

# ASHLEY SURGERY



*The Surgery, School Lane, Ashley, Market Drayton, Shropshire. TF9 4LF  
Tel: 01630 672225(Appointments & Enquiries), 673862(Fax)*

## Medical Services:

### **GP partners:**

Dr Elizabeth Hindmarsh, MB, ChB, DRCOG, (Liverpool 1981)

Dr Denise Bladen, BSc, MB, ChB, MRCP, DRCOG, DCH, DFFP, (Birmingham 1980)

Dr James Shilvock, MB, ChB, MRCP (Birmingham 2001)

**Practice Nurse:** Mrs Liz Prince

**Senior Health Care Assistant:** Mrs Jacqui Rowley

The partners hold a contract with North Staffordshire PCT to provide general medical services.

## Practice Location and practice area:

The practice is located in School Lane in Ashley village, and the practice area is delineated on a map clearly displayed in the waiting area. Areas served include: Ashley, Loggerheads, Ashley Heath, Mucklestone, Knighton, Baldwins Gate, Croxton, Hales, Alington, & Maer.

## Disabled Access:

This is available at the main patient entrance at the rear of the building.

## Registration:

To register as a patient ask at reception for details. Newly registered patients will be invited for a consultation with the nurse on registration. If you are on repeat medication you will be also asked to make an appointment to see the doctor.

If you wish to see a particular partner for some or all medical conditions please let the receptionist know and she will note this in your medical records. We will always try to ensure that this is possible, but there may be occasions when it is not possible.

We are a Training Practice and have a registrar GP and medical students – if you do not wish to be seen by a medical student please let the receptionist know.

## Surgery opening hours:

Monday, Wednesday, Thursday & Friday

8.00 am - 1.00 pm  
2.00 pm - 6.00 pm

Tuesday

8.00 am - 1.00 pm  
2.00 pm – 8.00 pm

We operate an appointment system. Appointments can be booked in advance, and there are some appointments available to be booked for the same day. These will be made available at 8.30am for that day. It is also possible to book/cancel appointments via the internet (please ask the receptionist for details).

If you need to see the doctor **urgently**, please tell the receptionist and you will be seen as soon as possible within 24 hours.

### **Services available under the NHS contract:**

#### **Core services:**

- General management of medical conditions
- Health promotion advice
- Emergency care if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

#### **Additional Services:**

- Cervical screening
- Contraceptive services
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery procedures
- Phlebotomy
- Smoking cessation

#### **Enhanced Services:**

- Improved access
- Influenza and Pneumococcal immunisations
- Minor surgery
- Intra-uterine Contraceptive device fittings/implants
- Anti-coagulation monitoring
- More specialised sexual health
- Specialised services for patients with multiple sclerosis
- Minor injury services
- Wart clinic

#### **In addition:**

- registered patients aged 16-75 who have not been seen for 3 years may request a consultation
- registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation
- (if you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged.)

#### **Allied Professionals:**

- Our Health Visitor and District nurses are based in Madeley and can be contacted on 01782 752366
- The Health Visitor runs a baby clinic every alternate Tuesday afternoon
- A midwife sees our ante-natal ladies on Friday mornings
- A Community Psychiatric Nurse also sees patients in the building.

## **Home Visits**

Patients are generally seen at the surgery, but between the hours of 08.30am and 6.00pm, patients may be seen at home *if the doctor considers a home visit necessary because of the patient's medical condition*. 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 6.00pm and 08.00am, and all day and night at weekends and on bank holidays, services will be commissioned by NHS North Staffordshire

If you wish to see a doctor during these times please telephone the surgery on: **01630 672225**

This will put you straight through to the Out of Hours Service for the emergency doctor. Currently the service is provided by the North Staffs Urgent Care which is based in Basford.

If you require health information or advice, you may phone **NHS Direct**, a 24-hour nurse-led advice line, on **0845 4647**.

## **Other sources of medical help or advice:**

NHS Direct Online at <http://www.nhsdirect.nhs.uk>

Walk-in Centre at the Haywood Hospital, High Lane, Burslem. Stoke-on-Trent. ST6 7AG.

## **Prescriptions:**

We are a dispensing practice with a dispensary on the premises.

Repeat prescriptions will normally be ready for collection **AFTER TWO CLEAR WORKING DAYS EXCLUDING WEEKENDS AND BANK HOLIDAYS.**

\* For more information please see Dispensary services which can be found on the attached sheet.

## **Complaints or Concerns**

A copy of our practice complaints procedure is available at reception.

You may also contact the Practice Manager for times when you feel that you have not received the best service from us. Please contact Julia Watkin if you have any issues that you wish to discuss.

The Patient Advisory Liaison Service (PALS) may also be able to provide you with advice and support, and can be contacted on free phone 0800 389 8832, Mon-Fri 9-5pm, further details are displayed in the Surgery waiting room.

## **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 medical 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.

## **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. If you do not wish this information to be disclosed to the NHS Database please request this in writing to enable us to place a Read Code on your records to prevent this.

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 handled, 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 NHS North Staffordshire**

NHS North Staffordshire 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:

NHS North Staffordshire  
Morston House  
The Midway  
Newcastle-Under-Lyme  
Staffordshire  
ST5 1QG  
Tel: 0845 602 6772 Fax: 01782 663777

## **DISPENSARY SERVICES** \* Additional Information

### **Dispensary Opening Times**

Monday	8:30am – 1:00pm 3:00pm – 6:00pm
Tuesday	8:30am – 1:00pm 3:00pm – 8:00pm
Wednesday	8:30am – 1:00pm 3:00pm – 6:00pm
Thursday	8:30am – 1:00pm 3:00pm – 6:00pm
Friday	8:30am – 1:00pm 3:00pm – 6:00pm

If you are on repeat medication, then you will be given a white piece of paper with your prescription. This itemises all your repeat medications.

There are several ways to order repeat prescriptions:

1. Check off on the white part which medication you require and post it through the letterbox in the staff entrance door, or in the Surgery Post box, outside the dispensary. You can also post it to us via Royal Mail. If you would like us to mail your prescription to you, please enclose a stamped addressed envelope.
2. Fax prescriptions to 01630 673862
3. Order via the internet. To do this, ask at reception for information on how to register.
4. Register for automatic prescribing. This means that items you have on a monthly basis will be done automatically for you and there is no need to order them. However please note this does NOT apply to items you order occasionally. You will need to order those using one of the above methods.

We normally require 2 clear working days before collecting your prescription, however in an emergency; we will do our utmost to obtain your medication as soon as possible. Please alert dispensary staff if you need an item urgently. If we are unable to do so, we will give you a prescription to take to a chemist.

If for any reason we are unable to dispense an item to you, we will try to contact you to let you know.

If you are housebound and unable to collect your prescription it may be possible to arrange for a 'home delivery' please contact the Dispensary Manager for more information

If you run out of an item out of hours, please call the surgery and you will be put through to North Staffs Urgent Care who will be able to help you.

We aim to provide an excellent service, and welcome feedback, please contact the Dispensary Manager if you wish to discuss any aspect of the Dispensary Service