

INTRODUCTION

Welcome to Wellington Medical Centre

This booklet has been produced jointly with our Patient Participation Group. It is designed to provide you with essential information about the Practice and help you to access our services. We welcome any feedback you have regarding the content.

THE PARTNERS

Wellington Medical Centre is a Partnership comprising the following GP Partners.

Dr Stuart Wynne

MB CHB Leicester 1983, MRCGP

Dr Caroline Bett

MBBS London 1992, DFFP MRCGP

Dr Kathryn Porter

CHB Liverpool 1991, MRCP, DCH, DFFP, DRCOG, MRCGP

Dr Claire Louise Jennings

MBBS 1991 St Mary's, London, DRCOG, MRCGP

Dr Richard Griffith

MBBS London 1988, DRCOG, MRCGP

Dr Michael David Hewson Gailey

BSc, MBBS, 1996 University of London, MRCGP

Dr Sally di Mambro

MBBS, London 1993, DFFP, MRCGP

Dr Haider Alathari

MBCHB, MRCS, MRCGP, University of Baghdad, 2002

Dr Andy Moss

MB BCh BAO, BA, MRCP, DRCOG, Trinity College Dublin, 2005

Dr Louise Dunn

MBBS Newcastle 2011, MRCP

Dr Sarah Thomas

MB ChB Bristol 2005, DCH, DRCOG, DFSRH, MRCP

Dr Josef Collings

MBChB Edinburgh 2013, BSc (Hons), MRCP

GP AVAILABILITY

The normal days of work for each doctor are given below. From time to time there may be a need for a doctor to work at alternative times.

GP	Mon		Tues		Wed		Thurs		Fri	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Wynne	✓	✓	✓	✓	✓	X	✓	✓	X	X
Dr Bett	✓	✓	X	X	✓	X	✓	✓	X	X
Dr Porter	✓	✓	✓	X	X	X	✓	✓	✓	X
Dr Jennings	✓	X	✓	✓	X	X	X	X	✓	✓
Dr Griffith	✓	✓	X	X	✓	✓	✓	X	✓	✓
Dr Gailey	✓	✓	✓	✓	X	X	✓	✓	✓	✓
Dr diMambro	X	X	✓	X	X	X	✓	✓	✓	✓
Dr Alathari	✓	✓	✓	✓	✓	✓	X	X	✓	X
Dr Moss	✓	X	X	X	✓	✓	✓	✓	✓	✓
Dr Dunn	X	X	✓	✓	✓	✓	X	X	✓	✓
Dr Thomas	X	X	✓	✓	X	X	X	X	✓	✓
Dr Collings	✓	✓	X	X	✓	✓	✓	✓	X	X

Although you will be given a named GP, you may see the doctor of your choice. However in order to maintain a continuity of service it is sensible for you to consult your usual doctor wherever possible.

OPENING HOURS

The Medical Centre is open:-

Monday to Friday 8:30 am to 6:00 pm*

Saturdays, Sunday & Bank Holidays CLOSED

We also offer extended hours appointments two evenings a week until 8:00pm. In allocating these appointments, priority is given to patients who are unable to access the medical centre during normal opening hours e.g. patients who work.

**We close the doors every Wednesday for 1 hour between 1.00 pm and 2.00 pm to allow for staff meetings and training. Between 8-8:30am and 6-6:30pm Monday-Friday we offer an emergency only service. Patients can still access us by telephone for medical emergencies during these times, by calling 01823 663551.*

PRACTICE STAFF

The Practice Manager

The practice manager Lydia Daniel-Baker is responsible for the management of the Medical Centre. If you have any queries, problems or suggestions to improve our services, please ask to speak to her. Alternatively you can write to her.

The Practice Nursing Team

We have an experienced and friendly team of practice nurses.

The practice nurses offer appointments for a range of services including asthma, diabetes and coronary heart disease reviews, cervical smears, referral for smoking cessation advice, wound dressings, removal of sutures, ear syringing, blood pressure checks, travel advice and vaccination* (including Yellow Fever), doppler tests, new patient checks, anti-coagulation monitoring and blood tests. Your doctor will let you know which tests and checks you require.

