

WELCOME TO



STRATHMORE MEDICAL PRACTICE

26/28 Chester Road
Wrexham
LL11 2SA
Tel:01978 352055
Fax:01978 310689

Emergency Tel No 01978 350791(During Surgery Hours Only)

www.strathmoremedicalpractice.org.uk

INTRODUCTION

The Practice offers a variety of in house services with improved disabled access via an external ramp and a lift to the first floor waiting areas. For those with hearing difficulties we have a portable hearing loop system available. We have 9 full and part time doctors caring for over 14 thousand patients.

The practice became a teaching practice in September 2003 for final year medical students from University of Wales College of Medicine who will undertake 6 week placements under the supervision of our GPs. Patients may decline the presence of a student during their consultation if they wish to do so.

Situated near to the town centre, the Practice is on one of the major bus routes and is within walking distance for many of our patients. A map showing the practice boundary can be seen on the rear cover of this booklet.

OUR SERVICE TO YOU

We are a friendly team of professionals whose aim is to look after you and the health needs of your family. All our staff are trained to put your needs first, so if you are worried or unsure then do please ask and we will be pleased to help.

We currently offer what we hope is a user friendly service that people find easy to access. The principles we adopt reflect themselves in the caring, courtesy and quality of the service that we offer.

As part of our plans to improve our service to you we have produced this booklet and a website which tells you about the practice and how to access the services we provide. We try to keep them up to date but there will always be some changes, which will find their way into later editions. The booklet is available in large print. A Welsh translation is available on request. An audio version in English is also available.

ZERO TOLERANCE POLICY

The Practice operates a zero tolerance policy whereby any patients who are violent or verbally abusive to any member of the practice team will be removed from the practice list.

YOUR DOCTORS ARE:

Dr. CAROL A.V. OLIVER

MBChB DRCOG. Qualified 1981 St Andrews & Manchester

Dr. CHRISTOPHER D. SHAW

MBChB Qualified 1985 Edinburgh

Dr. MARGARET J. VLIES

MBBS DRCOG MRCGP Qualified 1975 London Guys
Dip. Epilepsy (Liverpool)

Dr. EDWARD H. HENRY

MBChB MRCS Qualified 1995 Liverpool

Dr. ALAN MASON

MBChB Qualified 1969 Liverpool

Dr. ABU BAKER

MBBS Qualified 1975 Mysore, DPD (Cardiff)

Dr. PETER DAWSON

MBChB Qualified 2000 St Andrews & Manchester

Dr. HELEN GOWLAND

MBChB Qualified 2002 Manchester

Dr. LLINOS G ROBERTS

MBBCh MRCP MRCGP DFFP

(The above named do not form a limited partnership)

THE PRIMARY HEALTH CARE TEAM

The Practice Nursing Team

Sister BECKY MCNAY (Senior Practice Nurse) R.G.N. BSc (Hons)

Sister SUE DAULBY R.G.N.

Sister JOANNE WHITBY RN BSc (Hons)

Sister TERRY BELLIS RGN BSc (Hons)

Miss JOANNE DENNIS (Health Care Assistant)

Mrs. JUNE ROBERTS (Health Care Assistant)

Mrs. BARBARA WILIAMS (Phlebotomist)

Mrs. ANDREA GRIFFITHS (Phlebotomist)

We have a highly skilled team of Practice Nurses who are available from Monday to Friday. Please book an appointment at reception for any of the matters listed below.

Asthma Monitoring	Blood Pressure Checks	Blood Tests
CHD Monitoring	COPD	Cholesterol Checks
Diabetes Monitoring	Ear Syringing	ECG Testing
Epilepsy Monitoring	Family Planning	First Aid to minor injuries
Healthy Lifestyle Advice	Minor Illness	New Patient Checks
Over 75 Health Checks	Removal of Stitches	Routine Injections
Smear Tests	Smoking Cessation	Thyroid Monitoring
Travel Clinic	Weight Monitoring	Wound Dressing

The criteria for consultation with the Nurse Practitioner will be displayed in the surgery waiting areas and on the practice website.

A phlebotomist is available every morning for blood sampling, at the GP's request and by appointment only.

The Receptionists & Secretaries

All our staff are trained and many of them are very experienced and will be able to answer many of your queries. If you are in doubt about anything, ask the Receptionist if she does not know the answer she will ask someone that does. A brief explanation of your problem may enable them to suggest the right person for advice or offer the most suitable appointment.

PRACTICE MANAGEMENT

Practice Manager: Mr Alan Courtenay
Finance Manager: Mrs S Hatherall
Reception Manager: Mrs C Davies

Attached Staff available at the Practice

HEALTH VISITORS

- Jackie Williams is attached to Strathmore - available by Tel 290968.

DISTRICT NURSES

- A team of District Nurses assigned to Strathmore patients - available by Tel 263006

COMMUNITY MIDWIFE

- Visits the Practice twice a week to assist with the Antenatal Clinic.

