

NHS Direct 0845 4647

Additional out of hours support can be obtained from NHS Direct by telephone, or the website at www.nhsdirect.nhs.uk

NHS 111 Service Tel: 111

NHS 111 is a service that has been introduced to make it easier for you to access local NHS healthcare services in England. You can call **111** when you need medical help fast but it is not a 999 emergency. **NHS 111** is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it:

You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it is not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You do not know who to call or you do not have a GP to call
- You need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way. If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number

Local CCG

West Cheshire Clinical Commissioning Group,
1829 Building, Countess of Chester Health Park, Liverpool Road, Chester CH2 1HJ Tel: 01244 650400



THE ELMS MEDICAL PRACTICE

Fountains Health
2nd Floor, Delamere Street
Chester CH1 4DS

Tel: 01244 351000
Fax: 01244 313497

www.elmsmedicalcentre.co.uk

Opening Hours: Monday to Friday 8.00am – 6.30pm

Branch Surgery
Blacon Clinic, Holy Trinity Church, Blacon CH1 5DZ
Tel: 01244 390103
(Part-time hours only varies week to week)



GP Partners

Dr M Lowrie (Male), MB Chb B'ham. 1983, MRCGP

Special Interest: Child Health & Joint Injections

Dr A McNutt (Female), MB BS London. 1983, DRCOG

Special Interest: Sexual health/Family Planning & Diabetes

Dr D Snowden (Male), BA MA MB BChir Cambridge 2003 MRCGP

Special Interest: Minor Surgery & Mental Health

Dr A Magrath (Male), MB ChB Liverpool 2006, MRCGP, MRCP

Special Interest: Cardiology

Dr O Jackson (Male), MBBS 2008 Newcastle MRCGP

Special Interest: Palliative Care & Sports & Exercise Medicine

Salaried GPs

Dr H Gardner (Female), University of Liverpool July 2012 MBChB

Dr J Cleeton (Female), Manchester 1988 MbChB

Nurse Practitioners

Our Nurse Practitioners have undertaken extra medical training and therefore can prescribe and make clinical referrals. They can help in many areas instead of seeing the GP such as; Women's & Men's Health, Contraceptive Advice, Children's Illnesses, Musculoskeletal Problems, Acute Chest Problems, Minor Illnesses, Minor Injuries and Skin Conditions.

Practice Nurses

Our team of Practice Nurses can provide treatment or care for many conditions such as; Smoking Cessation, Chronic Disease Management and Advice, Dressings, Suture Removals, Ear Syringing, Injections, Blood Pressure Checks, Holiday Vaccinations, Cervical Smears, Well Woman and Well Man Checks, Health Screening, Lifestyle Advice.

Healthcare Assistant

The Healthcare Assistant's role is to assist the GPs and Nurses to provide care to our patients. The Healthcare Assistant can do a number of tasks; Blood Tests, ECGs, Blood Pressure Checks, Health Checks, B12 and Flu Injections, Minor Dressings and Diabetic Checks.

Compliments, Complaints & Comments

The Elms Medical Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our services we would welcome your feedback to help make improvements. Please see our Practice leaflet 'Compliments, Complaints & Comments' for more information.

Friends & Family Test

The Friends and Family Test is a new contractual requirement from December 2014, for practices to offer all patients the opportunity to complete the test and the results to be published. The Friends and Family Test is the opportunity for patients to provide feedback on the care and treatment they have received and to help improve services. You can complete the questionnaire by following the link on our website homepage. You can also be sent a text message if you have given us your most up-to-date mobile telephone number, or you can simply fill in the questionnaire next time you visit the surgery.

Appointments

Appointments can be made by ringing **01244 351000**, or by calling at the Practice between 8.00am and 6.30pm. We have appointments released on the day and we also have 2 weekly pre-bookable appointments for GPs. Nurse appointments are pre-bookable up to 4 weeks in advance. We also have telephone appointments pre-bookable up to 2 weeks in advance for GPs. Due to the nature of general practice sometimes surgeries may run late. Please be patient, as you may need more time on occasions too. If you have been waiting more than 30 minutes please tell reception and they will do their best to offer you an alternative.

Home Visits

If you are too ill to attend surgery then please telephone **01244 351000 before 10-30am**. State clearly the name and address of the patient and describe the symptoms. This helps the doctors to decide the urgency of the calls and plan their day.

SMS Text Messaging Service

The Practice uses a text messaging service for; cancelling or changing appointments, health campaigns, notifying patients of test results. Please ensure the surgery has your most up-to-date mobile number.

Extended Hours Services

All patients registered with a GP Practice in West Cheshire can now book a **routine** appointment, up to two weeks in advance, in the evenings and on Saturday & Sunday mornings. **To make an appointment telephone 0300 123 7740 Monday to Friday between 8:00 AM – 6:00PM. Health Professionals that can be booked via Extended Hours Service are; GP, Nurse, Phlebotomist, Physio First, Well-Being CO-Ordinator.** The service is provided at the following locations:

- **1829 Building at Countess of Chester Health Park (CH2 1HJ)**
- **Ellesmere Port Hospital (CH65 6SG)**
- **Tarporley War Memorial Hospital (CW6 0AP)**
- **Neston Surgery (CH64 4BN)**
- **Helsby Health Centre (WA6 0BW)**
- **Laurel Bank Surgery in Malpas (SY14 8PS)**

Pharmacy First

In Participating pharmacies, your local pharmacist can now give advice and treat minor ailments from coughs and colds through to worms and thrush – you do not need an appointment. The service is free to our patients, but for those who are not exempt from prescription charges, you will either pay the cost of the medicine or the prescription charge, whichever is the lowest. Many pharmacies operate extended hours on a rota basis. For more details call NHS 111 on 111.