** Some travel vaccinations are not available as a NHS service so a fee is charged for these.*

NHS ENGLAND

NHS England: Bristol, North Somerset

Somerset and South Gloucestershire

Wynford House

Yeovil

BA22 9HR 01935 384000

Somerset Clinical Commissioning Group

Wynford house

Yeovil

BA22 8HR 01935 384000

Email: enquiries@somersetccg.nhs.uk

Patient Advice and Liaison Service (PALS) 0800 0851 067

Email: pals@somerset.nhs.uk

PRACTICE AREA

The practice serves a large geographical area which extends from Wiveliscombe in the North, just short of Hemyock in the South and Burlescombe in the West to Bishop's Hull, Taunton in the East.

Please see the catchment map on the **back of this booklet**.

We can only accept patients onto our list who live within this area. Please contact the practice if you need any further information or advice about the practice area.

Patient Services & Administration teams

We have an excellent team of Patient Services Advisors and Administration staff who work either in reception or in one of the general offices but all are trained to help you. They may ask you questions in order to decide how to help you best, but all information you give is treated in the strictest confidence.

TRAINING

Wellington Medical Centre is a designated training practice and is fortunate to have GP Registrars and Medical Students attached to the practice at various times.

GP Registrars are qualified doctors training to be General Practitioners (GPs). Medical Students are undergraduates training to be doctors.

You will be informed in advance of the presence of trainees during consultations and whilst we hope that you will co-operate with us to assist their learning, if you do not want them present during your consultation your wishes will be respected.

ACCESS TO SERVICES & INFORMATION

If you have any issues that make it difficult for you to use our services or access our information in the usual way please speak to a member of staff so we can consider how best to assist you.

GETTING TO THE MEDICAL CENTRE

Access to the Medical Centre site is designed to be favourable for cyclists, pedestrians and those using public transport.

Cycling

There are secure bicycle hoops near the main entrance. A bicycle pump and puncture repair kit are available at Reception.

Public Transport

There are bus stops near the medical centre on Mantle Street and regular bus service to these stops. Please contact the local bus station for more

details or look for the “Moving Somerset Forward” notices at the medical centre which contain bus timetables, information on local taxi firms and any discount vouchers available.

Parking

A car park is provided for patients to use at their own risk, while in the Medical Centre only. Space is limited, so please help by not parking there at any other time. Parking for the disabled is clearly marked near the front entrance. Alternative car parking facilities are available in Wellington town centre.

DISABLED ACCESS

The medical centre is fully accessible for wheelchairs and mobility scooters and accessible toilets are available for patient use.

SMOKING

The medical centre building and site, including the car park and access road is a designated no smoking area.

EXTENDED HOURS

The practice offers later appointments between 6:30 pm and 8:00 pm on two evenings each week. In allocating these appointments, priority is given to patients who are unable to access the medical centre during normal opening hours e.g. patients who work.

IMPROVED ACCESS

This is a new initiative across Somerset whereby patients can make appointments at extended times (up until 8pm at night Monday-Friday and on Saturday mornings) at other practices across the local area.

Appointment types will vary, some being face to face and some on the ‘phone and there will be a mixture of pre-bookable and same day appointments available across the week. They may be with a doctor but could also be with another healthcare professional such as a primary care

USEFUL TELEPHONE NUMBERS

WELLINGTON MEDICAL CENTRE

Appointments, enquiries, cancellations, test results	01823 663551
Fax number	01823 660650
Community Nurses	03003 230026
Public Health Nurses	01823 660667

PHARMACIES IN WELLINGTON

Boots (Town Centre)	01823 662170
Lloyds	01823 662446
Superdrug	01823 662113
Boots (Medical Centre)	01823 665366

HOSPITALS

Musgrove Park Hospital-Taunton	01823 333444
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SOURCES OF ADVICE & SUPPORT

Age UK, Taunton	01823 259710
Social Care	03001232224
Citizens Advice Bureau-Taunton	01823 282235
Dental Helpline	0300 123 7691
Podiatry(Chiropody) NHS appointments	0845 6384211
Registrar Births & Deaths- Taunton	01823 282251
Relate-Taunton	01823 275983
Red Cross –Taunton	01823 273700
Samaritans	01823 116123
Turning Point- Taunton	01823 328463
Out Of Hours Service	111

GLOSSARY OF DOCTORS' QUALIFICATIONS

MA BM BCh, MBBS / CHB LRCP, MRCS, MB BCh BAO	Basic medical qualifications from different universities.
MRCP	Member of Royal College of Physicians.
MRCGP	Member of Royal College of General Practitioners.
DCH	Diploma of Child Health.
DFFP / FP (Cert)	Diploma of Faculty of Family Planning / Family Planning Certificate.
DRCOG / D(Obst) RCOG	Diploma of Royal College of Obstetricians and Gynaecologists.

practitioner or a nurse. We are keen to balance the importance of continuity of care with convenient access for patients whilst ensuring that the service is safe.