DIETICIAN

- One of the Dieticians from the Wrexham Maelor Hospital visits the Practice once a month.

ALL OUR STAFF ARE BOUND BY THE RULES OF CONFIDENTIALITY

Your medical records are held in the strictest confidence. Information is not passed on without your consent unless it is within the confines of the NHS, by legal framework, or is in the public interest. Certain anonymous patient data may be shared for the purpose of public health, audit, research, teaching and training.

HOW THE PRACTICE OPERATES

Registering

Patients wishing to register with the practice should enquire at reception.

Registered patients aged 16 - 74 who have not been seen for three years are invited to see the Practice Nurse for a routine health check. We also offer routine health checks to patients aged over 75 years who have not been seen in the previous 12 months.

The Practice Telephone System – 352055

The Practice has 11 incoming telephone lines which when dialled access the Auto-Attendant messaging service. You will receive a welcome message followed by a choice of options which when chosen will direct you to the correct department within the practice. You will be entered into a queuing system and answered as soon as a receptionist becomes available. Please be patient as our receptionists can only answer one call at a time.

Appointments

We run a fully computerised Appointments System.
Please Telephone 352055 between 8am and 6.30pm Monday – Friday.

Patients may view, book and cancel appointments online, at any time via the practice website. (Any patient found to be abusing the online facility may have their access denied.)

Routine appointments are generally booked at 10 minute intervals and are available up to 6 weeks in advance.

If the Doctor of your choice is booked too far ahead, we will be happy to try and arrange an appointment sooner with another Doctor. Routine appointments should where possible be booked well in advance; this will often guarantee that you would get to see the doctor of your choice.

If you are unable to keep an appointment please advise reception as soon as possible so that the appointment can be offered to another patient.

Emergency Appointments

Patients requesting same day appointments whose condition is not thought to be medically urgent may be offered a consultation with our Nurse Practitioner. A brief explanation of your problem may enable the receptionist to offer the most suitable appointment.

For urgent appointments you should telephone as soon as possible after 8:00am and you will be given a time to come to see our “Duty Doctor” or nurse practitioner, where you may have to wait. For urgent cases we will always see you on the same day but it is not possible to guarantee who you will see.

Home Visits

Is a service we offer only to patients who are housebound or immobile. If you are incapacitated or too ill to come to the surgery you can request a home visit. You should telephone before 11am so that your request can be triaged in order to assess the necessity for a home visit.

Out Of Hours Arrangements

If you need a Doctor in an Emergency between 6.30pm and 8am please contact NEWDOC (as commissioned by Wrexham LHB) telephone 01244 834999. Please note that the Practice has given permission for NEWDOC to access patients’ blood test results out of hours. Alternatively if you only require advice you can contact the NHS Direct Wales helpline on 0845 46 47 (Further details on rear cover).

Emergencies

If you are confronted by a serious problem such as severe chest pain, severe bleeding, collapse or unconsciousness dial 999 and ask for an ambulance. For less pressing emergencies we offer an alternative telephone line for URGENT CALLS ONLY during normal surgery hours, this number is 350791.

Telephone Advice and Information

Patients wishing to speak with a GP or practice nurse can telephone between 8.30am and 6pm. The receptionist will take the caller’s number and pass it to the relevant clinician who will endeavour to ring them back at their earliest opportunity usually at the end of their surgery session. We are unable to interrupt consultations except in an emergency.

Test Results

Please ring between 12 & 3pm for test results; we do not have access to results until this time. The normal timescale for availability of results is as follows:-

X-ray/Ultrasound/MRI/CT/Scans 14 working days

Blood tests 5 working days

Minor Operations Specimens 14 working days.

Specimens

You should only bring blood, urine samples etc to reception in the correct containers, which are available from reception, before 1pm Monday – Friday in order for the Hospital to collect them and deliver them to the Laboratory. Please ensure that the sample is labelled correctly. Alternatively you can deliver the sample direct to the Path Lab yourself.

Repeat Prescriptions

We do not take repeat prescription requests over the telephone, as this congests the system. Patients may order using the tear off slip attached to their last prescription. Simply tick the items you require at least 3-4 days before the items are due, and hand them in or post them to the Prescription Department at the surgery. We also now accept repeat requests via our website.

Please allow at least 48 hours before collecting your prescription or alternatively select from the tear-off section the chemist that you would like the prescription to go to, and we will pass it on to them.

Emergency Prescriptions

The Doctors will no longer issue emergency prescriptions for antibiotics without seeing you. Minor illnesses are common things such as coughs, diarrhoea, vaginal thrush, head lice, sore throats and can be treated by over the counter medication from the pharmacy. By telephoning the surgery during working hours the Receptionist will be able to advise whether you need to see the Doctor.

