

Practice Leaflet

Woodside Medical Practice

Wensley Green

Woodside

Telford

TF7 5NR

01952 586691

WELCOME

Woodside Health Centre serves the whole of Woodside as well as the surrounding area.

Our team includes GPs, Nurses, Health Care Assistants, The Reception and Administrative Team, Practice Secretary and Practice Manager.

We offer a full general practice service and run specialist clinics for children and pregnant women, patients with diabetes patients with asthma and for patients needing minor surgery.

At Woodside Health Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

THE HEALTH CENTRE FACILITIES INCLUDE:

- Parking for disabled patients
- Large ground floor waiting and reception area
- A "touch screen" - self-check-in booking in system.
- Modern consulting rooms
- Children's play area
- Baby changing facilities
- Disabled WC
- Minor surgery and recovery area
- An interview room, where confidential issues can be discussed privately.

Chaperones

If you feel you would like a chaperone present at your consultation please let us know. If when you are in a consultation with a doctor or nurse you would like a chaperone, please express this to the clinician and they will be happy to arrange this for you. A nurse or health care assistant will usually undertake this role.

THE PARTNERS

Dr Malcolm Awty (Male) MBChB BSc DRCOG MRCGP
Qualified at Manchester 1981.

Malcolm has been with the practice since 1986.

He offers a full range of general practice care to his patients and has a particular interest in Asthma

Dr Ian Donnellan (Male) MBChB MRCGP
Qualified at Liverpool 1989

Ian has been with the practice since 1994.

He offers a full range of general practice care to his patients and has a special interest in Diabetic conditions.

Dr David Adnitt (Male) MBChB DRCOG DoccMed MRCGP
Qualified at Birmingham 1988

David has been with the practice since 2000.

He offers a full range of general practice care to his patients and has a special interest in Occupational Health.

Dr Charlotte Hart (Female) MBChB DRCOG MRCGP
Qualified at Birmingham 1997

Charlotte has been with the practice since 2001.

She offers a full range of general practice care to her patients and has a special interest in Dermatology.

Dr Melanie Abey (Female) MBBS (Lon) BSc(Hons) DSFRH DRCOG MRCGP LoC MedEd SDI
IUT

Qualified London 1998

Melanie has been with the practice since 2017.

She offers a full range of general practice care to her patients and has a special interest in Sexual Health, Women's Health and Clinical Education

OUR NURSING TEAM

Practice Nurses

Sr Luan Whittaker and Sr Emma Lyle

Our highly qualified Practice Nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are experts in many areas of disease management such as Diabetes and Asthma.

You can book appointments, with either nurse, during surgery hours Monday to Friday.

They are all experienced and run a range of clinics including:

Diabetes, Asthma, Cervical Smear clinic, Contraception, Travel Immunisation, Dressings

Health Care Assistant

Heidi Cowan, Health Care Assistant, undertakes specific tasks for patients such as an ECG, blood pressure checks, urine tests, simple dressings and removal of sutures.

Medical Reception and Administrative Team

Lisa, Nichola, Charlotte, Sharon, Sarah and Heidi are here to help you. The team deal with the Reception and Medical Administration processes for the whole practice, including: booking appointments, maintaining patient contact details, dealing with enquiries, registering patients and administration of repeat prescriptions.

Practice Secretary

Barbara supports the work of the clinical with administrative and secretarial tasks

Practice Manager

Miss Kirsty Arkinstall oversees the long term organisation of the practice, including finance, personnel, communications, building and stakeholder liaison. If you have any queries or suggestions about any of the above, or with any ideas on the way our practice is managed, she will be able to help.

CONFIDENTIALITY AND DATA PROTECTION

All medical information is confidential.

All staff are aware of the importance of medical confidentiality and this means that information cannot be shared without your permission.

You have the right to request to see your medical records within certain guidelines. There is a small fee set by the government for this service.

Please ask a member of the Reception Team if you would like further information about how to do this.

In most situations we will need your written consent to disclose any information to a third party. There are certain exceptions to this, for example if you are referred to another health care professional or if the law requires us to such as with notification of certain infectious diseases.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take very seriously any threatening, abusive or violent behaviour towards or against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our practice list.

WOODSIDE HEALTH CENTRE SURGERY OPENING HOURS

Monday	8.30am – 6.00pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 6.00pm

We are closed Weekends and Bank Holidays.

The Practice is open Monday to Friday:

You can contact the surgery, by telephone, from 8.00am to 6.00pm.

EXTENDED HOUR APPOINTMENTS

From the 01st October 2018 The Woodside Practice will provide an extended hour surgery each week.

An early evening surgery operates from 6.30pm to 8.00pm for booked appointments.

This surgery operates on **either**, Tuesday, Wednesday or Thursday.