Language Line

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Car Parking

Patients can use **-2 or -3 level** for parking and access the Fountains. Parking after 3.00pm is free. There is a reduced rate (currently £1) of patient parking available, on weekdays, for the purpose and duration of your appointment only, up to a maximum of 2 hours. Please ensure that you obtain the **'green ticket'** from the car park machine clearly labelled as Health Centre Parking. This ticket will be validated at the Reception desk after your appointment and you will have 20 minutes to exit the car park.

Wheelchair Users

Our premises have suitable access for wheelchair users and there is disabled parking available.

Practice Manager: Atiya Alam-Jones

Deputy Manager: Dawn Riley

Office Manager: Helen Allman-Williams

Medicines Management Team: Diane Leech and Amanda Holmes

Reception and Administration Teams

Our reception and administration teams do a fantastic job in keeping the practice running smoothly on a day to day basis. They help to look after the interests of the patients in all areas they can. The Reception Team can help with booking appointments and general queries and if you have a referral or medication query they can pass you through to our Medicine Management Team or Secretaries.

Medical Students

Occasionally, medical students or student nurses may sit in on consultations, but only with your prior permission.

Rights and Responsibilities of the Practice

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural.

Patient Confidentiality

All those employed by the NHS have a responsibility and a legal duty to protect patient information so that information is not disclosed to unauthorised bodies or people. Information is recorded, either on paper or in computer files. All patient information is treated with the strictest of confidence at all times.

Patient Online Access

Patient Access is a secure internet system that allows patients to perform tasks online such as booking appointments, medication requests and view a summary of your medical records to include; a summary, allergies, current medications and immunisations. To do this you will need to sign up to our **ONLINE ACCESS** facility via our website www.elmsmedicalcentre.co.uk

Access to Medical Records

Patients have the right to access their medical records; if you wish to view your medical records please put the request in writing with photo ID and proof of address with the completed application form. There is a fee of £10 for access to records and an additional fee of 35p per page if written records are to be photocopied. **Please note 21 days prior notice is required.**

Repeat Prescriptions

If you regularly need medication, we can generate a 'repeat request slip' to request the items needed. This slip must accompany each request to ensure that the correct medication is prescribed; therefore telephone requests cannot be accepted. If the repeat slip is lost or mislaid please submit a written request for the items required. If you enclose a stamped, addressed envelope, your prescription will be returned to you. Otherwise the request can be dropped in at the surgery or faxed to 01244 313497. Please note it takes 48 hours (2 full working days) to prepare a prescription, excluding bank holidays and weekends. You can also order repeat prescriptions online via 'Patient Access'. Please visit our website www.elmsmedicalcentre.co.uk for more information to register for this service or ask at reception.

Medication Reviews

In order to safeguard your wellbeing it is necessary for the doctors to review your medication with you regularly. It may be that if you are coming to see your GP on another matter they will perform the review then. Otherwise they may want to talk to you on the telephone or face to face. A reminder will be attached to your prescription when a review is due. If you do not attend for a regular review it may delay the issuing of your repeat prescriptions.

Results of Investigations

Please telephone after 10.30am for the results of tests, x-rays etc. To protect the patient's confidentiality results will only be given by telephone to the actual patient concerned. Please check that your results are back before attending for any follow up appointment.

Registering as a New Patient

If you wish to register at the Practice and are within the practice boundary, ask at reception for a new patient registration form. You will be asked to complete this and a patient questionnaire. **You will need to bring along photographic ID and confirmation of your address to register.** If you wish, an appointment can be made for a new patient health check, which will be carried out by one of our nurses. This practice does not discriminate on the grounds of: a. Race, gender, social class, age, religion, sexual orientation or appearance, b. disability or medical condition. You can also pre-register via the practice website.

Temporary Resident

If you are on holiday or staying in the area for less than three months we can register you as a temporary resident. Please ask at reception for a temporary resident form.

Clinics & Services

Some of the Clinics we offer are:

- Minor Surgery
- Diabetic Clinics
- Child Health & Immunisations
- Family Planning & Contraception
- Women's Health & Cervical Smears
- Chronic Disease Reviews
- Travel Advice
- Health Living & Lifestyle Advice

Sick Notes

A Doctor's note is not needed for the first seven days of illness. Self-certification forms are available from the Medical Practice or your employer. If you require a sick note after this you will need to make an appointment to see a Doctor.

Private Medical Certificates and Examinations

Please note that fees are payable for non-NHS services. Please ask at reception for our Fees Leaflet for more information

Dental Problems

We are unable to offer treatment for dental problems. Please contact your local registered Dentist.

Zero Tolerance Policy

For the safety and benefit of patients and staff, the Elms Medical Practice operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In cases of violent behaviour it is our policy to call the Police.