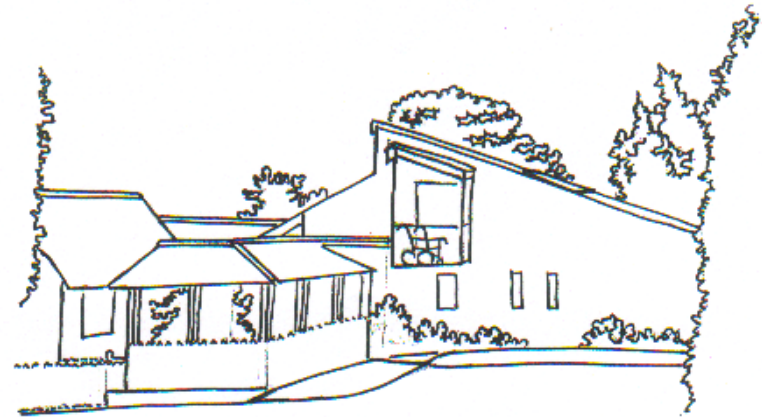


Laurel Bank Surgery

**Malpas,
Cheshire SY14 8PS**



Laurel Bank Surgery
Malpas
Cheshire SY14 8PS

Phone: 01948 860205
Fax: 01948 860142



Tel: 01948 860205

Fax: 01948 860142



Patients Charter

What we ask of you:

- Be honest in your dealings with us; make sure we have everything we need to know in order to help you.
- Tell us if you change your name and address and remember to include your postcode.
- Make appointments that you know you can keep, and arrive on time. If for some unexpected reason you cannot attend, make sure you let us know as soon as possible.
- Ask for a home visit only if you are too ill to come to the surgery. If possible telephone before 10.00 am.
- Treat us with the same courtesy and respect that you expect to receive.
- Be patient if we are running late; on another occasion it might be you who needs the extra time.
- Don't ask for another member of the family to be seen at your appointment without making prior arrangements.

No matter how hard we try, problems do arise. If you are unhappy about any aspect of the service you receive from us, please let us know. We cannot improve our own standards unless we know there is a problem. If you have any comments or concerns about our services please talk to the Practice Manager. We will do everything we can to put things right.

If you are still dissatisfied, you can contact the Primary Care Trust, which is responsible for the services provided by family doctors, dentists, pharmacists and opticians in Cheshire. Its address is Cheshire West PCT, 1829 Building, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1UL (Tel. 01244 650300).



Patients Charter

The Doctors, Nursing staff and Administration staff at this practice share a commitment to provide our patients with the best medical care and a high standard of service.

This booklet tells you who we are, informs you about the services we provide and includes other general information.

The Patients Charter has been produced to explain the standards of service that you are entitled to expect from us. In addition, it highlights your responsibility to the surgery team. You have an important role in the partnership of care that exists between us. If you accept your responsibilities as a patient, we can help you get the most from the medical care and facilities that are available to you here.

What you can expect from us:

- Courtesy and respect for you, your cultural and racial background and your rights as an individual, especially your rights of privacy and confidentiality.
- Quality medical care provided by qualified individuals, both here at the surgery or at home, depending on your condition.
- Out-of-hours and emergency services that are prompt, efficient and caring.
- A clear explanation of the treatment we propose to give you and an understanding response to any questions or concerns you may have.
- Access to your health records, subject to legal requirements.
- Information about the services and facilities available at this surgery.



Welcome to Laurel Bank Surgery, Malpas

Our aim is to provide you with a friendly and professional healthcare service for all the family.

More information on our services can be found within these pages or by contacting our reception on 01948 860205 during working hours.

You can help us to deliver the best possible service to all our patients by:

- Making an appointment, unless you require urgent medical attention,
- Arriving promptly for your appointment,
- Letting us know if you cannot keep an appointment, so we can offer it to someone else,
- Telling us of any changes to your name, address or telephone number, so we can update our records, and
- Informing us promptly of any problems or complaints, so we can address them.



Practice Area



Comments, Complaints or Concerns

We endeavour at all times to give our patients the best possible service. In all cases, we seek to come to a mutual understanding and take any action that may be required.

- We would ask that comments or complaints be made as soon as possible after an event so that it is possible to investigate thoroughly.
- We aim to deal with any complaint within two weeks.
- All complaints are treated confidentially.

For more detailed information about this policy, please pick up our leaflet of the same name, *Comments, Complaints or Concerns*, in the Waiting Room or from the Receptionist.

Access to Medical Records

If you require any information regarding your medical record, please ask the Receptionist who will be happy to provide you with an *Access to Health Records* leaflet.

The Practice Leaflet

This practice leaflet is reviewed periodically by the Practice Manger and will be updated with any changes in the practice.



