

## Wrenbury Medical Centre

### Newsletter June 2009

#### Dr Plamenna Mateva MRCGP DCH DRCOG DFSRH

Dr Mateva, who was our Registrar for 18 months up to January 2009, has now joined the practice on a permanent basis, as a salaried GP and will be holding 8 surgeries per week.

#### G P Registrar

We are privileged that our practice is recognized as a vocational training practice. This means that we have working with us a doctor from the hospital service who is attached to the practice for up to a year to complete his/her training for general practice. From last November until March this year, Dr Shah was working with us, and, at present Dr Donlan is with us from March to the end of July. Dr Oberoi Saggur will join us in August for 12 months.

#### Child Clinic – Health Visitor

Our Health visitor Caroline Gudgion now runs an open advice clinic every 4<sup>th</sup> Wednesday from 9.30 – 11.00am - no appointment is needed if you wish to attend. We also have a post-natal support group for new mums and their babies under 12 months. This clinic runs on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of every month 12.30pm – 2pm and if you would like to attend please contact Caroline on 01270 780210.

#### Immunisation Clinic

The child immunisation clinic has now changed from Friday mornings to Wednesday mornings from 11.00 am to 12.00 noon. Jo-Anne Walley the Practice Nurse runs this clinic with Caroline, the Health Visitor. Appointments are sent out by the Health Authority now based at Middlewich.

#### Dispensary

The dispensary is now **closed** at lunch-time **from 1:00 pm until 2:00 pm** and the dispensary phone line will be put on voicemail. **(Please note that no messages are taken on this number)**. The telephone number for our dispensary is **01270 782108** and this is solely for ordering repeat prescriptions or prescription queries. If you have a repeat prescription slip we have a post box to the right of our pharmacy window. There is also a list displayed advising when the prescription will be ready. Please allow **48 hours** for your prescription request to be processed.

You can order your repeat prescriptions by email. The e-mail address is [repeat.prescriptions@gp-N81614.nhs.uk](mailto:repeat.prescriptions@gp-N81614.nhs.uk).

Patients who have medical exemption or prepayment certificates should bring them in each time they collect their prescriptions to show to the dispensers. There are now extra medical exemptions included.

Patients on **Warfarin** should remember to bring in their **yellow books** when ordering their medication.

We now issue Nomad packs to any patients who feel that they would benefit from this service. For more information please speak to one of the dispensers.

We still offer the delivery service for patients who are unable to get to the surgery to collect their prescriptions.

### **Opening Hours**

From 1<sup>st</sup> July 2008, the surgery is now open longer from 8.00 am until 6.30 pm Monday to Friday. The normal allocated length of an appointment is ten minutes, so if you have more than one family member needing treatment please make a separate appointment, to prevent other patients having to wait.

The dispensary is open from 8.30 am until 6.30pm Monday to Friday except between 1.00 and 2.00 pm.

Although the surgery will be open on Thursday afternoons until 6.30 pm, Audlem will be covering us for emergencies after 1.00 pm.

### **Evening and Saturday service**

Western Cheshire Primary Care Trust has developed a primary care book-ahead service that will offer **all patients**, registered with a Western Cheshire GP practice, the opportunity to book a **routine** appointment with a GP or a Practice Nurse outside of usual GP practice opening hours.

Appointments are bookable up to two weeks in advance and it is expected that once the service is fully up and running that patients will be booking at least 48hrs in advance. Appointments will be 10min slots.

Patients are able to ring to book an appointment on 01244 364700 between 8:00am-6:00pm.

The service is provided by local GPs and Practice Nurses, many of whom may already work for the Out of Hours service.

- **Clinics**

**The clinics will operate between:**

**6:30pm-8:00pm Monday to Friday**

**10:00am-12:00noon Saturdays**

**The clinics will operate from:**

**St Martin's clinic, Chester**

**Ellesmere Port Hospital**

**Helsby health centre (Mon-Tue only)**

**The Rookery, Tattenhall (Wed-Sat only)**

### **Physiotherapy Service**

The physiotherapy clinic is now held at the surgery in the multifunction room. The clinics are held all day on **Mondays and Thursdays** and are run by Jill Day and Peter Oliver. Patients are referred by the doctor and are asked to telephone **781900** between 9.00 and 10.00 am on a Monday or Thursday. It has proven very popular with patients as it has enabled them to obtain treatment closer to home.

If patients are **unable** to keep their appointment, please can they telephone **781900** between 9.00 and 10.00 am to cancel as this will keep the appointment waiting time down.

### **Podiatry Service**

There is also a podiatry clinic at the Surgery which is run every other Monday afternoon by Podiatrist Belinda Rushton. Appointments are arranged via the Church View Primary Care Centre in Nantwich. However, you can self refer using forms which can be obtained from the surgery, or by booking an appointment to see either one of our nurses or doctors who would arrange a referral for you.

### **Patient Focus Group.**

The patient focus group is still meeting on a regular basis. The members of the group would like all patients to have their contact details so any problems or queries can be addressed.

Mary Latham	01270 780573		
Bunty Green	01270 780068	Sheila Humphreys	01270 780519
Joyce Williams	01948 664479	Rosamund High	01270 780771

### **Chaperone Policy**

March 2008

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you have any questions please speak to the Practice Manager.