The day rotates weekly: to check exact dates please contact the practice directly

WHERE IS THE SURGERY

The practice is located next to the Park Lane Centre on Park Lane Woodside. The Practice and Park Lane Centre can be found as part of the group of community facilities that comprise the new developments on Park Lane, including shops and new parking facilities. This complex is opposite the new housing developments within the area.

By Road – From A442 (Eastern Primary) take the B4373, Castlefields Way, turning right at the traffic lights onto Woodside Avenue. Proceed until the Elizabethan Public House comes into view, taking the left turn immediately in front of the public house, this is Park Lane. The practice is part of a new development complex, which is located towards the far end of Park Lane, on your left as you approach. Car parking facilities are available as part of this new development.

DISABLED ACCESS

The Surgery is built to provide easy access for disabled patients with flat access p to the main entrance, wide doorways and disabled toilet facilities.

If you require assistance please contact a member of the practice staff.

FURTHER INFORMATION

The information in this folder was correct at the time of printing. However, we are constantly reviewing the services we offer and some of the information may change.

Further information and the latest updates can be found at our website:

www.woodside-medical-practice.org.uk

HOW TO REGISTER AS A PATIENT

You do not have to be new to the area to register with our surgery. If you are considering changing from your current practice and fall within our practice boundaries, we would be happy to hear from you.

To register please visit the practice and speak with Reception Team. You will be asked to complete a registration form and we will record you details in the clinical system.

TEMPORARY RESIDENTS

Relatives or friends, staying with you from out of our area, who require medical attention during their, register with the surgery as a temporary resident.

PREFERENCE OF PRACTITIONER

You will be notified once you are accepted onto the practice register and this means you are registered with the practice. You will be notified of your named GP but you are able to see any of the doctors. You can express a preference of practitioner for appointments however we must advise that while the practice will try to accommodate this preference, there may be times where it is not always be possible, in which case we will explain why.

ROUTINE APPOINTMENTS

The practice offers morning and afternoon surgeries, Monday to Friday. There is a great demand for demand for appointments and while we ensure there are always adequate appointments for urgent medical problems that need to be seen on the same day, you must be prepared to see any doctor for these.

Routine appointments are booked by telephone, electronically, or in person during normal surgery hours. If you are more than 10 minutes late for your appointment the doctor may not be able to see you. If for any reason you need to cancel your appointment, you should contact the surgery in good time to allow that appointment to be offered to another patient.

HOME VISITS

Our GPs typically see 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 practice if at all possible as the doctor has all your records and more facilities and equipment to treat you here.

If you feel that you or one of your family may need a home visit please telephone the surgery **before 10.00am**.

Please give the Reception Team the details of the patient's symptoms as well as their telephone number. Your request for a home visit will then be triaged by a clinician. They may telephone you back to obtain more information or ask you to come down to the surgery.

TEST RESULTS

Please telephone the surgery two weeks after your test after 11.00 am our Reception Team will tell you whether the doctor has requested to see you following your results.

URGENT APPOINTMENTS AND NURSE TRIAGE

If you have an urgent medical problem which cannot wait until the next routine appointment then normally the Reception Team will book you a triage session with the nurse. A member of our Nursing Team will be able to advise you, arrange a prescription or offer you an appointment.

REPEAT PRESCRIPTIONS

Our doctors will support many long-term treatments through the use of the Repeat Prescription Service. To request you repeat prescription, once the doctor has set this service up for you, please complete the tear off slip on you last prescription and return to the practice. Alternatively you may register online to order prescriptions.

Please allow **two full, clear working days** before collecting your prescription. Please note all people on long term repeat prescriptions will need to be reviewed by the doctor or nurse periodically - so you may be asked to make an appointment.

Certain medications cannot be put on repeat prescription. For medications such as the contraceptive pill, you will need to see the nurse for this, for others you will need to see the doctor.

SPECIALIST SERVICES

The Practice Team provides the following specialist services:

Asthma

Patients with Asthma or COPD should have regular reviews of their medication, please ask for an appointment.

Child Immunisation Clinic

Our Practice Nurses carry out all childhood Immunisations, please ask for an appointment.

Antenatal Clinic

The Community Midwife Team run a clinic at the surgery and they are responsible for most of your antenatal care. The Midwife will also provide you with information about the service. Your GP will be happy to see you also, should you wish, by booking a routine appointment. Your post-natal check is undertaken at the same time as your baby's six week development check.

Child Health Surveillance

The Doctor and Practice Nurse at the surgery run this clinic, for your baby's six week check and first immunisations - you will be sent an appointment for this service. If for any reason you do hear from us, please contact the surgery.

Contraception

Our nurses and doctors provide a comprehensive range of contraceptive choices. These include coils, contraceptive injections and contraceptive pills. Emergency contraception (morning after pill) is also available. Please contact the surgery to arrange an appointment.

