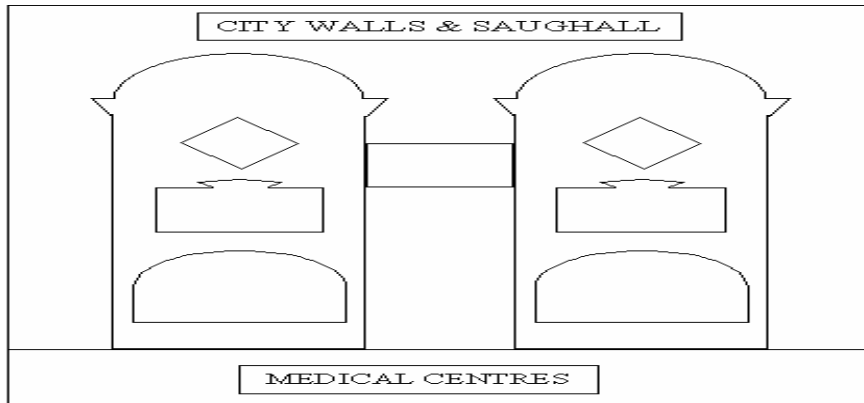


## GUIDANCE FOR PATIENTS



### WE HOPE THIS WILL HELP YOU MAKE

#### CITY WALLS MEDICAL CENTRE

St Martin's Way  
Chester CH1 2NR  
Telephone: 01244 357800  
Fax: 01244 470809

#### RECEPTION

Monday-Friday  
**Open:** 8.00am -6.30pm

#### SAUGHALL MEDICAL CENTRE

9 Church Road  
Saughall CH1 6EN  
Telephone: 01244 881590  
Fax: 01244 881295

#### RECEPTION

Monday-Friday  
**Open:** 8.00am-6.00 pm

**Web Site:** [www.citywallsmedicalcentre.co.uk](http://www.citywallsmedicalcentre.co.uk)

#### Our Vision:

**To make a positive difference in our patients' lives  
through expert advice and personal empowerment**

The Practice is within the  
NHS Western Cheshire Trust Area



### **Doctors**

There are eight doctors working in partnership at City Walls and Saughall Medical Centres. We are not a limited partnership and the Partners are as listed below:

**Anthony P Shanahan** MB ChB (Man 78), DA, DRCOG  
**Andrew Dunbavand** MB, BS (Lond 85) DRCOG, FPC  
**Janice Stephens** MB ChB (Leic 87), MRCGP, DCG, DRCOG, FPC  
**Alexander Teng** MB,ChB (Dublin 1999),BAO,LRCP,SI  
**Lesley Shannon** MB BS (London 1999)  
**Katherine Butler** MB ChB (L'Pool 2007) MRCGP, DRCOG, BSc  
**Victoria Hough** MB ChB (Warwick 2009)

### **Nurse Partner**

**Kathy Capper-Moore—Nurse Partner** BSc (Hons) Prof.  
Practice RGN Dip. Nursing studies EINP/SP  
V300 Nurse Prescriber  
PG Cert in Professional Practice

### **Salaried GPs**

**Victoria Woodhouse** MB ChB (Man 2005)  
**Lourdes Blanquez** MB FMS (Spain 2005)  
**Dr Hannah Bailey** MRCGP MB BS DFSRH  
**Dr Louise Markey**  
**Dr Simon Greaves**

### **Practice Manager**

**Adie Salter**

### **Practice Nurses**

**Rhona Duckworth** RGN, BSc  
Community Specialist Practitioner,  
PG Cert-Nurse Practitioner

**Ruth Carter-Moore** RGN, BA Hons.  
Independent Supplementary Prescriber

**Susan Rowlands** RGN, Dip Nursing Studies,  
BSc (Hons) Specialist Practitioner

**Claire Cooksey** RGN, Nurse Prescriber

**Suzanne Berry-Smith** RGN,  
BSc Hons Professional Practice

**Claudia Baker** RGN Diploma in Nursing

**Mandy Stein** RGN BSc

**Emily Foster** RGN, BA Hons

**Sandra Littlewood** Phlebotomist / HCA, NVQ 3

**Aimee Fisher** Phlebotomist/ HCA

**Gaynor Evans** Phlebotomist/ HCA NVQ3

**Rob Hallal** Phlebotomist/HCA

### **Administrative staff**

The practice is fully supported by a full team of admin staff, which include highly trained supervisors, medicines manager and experienced I.T personnel.

