###### Hodnet Medical Centre

A guide to our services



Telephone: 01630 685230

This practice is within the Shropshire Telford and Wrekin ICB area

Welcome

At Hodnet we put patient centred care at the heart of our ethos. Patients are treated with respect, dignity and compassion. We achieve this as a strong and committed team.

## Our list of approximately 4000 patients is looked after by our Clinicians and admin staff:-

**GPs:**

### Dr James Mehta MBBS. DRCOG. (Partner)

Dr Sally Johnson MBChB, MRCGP, DCH (salaried GP)

Dr Michelle Wignall MBChB, DRCOG (salaried GP)

**Advanced Practitioners:**

Karen Donovan

Helen Abbatt

Colin Marlow

**Practice Nurse and HCA Team**

# Sister Nicola Willicombe

Carol Borrett

Laura Alexe

Our practice nurse team operate a pre-bookable appointment system, and our telephonists are able to arrange appointments for you. Nurse-led disease management clinics operate for diabetes, and respiratory problems. These clinics are supervised by the doctor who is available when necessary. Telephone consultations are available by contacting the practice.

The practice nurses and Health care assistant are able to carry out a range of procedures including blood taking, dressings, injections, routine immunisations, ear syringing, smears and ECGs. In addition they can offer advice on diet, and lifestyle. Patients are seen by the nurses by appointment only.

**Dispensary/Reception Staff**

We have a team of dispensers lead by manager, Chris and supported by a Receptionist on the front desk

A dispenser or receptionist is always available to assist you in registering for on line ordering of repeat medication.

**Reception & Administrative Staff**

We have a team of administrative staff behind the scenes who you may never see. They deal with a multitude of tasks including answering the phone, booking appointments, scanning and filing documents, patient enquiries and the management of your medical records, all whilst maintaining complete confidence. The role of the receptionist is extremely demanding, - please be patient!

**Practice Manager**

Rosemary Mehta is our Practice Manager. With a background as a primary school teacher prior to joining the practice, she now has many years of experience working across all areas of the practice.

**Deputy Practice Manager**

Michelle Holland is our deputy practice manager. Michelle has many, many years experience of working at the practice- her entire working life -and knows all aspects of the practice.

**Medical Secretary**

Sharon Worrall is our experienced medical secretary and senior staff member. Sharon deals with referrals and all aspects of admin.

**Community Health**

We are supported by a Community Health Team, which includes, District Nurses, a Midwife, and a Health Visitor who will treat people in the community if necessary.

The team is based at Market Drayton Primary Care Centre. Patients already on the District Nurses’ caseload can contact them directly by telephoning **01630 650734.** New patients need to be referred by a GP.

**Health Visitor**

Our Health Visitor offers advice on the health of mothers and babies, children, the elderly and the handicapped. She is based at Market Drayton Primary Care Centre can be contacted during working hours on 01630 685545

**Community Midwife**

The Community Midwife undertakes maternity care with your doctor. Messages may be left at Market Drayton Primary Care Centre by telephoning 01630 650727. The Community Midwife, who will discuss all aspects of your antenatal care with you.

Our administrative and dispensing staff between them deals with appointments, patient enquiries, clerical and dispensing queries whilst maintaining complete confidence.

The staff of the Medical Centre are here to help you. Please be patient when they are busy. Should you have any queries or suggestions about non-medical aspects of your care, please ask to speak to the practice manager (Mrs R Mehta).

We aim to treat all our patients promptly, courteously and in complete confidence.

Attending a busy GP surgery can be an anxious and worrying time for you. We aim to make your time here as short and as simple as possible. The following should help to explain what you, as a patient can expect from our staff and what we, the staff, can expect from you.

**Your Doctor's Responsibilities:**

1. To treat you with respect and courtesy at all times.

2. To treat you as an individual, and to discuss with you the care and treatment we

 can provide.

3. To give you full information on the services we offer.

4. To give you the most appropriate care by suitably qualified staff.

5. To provide you with emergency care when you need it.

6. To refer you to a suitable consultant when necessary.

7. To give you access to your health records, subject to any limitations in the law.

**Your Responsibilities As A Patient:**

1. To treat all staff with respect and courtesy at all times.

2. To tell us if you are unsure about the treatment we are offering you.

3. To ask for a home visit, only when you are unable to attend the medical centre

 through illness or infirmity.

