

INDEX

	Page No.
Introduction to Doctors	2
Introduction to Other Staff	3,4
Information for New Patients	5
Appointments, Emergencies, Visits, Telephone calls	6,7
Prescriptions	8,9
What you can do to help?	10
When the surgery is closed	11
Surgery Policies	12
Access to Patient Information	13
Chelford Surgery Statement of Purpose	14
Chelford Surgery Patients Charter	15
Chelford Surgery Patients Fund	16
Useful Contact Numbers	17
Chelford Practice's Boundary	18

WELCOME TO OUR PRACTICE

CHELFORD SURGERY IS A TWO PARTNER TRAINING PRACTICE

Dr Peter Madden MB ChB FRCGP DRCOG (Manchester University 1981) has a four day commitment with the Practice, working Monday, Tuesday, Thursday and Friday. He also has a one day commitment to the Cheshire LMC as Honorary Secretary (Wednesdays).

Dr Helen Thomas MB ChB MRCGP (Liverpool University 1989) has a four day commitment with the practice working Monday, Tuesday, Wednesday and Friday. She also does one surgery per week at the David Lewis Centre.

Dr Sarah Duce MB ChB DCH (Manchester University 1996) is our GP assistant and has a two and a half day commitment with the Practice on Tuesday Mornings, Wednesdays and Thursdays. She has an interest in paediatrics, teenage and women's health.

Dr Farhat Ahmad MBBS (Lond) DCH, DFFP, DRCOG, MRCGP is our GP Retainer and does two surgeries a week – Monday and Friday mornings. She has an interest in paediatrics, women's health and dermatology.

Dr Joanne Harris MB ChB MRCGP DFFP. DRCOG (St Andrews 1996 Manchester 1999), Diploma in clinical dermatology (London) is our new assistant GP who will work 2 sessions a week at Chelford and 3 sessions at the David Lewis Centre. She has an interest in Paediatrics, women's health, family planning and dermatology.

GP Registrars – Each year fully qualified doctors with wide hospital experience join the Practice to work with us and share all aspects of medical care with the partners. Both Dr Madden and Dr Thomas are GP Trainers.

Medical services have been provided out of Elmstead Road since 1983. The ethos is primarily the welfare of our patients and the provision of the best possible medical care.

WHO'S WHO IN THE CHELFORD SURGERY

Reception and Administrative Staff

The receptionists are employed for your benefit. However their job is very demanding and usually involves doing several things at once so, please try to be patient. They are your link with the rest of the practice and will always try to help you. Our staff always aim to be courteous and we greatly value their contribution to the smooth running of the surgery. We also have 3 assistant dispensers, a secretary and administrative staff who provide an essential back-up support. The practice is fully computerised.

Practice Nurses

We have 2 part-time Practice Nurses covering clinics from Monday to Friday. They provide a range of services including health checks, cervical smears, dressings, removal of sutures, injections, blood tests, travel vaccinations, smoking cessation advice, some minor surgery etc. They also see patients with chronic diseases such as Diabetes, Asthma and COPD. They are available by appointment.

Health Care Assistants

We have 2 Health Care Assistants who assist the doctors and nurses by checking blood pressure readings, blood tests, ECG's, dressings and New Patient Medicals.

Practice Manager

Mrs Janice Tildsley is our Practice Manager and is able to help you with any administrative or non-medical aspects of your health care. She is also available to discuss any suggestions or complaints, and is also delighted to receive any compliments you may wish to give about the service you receive at the Practice.

District Nurses

A District Nurses are attached to the practice and provide general nursing care usually in the home. They can be contacted through the surgery.

Health Visitor

There is a Health Visitor attached to the surgery. She is responsible for the care of children over 10 days old. Most of her duties lie with children under 5 years, but she will also visit families with problems, both with their children and for any other family related problems. She is based at Wilmslow Health centre and can be contacted on 01625 441197.

Community Mid-wife

The Mid-wife works with the doctors to care for mothers before and after delivery. She runs antenatal clinics at the surgery weekly on a Tuesday afternoon and arranges antenatal classes for expectant mothers. She may be contacted through the surgery or by calling the Obstetric Department at Macclesfield Hospital on 01625 661145.

Physiotherapist

We have a physiotherapist who attends the surgery twice a week. Patients needing this service are referred by one of our Doctors. If the surgery sessions are not convenient the patient can be seen at another venue.

Chiropodist – NHS

An NHS chiropodist attends alternate Fridays. Referrals are made through the Practice Nurses and Doctors.

NEW PATIENTS REGISTERING WITH THE PRACTICE

How to register with the practice

When you ask to register you will be given an Application Form to complete with your details - date of birth, previous and current address, previous GP. This enables us to request your old records from your previous GP.

Health Checks with our Practice Nurse

All new patients (Over the age of 5) are encouraged to make an appointment with the practice nurse for a simple medical examination. This gives you the opportunity to discuss your past medical history and any current medication. A health questionnaire will be given to you when you join the practice and you are asked to return it completed to the Practice Nurse when you have your health check examination.