Health & Safety

The practice aims to provide a safe and healthy environment for the benefit of staff, patients, visitors and contractors.

We ask that you behave in a responsible and reasonable manner whilst on the practice premises.

Please refrain from touching or interfering with any equipment on the premises except under the instruction and supervision of staff.

We retain the right to refuse to provide health care for any patient who is violent or abusive to the Doctors, Nursing or Administration Staff. Alternative Medical Care will be provided by Cheshire West Primary Care Trust.



Surgery Opening Times

Monday 8:30 to 6:00

Tuesday 8:30 to 6:00

Wednesday 8:30 to 4:00

Thursday 8:30 to 6:00

Friday 8:30 to 6:00



Surgery Opening Hours & Telephone Advice

Surgery opening hours

The reception desk will be staffed between 8.30am and 6pm Monday to Friday (except on Wednesdays when we close at 4pm).

Telephone advice

A Doctor is usually available after 11am, Monday to Friday.

If you require advice urgently please call 01948 860205. The Receptionist will direct your call.

If the surgery is closed the recorded message will give you the number to ring in order to call for medical advice or attention.



Parking, Access & Other Facilities

Parking

Parking is available in a private car park adjacent to the surgery.

Access

The facilities for patients are available on the ground floor and are accessible to all disabled patients.

Toilet facilities

Provision is made for disabled patients with suitable access to the building and toilet facilities.

Mother & Baby facilities

Provision can be made for breast-feeding and baby changing requirements.



Non-NHS Consultations

Some services provided by the practice are not covered by the NHS.

Examples include:

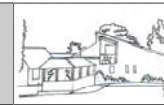
- HGV, PSV, employment, sports or driving medical examinations
- Sickness or accident insurance forms
- Private healthcare forms
- Holiday cancellation forms
- Fitness to travel certificates
- Passport or other application forms

Fees for these services are based on recommendations by the British Medical Association and are available from reception.

Travel Clinic

This is a comprehensive service which includes general travel health advice, malaria prevention advice and immunisation recommendations. A tariff of the recommended vaccines is available from Reception.

Travel health goods are available for purchase making the service a "one stop shop" to meet all your travel health needs.



Emergencies & Out of Hours Cover

Emergencies

In the event of a serious problem, avoid any delay and call an ambulance by dialling 999.

Out-of-hours cover

If you need urgent medical advice or attention, please call 01948 860205. The recorded message will give you the number to ring in order to call the GP "Out of Hours" service.

If you require information or advice which is non-urgent, you can telephone NHS Direct, a 24 hour advice line, on 0845 46 47.



The Healthcare Team

Doctors

Partners (non-limited partnership)

Dr Christopher C. Hulbert, MB ChB, MRCP, MRCGP
(Bristol 1973)

Dr Michael L. Price, MB ChB, DRCOG (Bristol 1972)

Dr Louise M. C. Davies, MB BS (Barts, London 1985)

Assistant Doctor

Dr Emma Taylor MBChB, DRCOG, MRCGP, DCCH

Practice Manager

Mrs Lynn Suckley MBA AMSPAR Dip.

The Practice Manager is responsible for the general administration of the practice. Please contact her with any queries or complaints regarding the practice.



Research

The practice is a member of the Medical Research Council - General Practice Research Framework - and the Mersey Primary Care R&D Consortium. If we take part in a study, we may pass your name, address and age to the Medical Research Council or the Consortium, after obtaining your permission.

This information will remain confidential and will only be used to choose a sample of patients whom we would then contact to ask if they would help the practice with medical research. You will be given the opportunity to refuse without your medical care being affected in any way.

By being able to pass on everyone's details, we allow the Medical Research Council or the Consortium to obtain the best sample. You are, however, free to refuse permission for your details to be passed on - please speak to the Practice Manager or your Doctor.

We are registered under the Data Protection Act.



Dispensary

Dispensary opening times:

	Morning	Afternoon
Monday	9:00-1:00	3:00-6:00
Tuesday	9:00-1:00	3:00-6:00
Wednesday	9:00-1:00	Closed
Thursday	9:00-1:00	3:00-6:00
Friday	9:00-1:00	3:00-6:00

Repeat prescriptions can be collected in person, sent through the post on receipt of an SAE, or sent directly to P. Williams Chemist, The Cross, Malpas.

Repeat prescription review

A regular review of patients receiving repeat prescriptions will be made.



The Healthcare Team

Practice Sisters

Sister Gillian F. Evans SRN SCM ONC

Sister Anne Bradley SRN

Sister Pamela Quinn SRN

We have three experienced Practice Sisters, who assist the Doctors and advise on a variety of health problems. They also run clinics, perform dressings and immunisations, provide health promotion and travel advice .