 4. To request such a visit if at all possible before 10.00am.

 5. To ask for an out-of-hours visit only when necessary.

 6. To keep your appointments and contact the medical centre in advance if you

 cannot attend.

7. To respect the premises which was built with you

If you live in our practice area and would like to register with us, please complete a registration form (available from reception). You will be registering with the practice rather than an individual GP, however you will be able to say which clinician you wish to see when you book an appointment.

**Appointments**

We offer face to face, telephone or online consultations. Please ring our main telephone number (01630 685230) to book, use patient Access or NHS app to book online or use our online triage tool through our website.

## **Surgery Times**

Morning surgeries are not pre-bookable. These appointments are kept open so they are available for medical problems which you feel need same day attention and won’t wait for the next pre-bookable appointment. Please phone between 8.30 - 9.45am, Monday – Friday to request a same day appointment. You will be offered telephone or face to face. Our receptionists will ask you for a brief reason for your consultation in order to guide you to the most appropriate clinician. If you prefer not to say they will respect your decision but please be aware this may result in you having to rebook with a different clinician.

Afternoon surgeries are by appointment only, and are held on Monday, Tuesday, Wednesday, and Friday, generally commencing at 2pm, with the last appointment at 5pm. There is no surgery held on Thursday afternoon. This time is spent doing Nursing Home rounds and admin generated through the week.

**Opening Times**

Monday 8.30am – 1.00pm 2.00pm – 6.00pm

Tuesday 8.30am – 1.00pm 2.00pm – 6.00pm

Wednesday 8.30am – 1.00pm 2.00pm – 6.00pm

Thursday 8.30am – 12.30pm CLOSED to routine patients- Nursing home rounds and admin take place on Thursday afternoons

Friday 8.30am – 1.00pm 2.00pm – 6.00pm

**Surgery Appointment Times**

Morning surgery – weekdays 8.30 – 9.45am.

(Please ring to request a same day call back).

Afternoon booked surgery –

 Monday, Tuesday, Wednesday, and Friday, (2.00 – 6pm).

(You must have an appointment)

## **Contacting a Doctor when the surgery is closed**

If you should require urgent medical attention outside normal surgery hours, simply telephone the surgery on 01630 685230, to hear an outgoing message which will direct you to telephone 111. Your call will be answered, and the call handler will take some basic details from you. A doctor will then ring you back, and may:-

1. give advice
2. arrange an appointment with a doctor at one of the Primary Care Centres, or
3. arrange a home visit if you need to be seen and are not fit enough to travel. For example, very elderly/bed-bound patients, terminal care cases, and those where a move might make the condition worse.
4. call an ambulance to transport you to hospital
5. arrange for a District Nurse to visit you.

**Alternatively, you may attend the Accident/Emergency Department at Princess Royal Hospital or Royal Shrewsbury Hospital**

**Accident and Emergency – 999**

If you experience severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

**EMIS Patient Access**

Accessing Medical Information Online

You can now access parts of your medical record on line.

As well as being able to book appointments and order prescriptions you will be able to see a list of your medication, immunisations and any allergies you may have.

Please ask at the surgery to join up to this service.

**Violent or Abusive Patients**

The practice will not tolerate violent or abusive behaviour. Anyone verbally abusing either a member of staff or the public, or using inappropriate language, will be asked to leave the premises and requested to find another GP. Anyone who is violent or causes damage will be removed from the practice list immediately.

**Home visits**

Our doctors typically see at least four patients in the practice in the time it takes to do a single home visit. For this reason we ask our patients to come to the surgery if at all possible. However, we can visit at home if your condition means you cannot attend the practice. Please ring before 10am to speak to a doctor if you feel your condition is urgent.

**Sick notes**

You do not require a Doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self certification form (SC2) which is available from your employer or on the HMRC website [www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf)

If you still require a private medical certificate you will be charged for this, in line with the current fees recommended by the BMA.

**Dispensing**

Hodnet is a dispensing practice, where most patients are able to obtain their medicines direct from the surgery. This facility is dependant upon your address. If

you live within one mile of a pharmacy, then it will not be possible to dispense your medication from the surgery. If you require regular medication you may arrange to receive repeat prescriptions after discussion with your Doctor. **Please remember to mark the items that you require on your repeat prescription form.**

You can also order online using Patient Access www.patientaccess.com or using the link to patient access through our Hodnet Medical Centre website ([www.hodnetmedicalcentre.co.uk](http://www.hodnetmedicalcentre.co.uk)) You will need to register for an account and we will create a login PIN for you. You can also order through your NHS app or submit your request by post. Please allow at least three working days between ordering and collecting. (Please note Thursday is a half day) After a given number of repeats, you may be asked to see your doctor for a review.
New patients must be seen by the doctor before medication can be prescribed.

