

Practice Information Booklet



**Cleobury Mortimer
Medical Centre
Drs Allsop, Thompson,
Lyne, Palmer**

**Cleobury Mortimer
Medical Centre
The Medical Centre
Vaughan Road
Cleobury Mortimer
Near Kidderminster
Worcestershire
DY14 8DB**

**Phone: 01299 270209
Fax: 01299 270482
Shropdoc: 03332 226 655**

Welcome



Welcome to our Practice. Within this booklet, it contains information about our services and us in general so please read it carefully. We suggest you keep this booklet in a safe place in case for future reference. The practice provides general medical services under the contract with Shropshire County CCG, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL. Their telephone number is 01743277500.

The General Practitioners

- Dr Andrew Allsop (Partner) MB BCh. Male Qualified 1999 Wales. Works full-time. Joined the practice in 2007. Specialist interests include Anticoagulation, IT and general practice trainer.
- Dr Paul Thompson. (Partner) MB BS, MRCGP, DRCOG BMedSci. Male Qualified 1994 London. Works full-time joined the practice in September 2009 after being a principal GP in Kidderminster for 10 years. Specialist interests include chronic disease management, minor operations, undergraduate and post-graduate teaching and Rheumatology. He does a session at Kidderminster Hospital as Clinical Assistant in Rheumatology.
- Dr Juliet Lyne (Partner) MB ChB. DRCOG, MRCGP. Female Qualified 1997 Birmingham. Joined the practice in April 2014. Specialist interests include female health/family planning chronic disease management and paediatrics. Dr Lyne is a trainer for family planning.
- Dr Elizabeth Palmer, MB CHB, DRCOG, MRCGP. Female Qualified 1992 Birmingham. Specialist interests include female health/family planning, chronic disease management and paediatrics.

Practice Staff

Practice Manager

Mark Dodds is responsible for the smooth running of the practice. If you have any comments on the services provided by us, please write or ask to speak to Mark. Margaret Mansell—Gavin is assistant Business Manager.

Receptionists

Our receptionists are responsible for ensuring that appointments, telephones and general office duties run smoothly. Please help them by being a 'patient' patient and also to let them know if you will be unable to make your appointment so that we can help someone else who is in need of a doctor/nurse. They may also need to know the nature of your problem, but be assured they there are good reasons for this and the receptionists are bound by the same rules of confidentiality as the doctors. Our secretary is Christy Powell.

Practice Nurses

Our practice nurse are Adele Mclellan, Dawn Thorogood, Donna Tanswell and Sue Wilson. They look after infant and adult immunisations, cervical smears, dressings, removal of stitching and ear syringing. They also look after our Diabetic and Heart Disease patients. The nurses are supported by Mandy Houghton our Health Care Assistant and she deals with blood tests within our practice and support the nursing team with dressings, blood pressure testing, new patient checks. Help to quit smoking is now dealt with by the chemist and not by the practice nurses. If you need more information, please visit the pharmacy.

Contacts & Where to find us



Useful Numbers & Websites

NHS Direct: NHS 111
Chemist: 01299 270219
Highley Chemist: 01746 861255
Shropshire County CCG: 01743 277500
Patient Advice & Liaison Service: 0800 030 4563
Practice website: www.cleoburymortimermc.co.uk

FOR MORE INFORMATION ON MEDICAL ADVICE AND TREATMENTS PLEASE VISIT :