Receptionists are all experienced staff and have, at times, a busy and difficult job to do whilst striving to provide a high quality standard of care to our patients.

At times the reception and telephone can become very busy. Please try to be patient at these busy times.

### **To Register as a Patient**

To register as a patient at the Practice, a registration form and questionnaire must be filled in and signed at either centre. Patients will then be asked to use our Hub Centre at City Walls Medical Centre to carry out some basic tests.

Please bring with you:

- A list of current medication
- An up to date immunisations list

You will be registered with one of the doctors at the Practice.

If joining the practice from overseas, proof of identity in the form of a passport photo ID will need to be provided.

This Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

When booking an appointment, a patient can be seen by any of the doctors, not necessarily the doctor with whom they are registered.

### **Appointments, Advice and Home Visits**

When you telephone for an appointment the receptionist will ask you for a brief description of your problem. You don't have to answer this question, but its very helpful so the receptionist can book you in with the appropriate clinician.

It is possible that your problem can be dealt with by a Nurse Practitioner who can prescribe if necessary.

Most of the local pharmacies operate a "minor ailments scheme" and if appropriate the receptionist will advise you to attend a local pharmacy for treatment. If you attend a pharmacy and you are entitled to free prescriptions under this service you will still be exempt from prescription charges.

You can call the surgery from 8.00am in the morning Monday to Friday to book urgent appointments and Home Visits. Routine appointments can be booked from 10am either 48 hours in advance or 1 week in advance with the doctors or by using the on-line services (please ask receptionist for Details).

All of the emergency appointments will be dealt with on a daily basis.

Nurses appointments can be booked 6 weeks in advance.

**City Walls Medical Centre Telephone 01244 357800**

**Saughall Village Surgery Telephone 01244 881590**

### **Home Visits**

We encourage all patients to attend the centres, but if you are housebound and cannot attend the surgery please call 357800 or 881590 before 10.30am. You will be asked some details of your problem and a clinician will call you back to discuss and if appropriate a Home Visit will be arranged. The Home Visit may not necessarily be done on the same day.

### **NHS 111**

There is a service for urgent problems run by 'NHS England in the evenings and weekends. If you have a problem that cannot wait until the next day telephone **111** where you will be put through to a receptionist who will take your details.

### **Urgent Care**

The Primary Care Unit based within the A&E department at the Countess of Chester Hospital available between 9am-9pm 7 days a week. Appointments can not be made over the telephone and patients must attend in person to be assessed by a nurse.

### **Extended Hours**

This service is for patients who wish to have an appointment outside the hours that the practice is open as detailed on the front cover of this leaflet.

Please call 0300 123 7743 to make an appointment (Lines open Monday to Friday 8.00am - 6.00pm).

Appointments can be made for two weeks in advance and are available at the following times:

#### **Monday to Friday:**

6:30 PM - 9:30 PM Chester & Ellesmere Port

6:30 PM - 8:00 PM Helsby (2 evenings - Monday & Tuesday)

6:30 PM - 8:00 PM Tarporley (3 evenings - Wednesday, Thursday & Friday)

6:30 PM - 8:00 PM Malpas & Neston (2 evenings - Monday & Thursday)

#### **Saturday:**

9:00 AM - 2:00 PM Chester, Ellesmere Port & Tarporley

9:00 AM - 12:00 PM Malpas & Neston

#### **Sunday:**

10:00 AM - 3:00 PM Chester & Ellesmere Port

9:00 AM - 2:00 PM Tarporley

## **Repeat Prescriptions**

In order to make the ordering of repeat prescriptions safer and more efficient and to improve the service that we offer to patients, please follow the guidelines below when ordering your repeat medication:

Please order your repeat prescription **BEFORE** you run out of your regular medication.