To book an evening or weekend appointment please contact your registered practice during normal opening times, this will help us to signpost you to the most appropriate option for your particular problem. By contacting us we can fully explain the process, ensure that the booking is appropriate (as we hope to be able to meet your needs by offering an appointment with your usual GP) and cover all the relevant information (and consent) that we need to before we book an appointment for you. Further information (including a list of participating practices) is available on our website.

WHEN THE MEDICAL CENTRE IS CLOSED

When the medical centre is closed the out of hours service can be contacted by telephoning NHS **111** (Textphone **18001 111**) or you can visit NHS Choices online at **www.nhs.uk**

EMERGENCIES

During Opening Hours

During opening hours emergencies will be dealt with at any time. Telephone 01823 663551 and follow the instructions.

When the medical centre is closed

1. In a life threatening emergency call **999**
2. Otherwise telephone NHS **111**

Be ready to supply:

- the nature of the problem
- the patient's name and date of birth
- the telephone number
- the address
- simple directions if necessary

NEW PATIENTS

If you are a new patient, we would like to meet you. Please make an appointment with a Health Care Assistant to review your present health status.

If you require any medication prescribed by your previous GP, this will need to be requested from you will need to see your new doctor. A patient services advisor will be able to explain to you how to do this.

HOW TO REGISTER

A “New Patient Registration Pack” is available from Reception which includes all you need to register with the Practice. You will need to live within our practice boundary to be eligible to join the practice and although this is not compulsory, we ask for two forms of proof of your identity to assist with reducing fraud within the NHS. A passport or driving licence with photo and a utility bill confirming your address are ideal.

You may request to be allocated to a particular named doctor and this is acceptable as long as that doctor is accepting new patients. If not, you will be allocated another doctor in the practice.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS

Practices are required to provide their patients with a named GP who will have overall responsibility for the care and support that the surgery provides to them.

As a patient, your named GP will also work with other relevant health and care professionals involved in your care, to ensure that your care package meets your individual needs. This does not prevent you from seeing any GP in the practice if you choose to.

If you would like to know who your named GP is, have any questions, or wish to discuss this further with us, please contact us on 01823 663 551 or email: somcccg.WMCReception@nhs.net

Your summary care record also includes your name, address, date of birth and your unique NHS number to help identify you correctly.

Your summary care record is available nationally to other health professionals, allowing authorised healthcare staff to have access to this information when patients are being cared for in an emergency situation or when their GP practice is closed.

Please note that by default, all patients are automatically included in the summary care record unless they are specifically opt out. If you wish to opt out, please see a patient services advisor.

You can telephone the NHS Digital information line on 0300 303 5678 or visit their website, www.nhscarerecords.nhs.uk for more information.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom Of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the “classes” of information the practice intends to routinely make available. This scheme is available from the Practice Manager.

PATIENT RESPONSIBILITIES

- Please let us know if you change your name, address or telephone number.
- Please make every effort to keep appointments. Tell us as soon as possible if you are unable to attend an appointment
- Please only ask for a home visit if you are too ill to visit the surgery.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Please ask for further details when you are next at the surgery, or telephone and ask for the carers champions, who are a small group of staff with responsibility for supporting carers.

DATA PROTECTION REGISTRATION

The practice is registered under the Data Protection Act 1998.

CONFIDENTIALITY

Confidentiality is taken very seriously. The practice has a confidentiality policy in place and all employee contracts have a confidentiality clause.

A confidentiality notice is displayed in the waiting room.

ACCESS TO INFORMATION

Access to patient medical information is controlled by NHS Smart cards and passwords.

Personal medical information will not be released to anyone other than health professionals and staff involved in delivering patient care, unless we have the signed written consent to do so by the patient.

