surgery. Your doctor will refer you if appropriate.

Attendance at surgeries (see enclosed timetable)

The Practice offers a very wide range of services and has a number of doctors for you to see. Every effort is made to see emergency cases the same day and for routine appointments to be available at the earliest possible time. Sometimes you will not be able to see the doctor of your choice at the time you want if the doctor is away or already fully booked. On these occasions you are welcome to make an appointment with another doctor. We have three surgeries and sometimes if you cannot be seen at your usual surgery, an earlier appointment may be available with the doctor of your choice at one of our other surgeries. Please let us know as soon as possible if you do not require an appointment you booked, so that the time can be used for another patient.

An additional service - **Automated Telephone Booking** – you may ring the surgery at any time and book, check or cancel appointments with our doctors – whether the surgery is open or closed. Just ring the main surgery number (01452-529933) and you will need to enter your date of birth and usual telephone number (home, work or mobile) to access our appointment diary day or night. If the “usual telephone number” that you enter does not match the number(s) recorded on our computer system you will need to speak to a receptionist and ask her to update our computer with your telephone numbers so that you are able to use the automated booking system in future.

Appointment Choice – Booked Telephone Appointments

Sometimes you may want to speak to your doctor, but not necessarily see them. You can book an appointment for your doctor to ring you during normal surgery hours if you wish. The doctor will have your records in front of them, and it saves you having to come in to the surgery. It may mean you don't have to take time off work to visit the surgery. All we need from you is the telephone number where the doctor can reach you at the time of the appointment. These appointments are obviously not suitable when the doctor needs to see and examine you, e.g. for a mole on your skin or a rash, or if you need urgent medical attention.

Home visits

Patients are generally seen at the surgery, but between the hours of 8.00am and 6.30pm patients may be seen at home if the doctor considers a home visit necessary because of the patient's medical condition. A doctor may ring you before a visit to establish the urgency of your visit. Please call the surgery as soon as possible if you believe a home visit to be necessary.

Out of Hours Services

On weekdays **between the hours of 6.30 pm and 8.00am**, and all day and night at weekends and on bank holidays, services are commissioned by the Gloucestershire PCT The Out of Hours Centre is based next to the Accident & Emergency Department at Gloucestershire Royal Hospital.

If you need urgent medical treatment that cannot wait until the surgery re-opens, you only need to ring one number for help. The telephone number is **08454 220220**

If you require health information or advice, you may phone NHS Direct, a 24-hour nurse-led advice line, on **0845 4647** or visit NHS Direct Online at <http://www.nhsdirect.nhs.uk>

Repeat Prescriptions

If you are on regular medication and your doctor has told you that you can have a repeat prescription without needing an appointment you will need to submit your request in writing. We do not accept requests for prescriptions by telephone except in exceptional circumstances. Please remember to order your prescriptions well in advance (at least two whole working days (excluding weekends and Bank Holidays). Patients may request a repeat prescription by leaving a written request form at the reception desk. The prescription will be available for collection within two working days from the surgery at which you made your request. If you wish this to be posted back to you, please enclose a stamped, addressed envelope. Alternatively, many local pharmacies, by prior arrangement, will collect your prescription from us and prepare it for collection/delivery.

Your can either:

- Indicate with a tick, the item you need from the list on the computer slip attached to your most recent prescription 9
- Request it in writing
- Complete a repeat prescription form which is available at the reception desk
- Submit your request via our website on www.hadwenmedicalpractice.co.uk
- Fax your request to us on 01452-330845 (Glevum Way Surgery) or 01452-387936 (St Michael's Surgery) 01452 525823 (Wheatway Surgery)

PLEASE ENSURE YOU INCLUDE your full name, address and date of birth on all requests.

Complaints

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available at reception. If you have any concerns about our services please telephone or write to our Project Manager, Mrs Teresa Hinder, who will follow up any concerns appropriately.

Patient rights and responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

Violent patients – Zero tolerance

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 are obliged to 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 circumstances leading to it. The PCT is then responsible for providing further medical care for such patients.

Young People

We provide a confidential Service to all our patients, including under 16's. This means that we will not pass on any information about your visit to the surgery, without your permission. Please see "Access to Patient Information" below.

Access to patient information

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- 1 it is a matter of life and death or serious harm to you or to another individual
- 2 it is overwhelmingly in the public interest to do so
- 3 there is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data is used further information is available from the Practice Manager. You are entitled to register an objection, which will be respected if this is possible.

Contact details for Gloucestershire PCT

Gloucestershire PCT is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address.

Gloucestershire Primary Care Trust, 1250 Lansdowne Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4AA.