Routine repeat prescriptions will be ready for collection within 48 hours (two working days) and 72 hours if ordered via a pharmacy.

Requests for repeat prescriptions can be made:

- On-line using patient access (please ask receptionist for details)
- By post (please enclose a stamped addressed envelope)
- In person at the surgery
- Through the pharmacy of your choice

The surgery now offers a electronic prescribing service (EPS). Please ask receptionist for more information.

**Please Note:** Requests for prescriptions will not be taken over the telephone.

Prescriptions for medication not listed on your repeat prescription order form and medication not given within the past twelve months may not be given without permission from your doctor.

If you have recently been to hospital, your medicines may have changed. The hospital will give you a list of the medicines you should take. Please bring this list to the surgery **BEFORE** you run out of your medication.

Sometimes your doctor may want to review your medication and medical condition. Therefore you may be asked to make an appointment with one of the doctors or the nurse, before your next prescription is due.

Your repeat prescription order form may tell you whether you need to make an appointment.

This review is carried out at least once every 12 months.

Return any unwanted medicines to your local Pharmacy.

If you have any queries about changes to your medication or concerns that you wish to raise. Please contact Mrs Margaret Freeburn, **Medicines Manager** at City Walls Medical Centre and she will be able to help you.

**Pharmacy (Tel: 01244 347229)**

Boots Alliance Pharmacy are based at City Walls Medical Centre and open from 8.30 am - 6.30 pm Monday-Friday.

The Pharmacist can deal with prescriptions, repeat prescriptions, over the counter medicines, and offer advice regarding medication including dosages, administration and storage of treatment.

Please feel free to use this service if you wish – it is also open to members of the public who are not our patients.



### **General Practice Training**

This is a teaching Practice. Fully qualified doctors spend periods at the centre to gain experience in general practice, and they take full part in all the activities of the Practice. Medical students observe and see patients under supervision, and nurses or other members of the team often have students working with them.

When training is taking place in the practice patients can choose to see their doctor or health care professional without their presence. The practice will always advise patients of any planned training during consultation appointments,

**The Practice is closed one afternoon a month for staff education and training.**

### **Enquiries for Results**

Please telephone your surgery City Walls Medical Centre on 357800 or Saughall Medical Centre on 881590, between 2.00pm – 5.00pm.

### **Specimens**

Specimens that are correctly labelled and have a completed form attached can be left at reception, otherwise please see the Practice Nurse.

### **Sick Notes**

A sickness certificate ("fit note") completed and signed by your doctor is only required when a period of continuous absence from work due to illness is more than 7 days in a row (including non-working days).

To obtain a "fit note", please book an appointment.

## **Personal Health Information**

We ask you for information so that you can receive proper care and treatment. The practice keeps this information, together with details of your care, because it may be needed if you are seen again.

The practice may use some of this information for other reasons as detailed below:

1. To help us protect the health of the public generally
2. To see that the NHS runs efficiently.
3. To plan for the future.
4. To train staff and account for their actions.
5. To assist with medical research.

Sometimes the law requires us to pass on registration information to assist other people involved in patient care.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information. Everyone working for the NHS has a legal duty to keep information about patients confidential.

Patients may be receiving care from other people as well as the NHS. The staff in the practice work together with other areas of the NHS to improve patient benefits and the resources needed within primary care and the Hospitals.

We only ever pass on information about you if people have a genuine need for it, and if it is in yours and everyone's interest. Whenever we can we will remove details which identify you.

The sharing of types of sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

### **Services Provided by the Practice**

- Contraception, Sexual Health and Cervical Smears
- Child Health Surveillance
- Immunisations
- Travel Advice and Vaccinations
- Nurse Telephone Advice Consultations

Ongoing Disease Management including:

- Diabetes/Chronic Kidney Disease
- Asthma and Respiratory Disease
- Heart Disease
- Hypertension
- Mental Illness
- Thyroid disease
- Minor Surgery including joint injections
- Health Promotion including diet and exercise
- Dressings, including leg ulcer treatment.
- Antenatal care and post natal care
- Medical Examinations – including Insurance, PSV, HGV and Taxi
- Vascular Health Checks
- Cryotherapy
- Phlebotomy

Health Checks are offered to those patients aged between 40-74 years of age. Please contact the surgery to arrange an appointment.