REQUESTS TO SEE MEDICAL RECORDS

Patients have the right to access their medical records in accordance with the General Data Protection Regulation. Requests need to be in writing. Details are available from a patient services advisor. You can also view parts of your medical record online using Patient Access. Please see the Online Patient Access section for details.

SUMMARY CARE RECORD

A summary care record contains information from the medical record held at the practice, namely details of medications prescribed, allergies and any adverse reactions you have previously had to medications.

MAKING APPOINTMENTS

The practice offers a mix of “same day” and “book in advance” appointments. This is for both telephone consultations and face to face consultations. Some early evening (extended hours) appointments are also available.

Appointment slots are for 10 minutes. If more than one family member needs to see the doctor, a separate appointment needs to be made for each person. If you have a genuine urgent medical problem, a doctor will always be available to see or speak to you the same day. This may however be the “duty” doctor rather than your preferred doctor.

You can make an appointment: online through Patient Access (or other third party applications), by telephone or face to face at the reception desk.

For more information on the appointment system please refer to the Patient Information Leaflet “Making An Appointment”.

SIGNPOSTING

The practice now employs two Primary Care Practitioners (Paramedic trained), two Pharmacists and a Musculoskeletal Practitioner who work alongside our existing team of Doctors, Nurses and Health Care Assistants.

Our patient services advisors have been trained to direct your call to the most appropriate clinician. Please be prepared to provide them with enough information to safely direct your call.

ALTERNATIVES TO AN APPOINTMENT

Engage Consult – our new online consultation system. Tell us about your problem and request medical advice, or ask an administrative question and we’ll respond promptly if the request is submitted before 1pm on our usual practice working days. Visit our website to use this service.

The leaflet 'Choose Well' is available to signpost patients to the care options available locally.

Choosing the right service will enable you to get the best treatment for your symptoms in a timely way.

Pick up a leaflet from the medical centre or visit the NHS Choices website www.nhs.uk

CANCELLATIONS

Please let us know in good time if you are unable to keep an appointment so that it can be offered to another patient. If for any reason you think you may be late for your appointment, please let us know.

HOME VISITS

If possible, please try to come to the Medical Centre. Home visits are time consuming but more importantly we have better facilities for examining and treating you at the medical centre. If you are too ill to attend the surgery, and require a home visit, please telephone before 10.30 am. Please give the patient services advisor an idea of the problem. This will enable the doctor to give priority to urgent issues.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered in the following ways:

- By hand at Reception, filling out a repeat prescription slip.
- By post, by ticking the right hand side of your last prescription.
- By email to somccg.WMCPrescriptions@nhs.net
- Electronically via the internet, using your Patient Access account providing you have registered to use that service.

Please note we do not accept orders for repeat prescriptions over the telephone.

Please allow 2 working days for the medical centre to process your prescription before collection.

EQUAL OPPORTUNITIES

The practice believes in equality and recognises diversity, as a provider of health services and as an employer.

The practice is committed to eliminating discrimination on the grounds of:

- Age
- Sex
- Being or becoming a transsexual person
- Being married or in a civil partnership
- Being pregnant or having a child
- Disability
- Race – including colour, nationality, ethnicity or national origin
- Religion and belief or lack of religion/belief
- Sexual orientation

We aim to provide fair access and to deliver services that respect the needs of each individual patient.

CHAPERONES

For some consultations involving examinations or tests, you may prefer to have a chaperone present. If you would like a chaperone, you may bring a relative or friend with you for this purpose.

Alternatively, if you would like us to provide a chaperone, please make this known at Reception.

SUPPORT FOR CARERS

If you are a Carer, help and support is available to you. If you are a patient of the practice, please let us know, as we have a register of carers.

We have a carer support group that meet monthly at the practice, and there are a number of other dedicated agencies and support organisations who may be able to assist you.

To access any of these services please speak to a patient services advisor for further information.

PATIENT PARTICIPATION GROUP

We welcome your comments and suggestions for improving the services we offer. The practice has a Patient Participation Group who meet on a regular basis. If you are interested in joining this group please write to the Practice Manager or Chairman of the Patient Participation Group at the medical centre. Alternatively pick up a PPG leaflet in Reception and complete the form for further information.

ONLINE PATIENT ACCESS

Beat the phone queue with access to our services on-line 24 hours a day.