Telephone number (Main switchboard): 08456 583800

Fax Number: 08456 583801

Web site address: www.glospct.nhs.uk

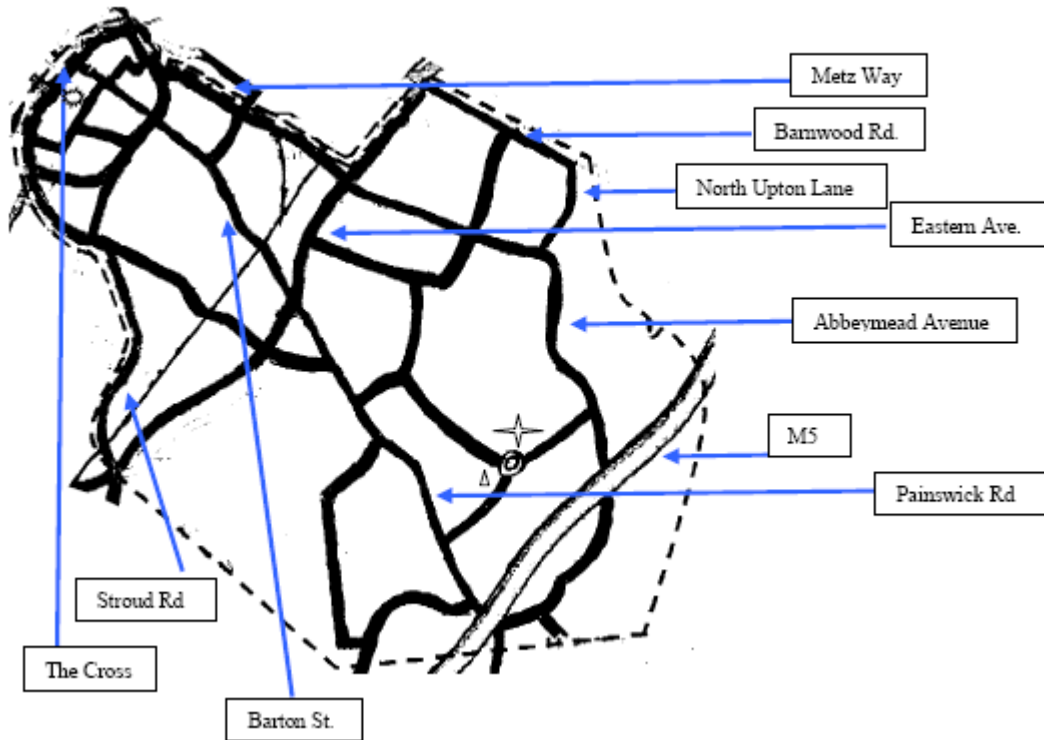
Email : enquiries@glos.nhs.uk




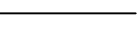

Timetable – times and surgeries are subject to change as required to cover Glevum, St Michael’s and Wheatway Surgeries when doctors are away.

G = Glevum Way Surgery SM = St. Michael's Surgery W = Wheatway Surgery

Doctor:		Murphy	Remfry	Haynes	Estelrich	Pack	Young	Naish	Hitchen	Clemons	Whitham	Aston	Ho	Wheeler	Bertone
Mon	am	G: 10.00 – 12.10	G: 10.00 – 12.10	W: 10.10 – 12.35	G: 10.00 – 12.10	G: 10.00 – 12.10	G: 10.00 – 12.10	G: 10.00 – 12.10		G: 10.00 – 12.10			G: 09.00 – 11.40	G: 09.00 – 12.10	SM: 09.00 – 11.00
	p.m	G: 15.45 – 17.50	G: 15.15 – 17.45	G: 15.30 – 18.15	G: 15.15 – 17.55	G: 15.00 – 17.45		W: 15.00 – 17.50	SM: 15.00 – 17.45				G: 15.00 – 17.25	G: 15.00 – 17.25	
Tues	am		W: 08.50 – 11.55		G: 09.00 – 11.45	G: 09.00 – 12.05	SM: 09.00 – 12.05	G: 08.50 – 11.55	G: 08.40 – 11.45	G: 08.00 – 11.20	G: 09.00 – 11.55		W: 09.00 – 10.20		
	p.m		W: 15.15 – 17.30	G: 15.30 – 18.15	G: 15.15 – 17.40	G: 15.00 – 17.45		G: 15.00 – 17.50	G: 15.00 – 17.45	G: 14.00 – 16.25			G: 09.00 – 11.40		
Weds	Am	G: 08.50 – 12.00	G: 08.50 – 11.55		G: 08.00 – 11.25		G: 09.00 – 12.05	W: 08.40 – 11.25	SM: 08.40 – 11.45	G: 08.00 – 11.20			G: 09.00 – 11.40	G: 09.00 – 11.40	G: 09.00 – 11.30
	p.m	G: 15.20 – 18.10	G: 15.20 – 17.45	G: 14.00 – 17.50			G: 14.00 – 16.40		G: 14.00 – 16.25	G: 15.00 – 17.25					
Thurs	a.m	G: 08.50 – 12.00	G: 8.00 – 11.00	G: 09.00 – 12.35	W: 9.00 – 12.05	G: 09.00 – 12.05	SM: 09.00 – 12.00		G: 08.40 – 11.45			G: 09.00 – 11.55	G: 09.00 – 11.40		
	p.m	G: 15.20 – 18.10			W: 15.00 – 17.45	G: 15.00 – 17.45	G: 14.45 – 17.20			G: 15.00 – 17.25	G: 14.30 – 17.00				
Fri	a.m	G: 09.00 – 12.10	G: 08.50 – 11.55	W: 09.00 – 12.35	G: 09.00 – 12.05	G: 09.00 – 12.05		G: 08.50 – 11.55		G: 08.00 – 11.20	SM: 09.00 – 11.55		G: 09.00 – 11.40		
	p.m	SM: 15.10 – 17.50	G: 15.00 – 17.45	G: 15.15 – 17.45	G: 15.00 – 17.45			G: 15.00 – 17.50		G: 15.00 – 17.25			G: 15.00 – 17.25	SM: 15.00 – 17.25	

- An evening surgery from 5.00pm – 7.30pm is offered weekly at Glevum Way Surgery on Tuesdays and Wednesdays



-  Glevum Way Surgery, Abbeydale Gloucester GL4 4BL
-  St. Michaels Surgery, Gloucester GL1 1HX
-  61 Wheatway, Abbeydale, Gloucester GL4 5ET
-  Railway Line
-  Practice Boundary Line

Area Covered by Hadwen Medical Practice