The Practice Nurses operate an advice line every day.

Wound Advice  
Travel Advice  
Dressing Advice  
Diabetic Queries  
Asthma Queries  
Smear / Contraception Advice

**Attached Staff**  
**Primary Care Trust Employees**

**District Nurses**

**Based at:** Lache Health Centre

**Tel:** 01244 625030

The District Nursing Team comprises trained District Nurses, Staff Nurses and Health Care Assistants. They assess and provide nursing care and promote health education to patients in the community who are unable to attend the surgery.

**Community Matron**

**Based at:** Heath Lane Medical Centre

**Tel:** 01244 340631

**Health Visitors**

**Based at: Boughton Medical Centre**

**Tel:** 01244 348022

**Angela Phillips**

SCPHN (Specialist Community Public Health Nurse)

**Liz Acton**

SCPHN (Specialist Community Public Health Nurse)

**Based at:** Blacon Childrens Centre

**Tel:** 01244 976225

**Elaine Worrall, Gemma Johnson, Emma Healey,  
Emma Davies, Lucinda Hough, Cath Murphy,  
Tracy Waltham – Nursery Nurse  
Val Rose – Nursery Nurse**

Health visitors work includes well baby clinics, parenting groups and behaviour management advice. They work with individuals, parents and groups of all ages in the home, surgery and wider community. As they are part of the wider health care team they can direct you to other appropriate agencies if necessary.

### **Midwives**

**Cath Atkin** RGN, RM  
**Carys Williams** RGN RM

The midwives provide antenatal and postnatal care to all pregnant women. They hold antenatal clinics at both centres and will arrange home visits with the patient before and after giving birth.

### **Mental Health Team**

The team consists of a number of mental health professionals, each with different skills. These include psychiatric nurses, counsellors, health visitors, occupational therapists, psychologists and support workers. Who you see will depend on the problem you have. The team works closely with the doctors, and has links with hospital based services.

The team provides a specialist and confidential service that covers the vast range of problems that can affect a person's mental health, ranging from:

Emotional and relationship difficulties, stress, anxiety, depression and phobic disorders, to the more serious and enduring conditions, such as schizophrenia.

Access to the team is usually by referral from the doctor. On receipt of the referral the patient receives an appointment to see a member of the team for an assessment of the problem, following which treatment options will be offered.

Counselling Psychologists offer short-term counselling and psychological interventions for a variety of problems. They work in a structured time-limited and collaborative way (Cognitive/Behavioural) with clients, in order to help them cope more effectively with their problems.

### **Access to Medical Records**

You have the right to access your health records. If you wish to view your own medical records please start by asking at reception. The usual procedure will involve signed consent from yourself, and an appointment with your doctor to go through your records so they can explain any medical terminology you may not understand.

Access is also available via the Patient Access service. Please ask at reception for more details or view our website, detailed on the front of this leaflet.

If you wish to have copies of your medical records then there will be an administrative charge of £10.00 for all your computerised records and 40p per photocopied page of your paper records.

## **Online Services - Patient Access**

### **What is Patient Access?**

Patient Access (formerly known as EMIS Access) is a secure online system that allows patients to do the following:

- Update Your Personal Details
- Change Your Account Security Information
- Book / Cancel Appointments
- Request Repeat Prescriptions
- View Your Medical Record (including Test Results) \*
  - Summary
  - Problems
  - Medication
  - Immunisations
  - Allergies

### **Who Can Register For Patient Access?**

To use Patient Access you must be registered at the practice. For legal reasons, Patient Access is only available to patients aged 16 and over.

You must apply to register for this service yourself. We cannot accept applications on your behalf unless you have completed a consent form (available at reception) to nominate someone to act for you.

### **Registering for Patient Access**

Please visit the practice with 2 forms of identification (one must contain a photo) and ask at reception for your Patient Access registration letter.