Patient Access (other applications are available) allows you secure access to do the following:

- Book appointments with a Doctor
- Cancel appointments
- Order repeat prescriptions
- Message the practice
- View parts of your medical record

You can sign up for Patient Access at the reception desk, but please bring photographic I.D. and proof of address with you.

COMPLAINTS & COMPLIMENTS

The practice operates a formal complaints procedure that complies with current NHS regulations.

Minor complaints can usually be readily resolved by our staff. If you wish to make a formal complaint, a copy of our complaints procedure leaflet is available from Reception, or via the website, www.welingtonmedicalcentre.co.uk

If you wish to make a comment or compliment us on our services, please write to the Practice Manager.

COLLECTING YOUR PRESCRIPTION

You can collect your prescription in person from reception, or arrange for it to be sent directly to a pharmacy of your choice.

The pharmacy will either collect your prescription from us directly or retrieve it electronically via the national Electronic Prescription Service (EPS) –please note that there are a small number of medications that cannot be processed electronically.

Please liaise with your chosen pharmacy regarding the number of days they require to issue you medication, which will be in addition to the two days we require to produce your prescription.

TEST RESULTS

Whilst some test results are received fairly quickly others can take a week or more.

The practice will contact you if further action or advice is required as a result of your test.

Although we will normally contact you if you need to be seen following receipt of test results, if you have not heard from us it is your responsibility to check the result of your test.

In order to comply with patient confidentiality, we will only release test results to the patient themselves and may ask for additional forms of identification.

Please telephone after 2pm for your test results. You can also view your test results and other parts of your medical record online using Patient Access. Please see the Online Patient Access section for details.

While some tests may take longer than others, please allow the following times:

- Blood – 5 working days
- Urine – 5 working days
- X-ray – 7-10 working days

- Smear – 2-3 weeks
- Stool – 1-2 weeks
- Sputum – 1-2 weeks

SERVICES OFFERED

It is difficult to list every service provided by the medical centre but some of the most frequently used services include the following:

- New patient health checks
- Chronic Disease Management. The practice nurses run clinics for long term conditions including asthma and COPD, diabetes, chronic heart disease
- Family Planning advices and contraception including the contraceptive pill, coil, contraceptive injections and Nexplanon implant fitting and removal
- Childhood Vaccination and Immunisation
- Other vaccination and immunisation including Flu & Pneumococcal, Travel (**limited travel service at present**), Tetanus
- Minor Surgery which all of the doctors provide. Information regarding days and times of clinics is available from a patient services advisor.
- Cervical Smears
- Maternity Medical Services. Offered by all of the doctors in conjunction with the Community Midwife.
- Chaperones

ATTACHED STAFF

Community Nursing Team. Provides services to the house-bound, assessment of health needs, advice on any matters of health concern and continuing care after discharge from hospital. To contact the Community Nursing Team telephone **0300 323 0026**.

There is an answerphone to leave a message if they are out of the office, and they will return your call.

Public Health Nurse Team Provides advice on children under 5, developmental checks and hearing assessments. To contact the Health Visitor team telephone on **01823 660667**.

There is an answerphone to leave a message if they are out of the office, and they will return your call.

Community Midwifery Team In conjunction with the doctors provide a complete service of maternity and post-natal care for you and your baby. Messages can be left for the Midwife at the Medical Centre but for urgent advice from a Midwife telephone **01823 343985**. If you are in labour, the same telephone number can be used.

Dietician. The practice has an in house dietician who sees a limited number of patients each month. To access this service patients need to be referred by their GP.

NON NHS SERVICE CHARGING POLICY

Work that is not provided by the NHS, e.g. medicals, insurance claims & proposals, signing of certificates, can be provided on a private basis. A fee is payable to the practice for all private work. A list of charges for private services is displayed in reception and on our website, www.wellingtonmedicalcentre.co.uk

COMPLIMENTARY MEDICAL SERVICES

A variety of non NHS, independent health providers offer services at Wellington Medical Centre. Currently this includes a Chiropractor Podiatrist, and Physiotherapist.

Disclaimer of Liability

Wellington Medical Centre has no responsibility for the availability of these services, nor does Wellington Medical Centre endorse, warrant, guarantee or assume any legal liability for any the services provided. Please look at the notice boards in Reception and the Health Promotion Room for further information.