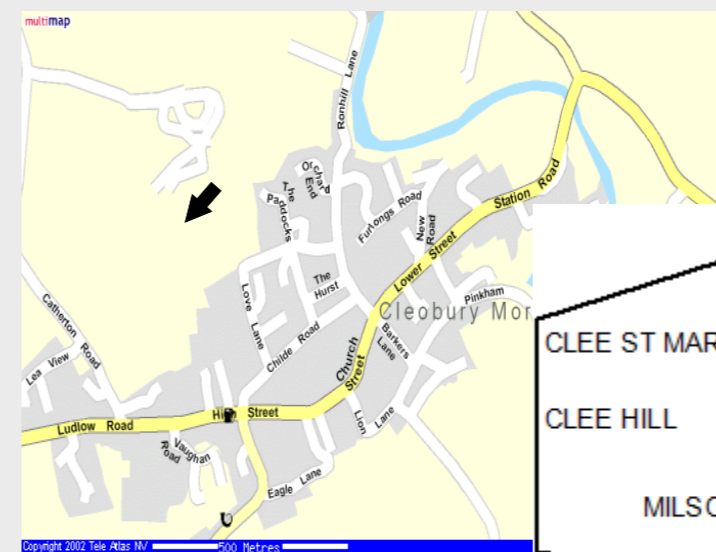
<http://www.nhs.uk/Conditions/Pages/hub.aspx>

Patient Participation Group

We are proud to have a patient group who provide us with an insight into the views of our patients. If you would like to get involved with our group please contact the chairperson Mark Radford via: cleoburypatientsvoice@hotmail.co.uk.

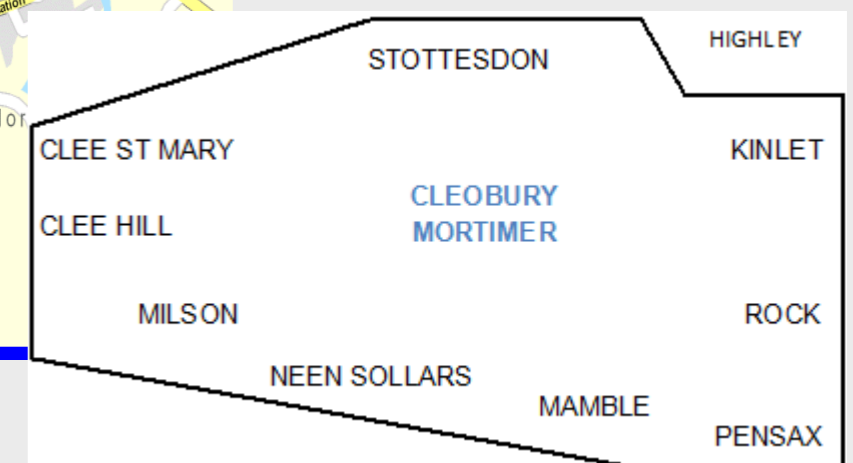
Further details are available on the practices website.

Where to find us



Practice Area

Patient are only accepted by our practice if they live within the area shown below.



Self Treatment



Colds & Flu

They usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of no use in their treatment.

Diarrhoea

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having no solids to eat for 24 hours.

Nose Bleeds

Sit in a chair (leaning forward with your mouth open) pinch your nose just below the bone for about 10 minutes, by which time the bleeding usually stops. If the bleeding continues consult your doctor.

Sprains

First apply a cold compress containing ice for 10-20 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until all the discomfort has subsided.

Chicken Pox

On the first day a rash appears with small red spots about 3-4 mm wide. During the next three or four days further spots will appear and the earlier ones will turn crusty and fall off. Calamine may be applied to help the itching. The most infectious period is two to three days before the rash starts. Children may return to school after 7 days after the last spots appear.

Temperatures

A temperature occurs commonly even with mild infections. In small children it is important to stop the temperature rising too quickly and children should be given Paracetamol syrup, which may be bought from the chemist. Clothing should be removed and the child sponged with tepid water or cooled by giving them a lukewarm bath.

If the temperature is very high and does not come down with the above treatment or the child appears very unwell with the temperature, you should consult your doctor. A child or adult with a temperature will not come to any harm being wrapped up and brought by car or pram to the surgery.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the burn is greater than 4-5 inches in diameter or the skin is broken you should consult one of the doctors.

Surgery Hours & Appointments



Community Staff

The district nurses provide general nursing care in the community to the housebound. There is an on-call service for urgent & weekend visits. For appointments phone for Ludlow call 01584 871118. Please leave your phone number and they will contact you. The Health Visitors can be contacted on 01746 711958. The Health Visitor is in the surgery on the first and 3rd Wednesday afternoons of the month from 1.30-3.30. You will need to book directly to their number as we **do not** book them on behalf of the patient. For Highley/ Birdgenorth District Nurses call 01746711963.