Alternatively, you can register online. Please see the "Online Services" practice website for more details.

\* Subject to GP approval

### **Car Parking**

There is limited parking space at City Walls Medical Centre which includes 2 disabled spaces. Please note there is a £1 charge for the Car Park and cars must only be parked here whilst using the surgery as other patients will need the space.

If you are a blue badge holder please show your badge to the receptionist and you will be given a token free of charge.

### **Disabled Access**

City Walls Medical Centre has full access for wheelchairs, has a toilet for the disabled and a lift to the first floor.

Saughall Medical Centre has full disabled access and a toilet for the disabled.

### **Baby Changing Facility**

There are baby changing rooms at both City Walls Medical Centre and Saughall Medical Centre.



### **Zero Tolerance Policy**

Occasionally doctors and staff are faced with verbal abuse, threats and even physical violence. This type of behaviour is unacceptable and we will not tolerate it.

We record all violent and aggressive incidents that take place within the Practice and act on it appropriately.

The Police may be contacted and you could be removed from the practice list.

### **Rights and Responsibilities of Patients**

The doctors, nursing staff and administrative staff at this surgery share a commitment to provide you with the best medical care and a high standard of service. We will particularly endeavour to be as helpful as we can at all times and maintain the confidentiality of your medical information.

You can obtain any information you need about your own health with regards how an illness is treated and its likely outcome, and any information we have about possible alternative forms of treatment.

The Practice will inform patients of the services we provide by means of this booklet, notice boards, leaflets, Newsletters and our website.

As a training Practice, some consultations are videoed. The process is purely used to assist the training of future GPs. You can choose whether to take part in this or not.

The doctor will refer you to a Consultant/Specialist when they think it is necessary, with your consent.

### **Complaints and Suggestions**

The Practice strives very hard to ensure that all our patients receive high quality care. Should you feel that your needs are not being met or you have any concerns about your treatment or advice received, please contact our Practice Manager, Adie Salter who will be happy to deal with the matter.

**THE PRACTICE WELCOMES SUGGESTIONS TO IMPROVE  
THE SERVICES THAT ARE PROVIDED  
AND THESE CAN BE SUBMITTED IN WRITING  
TO THE SUGGESTION BOX IN THE WAITING AREA**

### **Useful Contacts**

**Extended Hours** 01244 385422

**Out of Hours (NHS)** 111

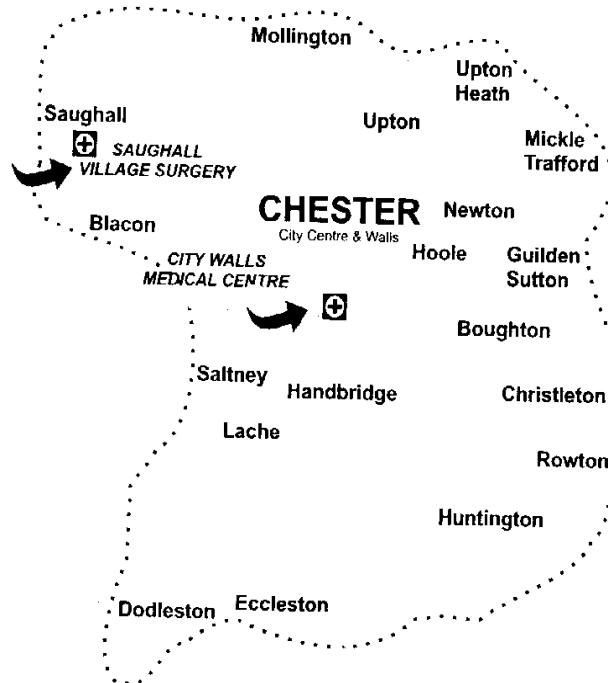
**District Nurses** 01244 625030

**Countess of Chester Hospital** 01244 365000

**Well Travel Clinic** 0844 929 5600

## Practice Area

We cover the Chester area  
as defined on the map below:-



Practice Leaflet  
Revised: 19.10.17