Diabetes

The doctors and one of our nurse specialists at the surgery undertake this. You will normally be given an appointment and blood test forms when you find out you are diabetic. At each appointment you will be given your next clinic appointment.

Nurses Diabetic Blood Clinic

This Clinic is for diabetic bloods undertaken by the Practice Nurse before your appointment for the Diabetic Clinic.

Blood Tests

These are undertaken by a phlebotomist who comes to the surgery, or by our Health Care Assistant who can also take blood tests. Appointments can be made by contacting the surgery.

Please ensure you have your blood form before booking your appointment.

Cervical Smears

Our Practice Nurses normally take these. Please ask for an appointment at Reception and please explain what the appointment is for so we can book you a longer appointment slot.

TRAQS -Telford Referral and Quality Services

TRAQS is a unique service for patients in Telford and Wrekin allowing patients to be seen in the right place, first time.

If a GP decides to refer you for a further or specialist consultation or treatment, the TRAQS team will contact you and manage the whole process.

TRAQS Patient Line – 01952 580441

KEEPING WELL AT HOME

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:

Rehydration mixture	Paracetamol and aspirin (children under 16 & people with asthma should not take aspirin)
Mild laxatives	Sunscreen-SPF15 or higher
Anti-diarrhoeal medicines	Sunburn treatment (for example, calamine)
Indigestion remedy (for example, antacids)	Tweezers and sharp scissors
A thermometer	A selection of plasters, non-absorbent cotton wool, elastic bandages & dressings

REMEMBER

Keep the medicine chest in a secure, locked place out of reach of small children. Always read the instructions and use the suggested dose. Watch expiry dates – don't keep or use medicines past their sell-by-date. Take all unwanted and out-of-date medicines back to the pharmacy.

YOUR LOCAL PHARMACIST

Sometimes when you or your family are unwell, you may not need to make an appointment to see your GP. Your local pharmacist is a trained medical professional who can provide free advice on the best treatment for a wide range of illnesses and minor ailments. Many local community pharmacies can now also provide free medication for some illnesses and minor ailments

Which illnesses are included?

Aches and pains	Cystitis in women	Mouth ulcers
Bites and stings	Constipation & Diarrhoea	Nappy rash
Chicken pox	Ear wax	Teething
Colds	Eczema or dermatitis	Threadworm
Cold sores	Haemorrhoids	Thrush
Colic	Hay fever	Verrucas
Conjunctivitis	Head Lice	Warts

NHS TELFORD AND WREKIN CCG

The area served by Woodside Health Centre is in the district of Telford and Wrekin Clinical Commissioning Group.

Telford and Wrekin Clinical Commissioning Group is responsible for the healthcare of local people. Their members are the doctors in the 18 GP Practices in the district. The CCG is responsible for buying a whole range of health services that you don't get directly from your GP – like hospital appointments or home visits from a community nurse.

If you have a question or comment regarding the Telford and Wrekin Clinical Commissioning Group, get in touch by:

Telephone: 01952 580300

Email: tawccg.enquiries@nhs.net

Post:

Telford and Wrekin CCG
NHS Telford and Wrekin
Halesfield 6
Halesfield
Telford
TF7 4BF

COMPLIMENTS AND SUGGESTIONS

We value patient feedback and a suggestion box is available in the waiting area for your contributions. We consider all feedback carefully and respond accordingly, where possible.

If you have any compliments or ideas on how to improve the service please fill in one of our suggestion forms which is placed in the waiting area by our reception desk.

COMPLAINTS

Woodside Health Centre aims to give a friendly and professional service to all our patients. If you have any concerns about any aspect of our service, please let us know.

Most concerns can be resolved quite easily, by talking to a member of our team, with whom you feel most comfortable. Your GP, the Practice Manager or our Reception Team will be happy to help.

However, if you feel we have not dealt with the issues you have raised as you would wish, we would ask that you to let us know as soon as possible. This should be done, in writing, within 14 days of the occurrence of the matter you want to complain about.

Complaints will be acknowledged in writing and fully investigated within 28 working days of receipt of your complaint.

USEFUL TELEPHONE NUMBERS

Princess Royal Hospital	01952 641222
Royal Shrewsbury Hospital	01743 261000
Citizens Advice	0845 146 1554
GUM *(sexually transmitted diseases)	0300 123 0994
Drugs and Alcohol help line	01952 381 777
Relate	01743 344010
Samaritans	116 123
NHS Telford & Wrekin CCG	01952 580300
Out of Hours	0333 222 66 55
District Nurses	01952 591632
Health Visitors	01952 580375
Telford Wellbeing Service Direct Referral to IAPT: Improving Access to Psychological Therapies	01952 613882