Surgery Hours

From Monday to Friday, in the mornings we are open between 8:30 am to 12:30 pm. And in the afternoons we are open between 1:30 pm to 6:00 pm. Also on a Thursday, we are open earlier in the morning opening at 7:00 am.

Appointments & Cancellation

Consultations are by appointment only. Please telephone the appointment line above or call in during surgery hours. If possible make the appointment well in advance to see your usual doctor. Urgent appointments are always available the same day, but not always with the doctor of your choice. Routine appointments may be booked in advance subject to availability. You can also book over the internet please ask at reception. The consultations are conducted in English. If you require a translator or have special needs please contact us in advance. We ask that you give as much information as possible to our reception staff so that they can put you with the most appropriate clinician. If you are cannot keep your appointment please contact us so we can offer it to someone else.

Emergencies out of Hours Service

Shropdoc is the local out of hours co-operative, run by local GPs and commissioned by Shropshire County CCG. If you require medical attention outside surgery hours (6.00 pm—8.30 am) telephone 0333 222 6655 or call the surgery on 01299 270209 which will automatically transfer you through to the out of hours service. The practice closes for lunch Between 12.30—1.30. If your call is urgent and you need to speak to a doctor phone the surgery on 01299 270278. This will put you through to our duty receptionist.

If you require urgent assistance please dial 999. NHS direct is available for medical advice 24 hours a day on 0845 46 47 or online at www.nhsdirect.nhs.uk

Home visits—During Surgery Hours

If you are too ill to attend surgery please phone before 10.30 am if possible so that the doctors can plan their visits. Please give the receptionist as much information as possible to enable the doctor to allocate priorities. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. The doctors share the visits and it is not always possible for you to see your usual doctor if you request a home visit.

Telephone Advice

Your doctor or practice nurse will be happy to give advice on the telephone when they are not consulting. If you leave your details with the receptionists they will ask the doctor or nurse to return your call. Calls taken in the afternoon may not be dealt with until the following day.

Patients, Prescriptions & Tests



New Patients Registering

If you are registering with the practice you need to come in to the surgery to fill in a form. All new patients will be offered a consultation with the practice nurse and/or doctor. You will be asked to complete a questionnaire. This allows us to find out about any health problems you may have prior to your medical records being received. All medical services are available to you from the day you register. Please note you are registering with the practice but you can choose to see any of our doctors. Forms are available to download. You will be asked to provide proof of identity alongside proof of address as well when you register for the first time.

Change of Personal Details

If you change your name, address or telephone number please notify the medical centre promptly, especially if you are ex-directory. It is important that your records are kept up to date should we need to contact you.

Ordering your repeat prescription

Repeat prescriptions can only be ordered in writing. You may drop your repeat form into reception or send it in a letter by post or you can fax it to us on 01299 270482 You can also order over the internet please ask at reception for details.

You can collect your prescription directly from the surgery or we can send it directly to the pharmacy for you to collect from there. Alternatively we can post it back to you if you send in a stamped addressed envelope.

Please allow 3 full working days for delivery of prescriptions to the chemist, plus time for dispensing. Please make sure scripts are with us by 10.00 on a Friday otherwise they will not get processed until Monday morning.

TELEPHONE REQUESTS ARE ACCEPTED . Please call reception for more details.

Both Cleobury and Highley Chemists offer a delivery service please contact the chemist for details.

Laboratory Specimens

These should be handed into reception before 12:30 am. Suitable containers may be obtained from the receptionist. Please allow at least 2 days for the results to come back.

Results of tests

As the switchboard is at its busiest between 8:30 and 10:00 am we would ask that you telephone after 10:00 am for any test results. Please allow 2 days before phoning for results.