Dispensing Practice

If you live more than one mile from a chemist you are entitled to have your medication dispensed from the Practice, usually at the time of the consultation. Unfortunately the NHS regulations do not allow dispensing for patients who live within one mile of a chemist, therefore a prescription is issued and you are then requested to take it to a chemist of your choice.

Child Health Surveillance

Children under five years join our Child Health Surveillance scheme whereby the Health Visitor and Practice ensure that the children receive the correct immunisations and development checks.

HOW TO MAKE CONTACT DURING THE NORMAL WORKING HOURS

Appointments

To make an appointment either call in at the surgery or telephone 01625 861316. You will be offered the **first available** appointment with the doctor of your choice. Appointments are booked at 10-minute intervals. However if you feel that your problem will take longer please inform the receptionist to prevent delaying others. It is important that the appointment you make is for one person only. Please try to plan ahead as it is often difficult to see the doctor of **your choice** at very short notice. The reception staff and our telephone lines are usually busiest during morning surgery hours. If you can avoid this period it would be beneficial to us both.

Canceling an Appointment

If you need to cancel an appointment please give as much notice as possible so that we can make the appointment available for another patient.

Urgent Appointments

Each day a number of appointments are reserved for patients who require urgent consultations, but it will not always be possible to make the appointment with the doctor of your choice. Requests for urgent appointments should be made as early in the day as possible.

Emergencies

Telephone the surgery 01625 861316. The receptionist will then deal with your emergency accordingly. **If the emergency is life threatening, for example severe bleeding, severe chest pains, collapse or unconsciousness then FIRST TELEPHONE 999 for an ambulance and then call the surgery.**

Home Visits

If you are housebound or too ill to come to the surgery a doctor can visit you at home.

To arrange a home visit please contact the reception staff as soon as possible in the day, preferably before 10am, giving your full name and address. If you can also give some indication of the nature of the problem we can arrange our visits in order of priority.

Telephone Advice

- Doctors and nurses are available to discuss problems over the telephone.
- Usually the doctor is available between 8.30 and 9.00am and between 11.30 and 12md.
- The nurse is usually available between 1pm and 2.30pm.
- If the doctors and nurses are not available when you ring you may be asked to give details of your problem and a contact number for them to ring you back.

Laboratory Test and X-ray Results

When telephoning for any test results please phone between 12md and 2pm if possible.

PRESCRIPTIONS

Repeat Prescriptions

Repeat prescriptions can be obtained via:

- **The repeat prescription line** – 01625 860085 9am till 11.30am Mon-Fri.
- **By post or handing** in your Repeat Counterfoil
- **By fax** – 01625 860075

Please allow 2 working days and remember to tick all the items that you require.

We now have an **on-line service**.

- Each patient needs an **INDIVIDUAL** e-mail address – including children.
- You must initially hand these details in at the surgery so that we can enter them onto your patient record.
- You will then be sent an e-mail to activate your account with a username and password from 'The Waiting Room'.
- You cannot order one off prescriptions, but can request them via the additional info box. This includes drugs which require regular monitoring such as Warfarin and medication for Rheumatological disorders such as Methotrexate.
- Initial turnaround for this service is 3 working days.

❖ ***This web-site is not for clinical interaction or information.***

❖ ***You cannot book appointments via this web-site***

Acute/Urgent Prescriptions

When you attend the surgery for a consultation and you require medication this will be issued by the clinician you see and dispensed during the consultation. If you require acute or urgent prescriptions and are unable to attend please telephone and every effort will be

made to dispense that prescription to you on the same day. Our hours of opening are between 8.00am and 6.30pm when a full dispensing service will be available.

It may not be possible for the prescription to be ready straight away if the doctor is out on a visit or busy in surgery or if we have to order the medication in for you. If the drug is not in stock you may be issued with a prescription to take to a pharmacy of your choice.

Payment of Prescriptions

The cost of an NHS prescription is £7.65 per item (from 1.4.2013 £7.85). This must be paid at the reception desk on collection of your medication. If the doctor has given you medication in surgery please call at the reception desk to check if you need to pay. If you avoid paying for your prescription more than 3 times you will be taken off the dispensing list and we will give you a written prescription to take to a Pharmacist.

If you have more than 3 prescription items in 3 months or 14 in 12 months you can save money by buying a Prescription Pre-payments Certificate. Please ask for a leaflet.

There are certain people that are exempt from prescription charges e.g. those over 60 years of age, those with certain medical conditions, pregnant ladies, Children. If you have any questions please ask at reception.

Unwanted Medication

Unwanted medication can be returned to the surgery to be disposed off.

WHAT CAN YOU DO TO HELP?