General Administration

In order to keep your medical records up to date, we need to know if you change your name, address or any of your personal details, so that we can update your records. Failure to notify any changes may result in your removal from our list due to undelivered mail being returned. Patients wishing to view their medical records should apply in writing to the Practice Manager.

CLINICS

ANTE-NATAL CLINIC

Thursdays 1.30pm-2.30pm – Midwife

BABY IMMUNISATION CLINIC

by appointment only

Monday: 10.30am – 12.30pm

Thursday: 3.30pm – 5.30pm

Developmental checks with Dr Baker or Dr Dawson

MINOR ILLNESS CLINIC

By appointment with the Nurse Practitioner

MINOR SURGERY CLINIC

Tuesdays 2pm - 3.30pm Dr Baker or Dr Henry

Wart Clinic once a month

PHLEBOTOMY CLINIC

Daily 8.30am – 1.00pm By appointment only

POST-NATAL CLINIC

Monday 2pm - 2.30pm Dr Oliver by invitation

Treatment Sessions - Health Promotion & Disease Management

by appointment with the Treatment Room Nurse
(see practice nurse section for further details)

WELL PERSON CHECKS

With the Treatment Room Nurse

WELL WOMAN CLINIC

Monday 12:30pm - 1.30pm Dr Oliver & Practice Nurses

SURGERY TIMES

The Surgery premises are open:

Monday - Friday 8:00am – 6:00pm

If you need a Doctor in an Emergency between 6.30pm and 8am please contact NEWDOC, (as commissioned by Wrexham LHB), telephone 01244 834999. Please note that the Practice has given permission for NEWDOC to access patients' blood test results out of hours.

Occasionally Surgery times are changed to cover the absence of colleagues during sickness, study and annual leave. The Practice may engage suitably qualified Locums to cover sessions if necessary.

In addition the Practice has also joined the Practice Development Programme supported by Wrexham Local Health Group. It is a programme whereby protected time is provided to enable Practices to close on one half day per month from 1.30pm to 6.30pm for Practice Development issues. We hope that you will agree this is an important programme which aims to improve patient care.

Advance notice of the dates when the surgery will be closed for Practice Development will be advertised in the surgery and on the surgery website.

COMPLAINTS AND SUGGESTIONS

The practice operates a complaints procedure, if you have any complaints, comments or suggestions about any aspect of the Practice please contact our Practice Manager.

Further details can also be found in our **Practice Complaints** leaflet, available from reception, or on the practice website. www.strathmoremedicalpractice.org.uk

If you have any queries or concerns relating to primary medical services in the area, you can obtain further information by contacting:-

Primary Care Manager
Wrexham Local Health Board
Wrexham Technology Park
Rhyd Broughton Lane
Wrexham
LL13 7YP
Telephone: 01978 346500

PATIENTS RIGHT AND RESPONSIBILITIES

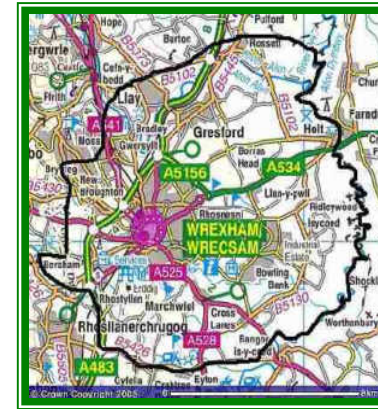
- Your medical records are held in the strictest confidence. Information is not passed on without your consent unless it is within the confines of the NHS, by legal framework, or is in the public interest. Certain anonymous patient data may be shared for the purpose of public health and audit, research, teaching and training.. You have a right to see your health records, which will be kept confidential, subject to any limitations in the law. If you would like to see your records, please apply in writing to the practice manager.
- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your gender, ethnic origin, religious beliefs, sexuality or the nature of your health problems. We ask that you also treat the doctors and practice staff with courtesy and respect and show consideration to other patients by making responsible use of our service to you.
- No care or treatment will be given without your informed consent.
- Please let us know as soon as possible if you change your name, address or telephone number.
- In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.
- Please remember that you are responsible for your own health and the health of your children.
- You can help us by being on time for your appointment and letting us know in advance if you are unable to keep an appointment.

CAR PARKING

Please note that car parking at the practice is limited. Patients are entitled to park only whilst attending appointments or making collections from the pharmacy. Vehicles parked for other purposes are liable to be clamped.

FREEDOM OF INFORMATION

Our freedom of information policy is available on the practice website or from the practice manager.



STRATHMORE MEDICAL PRACTICE BOUNDARY



NHS Direct Wales is a 24 hour confidential helpline providing advice information on:

- what to do if your feeling ill
- health concerns for you and your family
- local health services
- self-help and support services
- This service is available in the language of your choice.
- Calls charged at local rates.
- For callers' safety all calls are recorded.

www.nhsdirect.wales.nhs.uk