**We are not able to accept requests for repeat prescriptions by telephone.**

**Results of tests and x-rays**

Results can be viewed through Patient Access or your NHS app or you can telephone for the results. Please telephone 01630 685230 between 11am-12 noon on weekdays to request your results.

The telephonist will be able to give you your test results, provided they have been seen and acted upon by the GPs. They will only be able to read the comment from the clinician who has reported on them. They are not trained to read or interpret results ( the numbers) If you need more detail you will need to book an appointment to discuss the result. We cannot give your results to any other member of your family or a friend so please do not ask them to ring on your behalf. The telephonist may need to check your identity if you are asking for a result. Please do not be offended; it is to protect your privacy. Results of routine blood tests are available after 4 days, urine tests 5 days and X-rays 7 - 10 days (excluding weekends) If you wish to nominate someone to speak on your behalf please ask for a consent form which will be added to your medical record.

**Other services**

**Disease prevention and monitoring clinics**

Regular clinics to detect and monitor certain chronic diseases such as diabetes and asthma and COPD are run by Sister Willicombe.

**Travel vaccination advice**

We are no longer able to provide a comprehensive travel service at the medical centre.  This is a highly specialised non-NHS service, and due to increasing demands on the practice, we are unable to maintain this service.  We will however, continue to provide the following travel vaccinations which are available on the NHS.

Hepatitis A

 Typhoid

 Cholera (this vaccine is not indicated for most travellers)

It is important when travelling abroad that you have the appropriate travel advice and vaccinations. Antimalarial over the counter medication may be purchased from retail pharmacies. You can get information from a number of websites but we would recommend you visit [www.masta-travel-health.com](http://www.masta-travel-health.com) or NaTHNaC nathnac.net which offer advice and the latest information on the recommended vaccinations for the country you are visiting.

If you need other vaccinations which are not available under the NHS, you will need to contact a private travel clinic who will advise you of the fees involved.

**Private Medicals and Reports**

Certain medicals, reports and forms are not covered by the NHS. These will be charged for, pleaes telephone the surgery for details.

**Disabled Patients**

Hodnet Medical Centre has full disabled access and facilities. Guide and Assistance dogs are welcome. If there is anything we can do to assist you please let us know and we will be more than happy to help.

**Patient Participation Group**

The PPG has been established and has been registered with the National PPG Scheme.The aim of the group is to improve communication between the Practice Team and the wider community and to seek patients’ views so that these might be taken into account when deciding how we deliver existing services or develop new services.

The group has plans to meet 3 or 4 times a year. The group members are as follows:

**Currently recruiting -** Chairman **Currently recruiting** - Secretary
Cllr Karen Calder
Helen Charnock

Christine Poole (surgery representative)

Jennifer Kelleher

Sandra Williams

Tory Russell

New members are always welcome. We aim to have members who represent all groups across our community (eg Men/women, old/young, working/not working, variety of ethinic groups). Please contact Rosemary Mehta or Michelle Holland if you are interested in joining the group.

**Complaints:-**

Hodnet Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. Alternatively you may wish to write to us or fill in a complaint form which are available tat reception. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised, as you would wish, you can write to

The Complaints Manager (this dept. has replaced PALS from April 2013)

NHS England

Shropshire and Staffordshire Area Team

Anglesey House

Wheelhouse Road,

Towers Plaza,

Rugeley,

Staffordshire, WS15 1UL

**Data Protection**

The practice uses computers in many aspects of its day-to-day activities. The computer is used during consultations as it enables us to keep your records up to date and helps us maintain an efficient register of all of our patients. It is an invaluable tool in preventative medicine, screening and education. The practice is registered under the Data Protection Act and strict confidentiality is maintained at all times.

This practice uses EMIS Software, a computerised medical record system. Storing records on the computer can help us to monitor and audit our performance so that we provide the best possible care. Your registration details are held on the computer, along with the medical information from consultations. Anonymised health information is sent to Shropshire CCG to monitor quality standards and for post-payment verification purposes.

**Protection and Use of Your Information**

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information it may also be needed if we see you again.

We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

For further information please refer to the leaflets held in reception entitled “Your Records are Safe with Us”