- Only ask for a home visit during the day if you are too ill to go to the surgery. If you are not sure ring the surgery for advice preferably before mid morning.
- Tell the surgery as soon as possible if you cannot keep an appointment.
- Let the surgery know if you change your name, address or telephone number.
- Even if you think you are infectious, it is often safe to go to the surgery. Just inform the receptionist as soon as you arrive.
- If your child is feverish it is still acceptable to bring them to the surgery. It often means they will be seen sooner than if you wait for a home visit.

REMEMBER IF YOU ARE A PARENT

Vaccination is the safest way to protect your child against serious childhood illnesses. If you have any queries about vaccination, you can discuss them with your family doctor, health visitor or school nurse.

WHAT TO DO WHEN THE SURGERY IS CLOSED

- **On weekdays between 6.30pm and 8.00am the following day and all day and night at weekends and bank holidays contact NHS 111 who will direct you to our local out of hours service.**
- **Calls to the NHS 111 service are free from both landlines and mobiles**
- **To contact this service dial 1-1-1.**
- **Contact out of hours when you have an urgent healthcare problem that cannot safely wait until the next routine surgery.**
- **A recorded telephone message provides this information when the surgery is closed.**

SURGERY POLICIES

Consent

We need to obtain your consent before we can carry out examinations or procedures. This may be verbal or written and forms will be provided if required.

For further information see www.patient.co.uk

Complaints Policy

We have a Complaints Policy within the practice that conforms with current NHS Legislation. In the first instance, complaints should be addressed to the Practice Manager Mrs Janice Tildsley.

Dr Madden is the partner with specific responsibility for handling complaints.

Health and Safety Policy

We have a Health and Safety Policy that conforms to current legislation. We endeavour to make the practice a safe environment for staff and patients.

Disabled Access

We have disabled access at the front door. We also have a portable loop system – please ask at reception if this would be helpful to you.

Practice Charter

The practice has produced its own Practice Charter. This sets out the standards of service you can expect from us and follows the principles of the NUS Patients' Charter. A copy of this is at the end of this leaflet.

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.

In this situation we are obliged to notify the patients in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. The PCT is then responsible for providing further medical care for such patients.

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, for 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 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.

CHELFORD SURGERY

STATEMENT OF PURPOSE

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement in the health status of the practice in an effective and friendly environment for patients and their relatives. We aim to achieve this by developing and maintaining a happy, sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in primary health care. To achieve this requires mutual trust and respect between patients and staff. We ask for your help in achieving this and that you tell us if ever you feel that this relationship is not being achieved.

We aim to achieve this by providing access to a full range of medical services provided by doctors, nurses, healthcare assistants and administrative staff.

CHELFORD SURGERY

PATIENTS CHARTER

All patients have the right to be registered with a General Practitioner, to have appropriate drugs and medicines prescribed, and to be able to change their doctor simply and quickly should that be necessary.

On joining the Practice patients are invited to attend for a review of their present health and current medication.

A copy of the Practice leaflet is presented to all new patients. This sets out the services provided and the means by which these may be obtained.

Patients have the right to emergency care at any time from a fully qualified doctor, to be referred to an appropriate consultant when their doctor thinks this necessary, and for a second opinion under the same circumstances.

Patients have the right to decline to take part in medical research and student training if they so wish, to be given detailed information about local primary health care services through the PCT's local directories, and to receive a full and prompt reply to any complaints made.

In order to keep our records as accurate as possible, we request that any change of address or telephone number be notified to us as soon as possible. Since virtually all the NHS departments now make extensive use of your Postcode it is essential that we are aware of it.

If a home visit is requested because the patient is too ill to attend the Surgery please do try to telephone early in the day: preferably before 10am.

Surgery consultations are normally by appointment and you are asked to arrive on time. Preventing delay seeing patients is always difficult, and your late arrival may well be the cause of a backlog by

the end of the Surgery. Should you be prevented from attending please inform the Reception Staff as early as possible.

CHELFORD SURGERY PATIENTS FUND

Over the years the practice has been fortunate to receive donations and bequests that have enabled the purchase of medical and nursing equipment for use by our patients both in the surgery and in the community.

We are very proud of the support that has been given to us in this way and in the range of equipment, all beyond the scope of the NHS provisions, which we now have available for your care.

Yet, as always is the case, much remains to be achieved and we should always be pleased to discuss our future plans with interested patients.

USEFUL CONTACT NUMBERS

Macclesfield District General Hospital	01625 421000
Macclesfield Social Services	01625 534700
East Cheshire Age UK	01625 612958
Cheshire Carers centre	01270 257331
Minor Injuries Unit (Congleton)	01260 294800
Urgent Care Centre (Leighton)	01270 255141
Out of Hours NHS 111	1-1-1
Samaritans	01270 216996
Addaction Macclesfield	08843 878481
East Cheshire Hospice	01625 610364
Vicar of Chelford	01625 861231
Dentist – Emergency	01625 422501
Citizens Advice Bureau	01625 426303