Please remember that the receptionist is not medically qualified to read any kind of test result. They will only be able to inform you that the results are back. A doctor may leave a message with the receptionist concerning test results but the receptionist will only be able to give this information to you.

To maintain confidentiality we request that you do not ask members of you family or friends to ring for results on your behalf. The receptionists are not allowed to give out results to anyone other than the patient unless we have written permission. Results will not be given out at reception due to confidentiality.

More about the Practice



Practice Confidentiality Procedures

The doctors and staff working in this practice have a legal duty to maintain the highest level of confidentiality about the patient information we hold. A leaflet is available in reception which explains how your records are used to help the NHS and how your confidentiality is safeguarded.

Access to your Records

Your medical records are used to help the National Health Service provide you with the best possible care. Under the Data Protection Act 1988 you can request to see what information is kept about you in your medical records.

If you want to access your records, please put your request in writing to the practice manager. Should the doctor decide that seeing your records might put your health at risk, you may only be shown part of your records. It is free of charge if you view the records whilst in the surgery however if you would like a physical copy, there is a fee of £50 to pay before you can get a hardcopy of you medical records.

Health Promotion & Helping Yourself

It is much better to keep yourself healthy rather than fall ill and need medical care—look after yourself

- ⇒ Eat a healthy, balanced diet
- ⇒ Don't drink excessively
- ⇒ Take regular exercise
- ⇒ Avoid or stop smoking
- ⇒ Have your blood pressure checked
- ⇒ Find ways to reduce stress
- ⇒ For men—perform regular examinations of the testicles and have your cholesterol checked
- ⇒ For women—have regular cervical smears, perform regular breast examinations.
- ⇒ For women aged 50-65 attend for regular breast screening mammograms—every 3 years.

More about the Practice



Disabled Access

Access for the disabled patients is through the main entrance. The car park in front of the main entrance has reserved disabled parking. Patient services are at ground floor level. A disabled WC is provided near the main entrance. If access proves difficult we would be happy to consider any suggestions for improvement.

We also have a portable induction loop. Please ask the receptionist on arrival at the surgery.

Car Parking

The main patient and visitor car park is located in front of the practice.

Zero Tolerance

We always aim to treat our patients with courtesy and respect. We ask that you treat our staff in the same way. We operate a zero tolerance policy towards violent and abusive behaviour. Any occurrence of such behaviour towards practice staff or other patients may result in a patient being removed from our list. The practice reserves the right to call the police for assistance.

Practice Complaints Procedure

Our practice manager, Mark Dodds is responsible for the management & administration of the practice. He administers our complaints & compliments procedure and is pleased to receive your comments and suggestions about the practice. We aim to provide a high quality service at all times. We recognise that there may be occasions when your expectations are not realised.

If you have cause for concern whilst attending the surgery or receiving services at home please feel free to discuss with the doctor or member of staff dealing with you, or you may prefer to speak to our practice manager.

If however you are not satisfied & wish to make a formal complaint, the Cleobury Practice complies with NHS guidelines. A leaflet is available in reception which fully outlines our complaints procedure. You can also make a complaint directly to Shropshire County CCG or to the Health Services Ombudsman. Details of how to do this are in our complaints leaflet.

Your Information

We ask for information about you 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 and nurse has accurate and up-to-date information which may be needed when we see you again.

We only use or pass on information about you to people who have a genuine need for it in connection with your medical care. Where we can, we will 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. As a practice we are registered under the Data Protection Act.

Further information about how your information is kept and used is available from reception.

Patients, Prescriptions & Tests



Laboratory Specimens

These should be handed into reception before 12:30 am. Suitable containers may be obtained from the receptionist. Please allow at least 2 days for the results to come back.

Sick Notes

You are responsible for self-certification for the first 7 days of any illness (including weekends) and your employer should provide form SC2. Self employed patients should complete form SC1 which is available from the DSS. Thereafter you will need a doctors note. Please remember to make your return appointment in plenty of time if your fit note is to be extended. The practice does not provide sick notes for children of school age.

Non NHS Services

Certain services such as private sick notes, insurance claim forms, passport applications and some medical examinations are not covered by the NHS services and a fee is charged. Please ask reception for details. These examinations are not performed during normal surgery hours and special appointments must be made through reception.

Clinics and Other Services



Antenatal Clinic

Patients are seen by the midwife by appointment, and also by the doctors during surgery hours. The receptionists can book these appointments for you.

Respiratory Clinic

Patients with respiratory disease are encouraged to have regular checks. These appointments give patients an opportunity to have a breathing test, check their inhaler technique and discuss their condition. The clinics are run by the GP's.

Well Baby Clinic

The health visitor is available for weighing and giving general advice to parents about their babies and pre-school children. You need to book an appointment with the health visitor. Call 07964 108702.

Health Surveillance—Children

Child Health Surveillance checks are carried out when your new born has turned 6 weeks old. This check will be similar to the check the midwife would have performed within the first 24 hours of your baby being born. These appointments are used to look for any abnormalities your baby may develop and letters will be sent out to you if you haven't already booked an appointment with us in advance.

Cervical Smears

All women between 25 and 65 are welcome to have a cervical smear. It is recommended that you have this done every 3 years under the age of 60 and every 5 years if over 60. The practice nurse performs these unless otherwise requested. Please contact our receptionist for appointments.

Childhood immunisation

We recommend that all children and babies are immunised. If you have any worries or concerns please discuss these with the doctors, nurses or health visitor. When immunisations are due you will be sent an automatic appointment. If you have recently moved to the area or missed an appointment please make one in this clinic.

Diabetes Clinic—Adele McLellan

We recommend that all diabetic patients attend regularly for check-ups. The clinics are run by Adele our practice nurse. At these clinics we check your blood sugar levels, blood pressure, diet and medication. You will need to book a week before for your blood tests. To book an appointment contact the receptionists and they will book you into one of Adele's surgeries. Appointments are 20 minutes.

Help to quit Smoking

Patients who would like to give up smoking can attend the local chemist for help to quit advice.

Leg Ulcers/Dressing appointments by request

In these clinics the nurses treat and change the dressings on your leg ulcers. They will also provide advice on treatment and prevention. The nurses book these appointments themselves.

Clinics and Other Services



CHD Appointments

We encourage patients with CHD to have regular reviews to check cholesterol, blood pressure patients are advised on diet, lifestyle. These appointments are with Donna our practice nurse. Appointments are booked via reception.

NHS Health Check

This is an opportunity for women and men over the age of 40 to discuss matters concerning their general health, diet, nutrition, exercise. A fasting blood test, blood pressure and urine examinations are done. NHS health checks are available on request. These should be done every 5 years unless there was a problem during your last check.

Hypertension appointments by request

We encourage all our patients with high blood pressure to attend regularly for monitoring. You can book an appointment with our practice nurses or healthcare assistants to have this done. Appointments are available to suit patient need.

Minor Surgery Clinic

Many minor surgical procedures are offered by the practice and we run a fortnightly minor surgery clinic. You will need to book an ordinary appointment with the doctor first. We also provide cryotherapy for removal of warts and verrucae this is run by Adele our nurse but again you need to see a doctor before you can book into one of these clinics.

Flu Clinic September onwards

Flu injections are available from September. We run dedicated clinics during September/October. We recommend these for all at risk patients (e.g. asthmatics, diabetics, heart problems and renal patients) and for patients over the age of 65.

Please contact the surgery from August to book an appointment.

Family Planning

All the doctors provide a full range of contraceptive services and advice in routine surgery. Dr Lyne & Dr Palmer fits coils and caps and implants. We also provide an emergency contraceptive service. These clinics are for advice regarding contraception and also for procedures to be done. You will need to book an appointment.

Travel Immunisations /Vaccinations

A practice nurse is able to advise travellers about the immunisations they need. Please make sure you book your appointments at least 8 weeks before your holiday to ensure adequate cover. You will need to book a 20 minute appointment with one of the practice nurses to discuss this. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS for example yellow fever. A list of charges is available in reception.