Health Care Assistant / Phlebotomist

Mrs Ann Wynn

Mrs Jennie Bellis GVNQ H Level 2



The Healthcare Team

Reception and Administration Staff

The ladies behind the reception desk are here to help you. Please be patient as their job is very demanding. They will arrange appointments and guide you through the practice. They may sometimes need to ask questions about the nature of your illness to assist the Doctors in the smooth running of the practice. Please treat them with respect.

Dispenser

The Dispensers deal with repeat prescriptions and dispense the medicines. They offer a busy service to patients attending the surgery as well as maintaining a repeat prescription telephone line.

Please see pages 20 to 22 for further information.



Ordering Prescriptions & Prescription Charges

Ordering repeat prescriptions

Repeat prescriptions can be ordered by:

- Letter (post boxes are at the front door and dispensary counter)
- Fax: 01948 860142
- Email: dispensary@gp-n81038.nhs.uk

If none of these methods is possible, repeat prescriptions can be ordered by telephone on 01948 860506, between 9am and 10:30am, Monday to Friday.

Dispensing

A charge will be made by the dispensing pharmacy unless you fall into one of the exemption categories.

Prepayment certificates are available for patients on regular medication, please ask for an application form.



Repeat Prescriptions

Repeat prescriptions

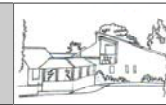
Patients on regular treatment may have repeat prescriptions dispensed at the Doctor's discretion. They may be requested personally, in writing or by telephone.

Please order all your repeat prescriptions together once a month. The Dispenser will help you to organise this. Please also ensure that you order in sufficient time so that you do not run out. Be prepared to give at least 48 hours notice.

We dispense drugs to all our patients who live more than one mile from any chemist.

Medicines Managers

These managers, in addition to their dispensing role, are the recognised contact for medication queries from patients, nursing homes and pharmacies. With their work, we aim to improve efficiency of medicine management, increase patient safety and reduce waste. Please contact them at the surgery.



The Healthcare Team

Community Nurses

Tel: 01948 860038

Sister Ruth Garner BSc Hons DN

Sister Emma Carroll RGN

Sister Pamela Quinn SRN

Sister Lynda M Lambert RGN RM

Auxiliary Nurses

Mrs Jennie Bellis GNVQ H Level 2

Mrs Ann Brereton GNVQ H Level 3, A1 NVQ Assessors

The Community Nurses have special training to carry out nursing procedures in the patient's home, with referrals coming from hospitals, GPs and other agencies.

Health Visitor

Tel: 01948 860643

Mrs Lesley J. Blakebrough RGN RSCN RM RHV

Mrs Sheila M. Woollard RGN RM RHV

The Health Visitors seek to promote and maintain health in the community with special concern for children and the elderly. For advice, please call 01948 860643 and leave a message for their return.



The Healthcare Team

Midwives

Tel: 01244 365172/365166

Mrs Liz Way-Ryder RDN RM

Mrs Jane Noble Community Midwife

The Midwives provide care and support for mothers before and after delivery, and care for the baby during the first fortnight. They also hold regular antenatal clinics.

Dietician

Mrs Lorraine Such BSc Hons. SRD

The dietician is available for dietetic advice to patients following a Doctor's referral.



Specimens & Getting Test Results

Specimens

If a doctor requires you to bring a specimen, it must be handed into reception before **10:30 AM** in order for it to be collected and processed by the pathology laboratory at the local hospital. Suitable containers can be obtained from the receptionist.

Blood and other samples may also be taken during your appointment, or at an appointment you make with the Practice Nurse or Phlebotomist at the Doctor's request.

Test Results

You will be given an indication of when you may expect your test results.

Please call in or telephone reception **AFTER 11.30 am** for results. You may sometimes be asked to make an appointment to see the doctor to discuss your results, as we may need to make changes to your medical care.



Home Visits

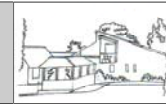
If you are not well enough to come to the surgery, you may request a home visit by telephoning before **10 AM**.

Calls regarding medical emergencies can be made at any time (*please see also Out-of-Hours cover on page 5*).

You will be asked for information about your problem. This is so we can arrange our visits in order of priority.

Help us to help you:

- Be prepared to help us by giving the receptionist more information if requested. All our staff are trained to handle and respect confidential information.
- If you wish to see a particular Doctor at a particular time on a non-urgent matter, please book your appointment with as much advance notice as possible.
- If you cannot keep your appointment, please let us know.
- Remember that the surgery is better equipped than the Doctor's bag and the Doctor can see six people in the surgery in the time it takes for each home visit.



The Healthcare Team

Counsellor

Mrs Gill Arden ADV PG Dip. Gestalt Therapist CPC Reg.

The Counsellor provides psychotherapy, relationship courses and confidential counselling at the surgery for patients referred by their Doctor.

Community Psychiatric Nurse

Mr Peter Wilson RMN RGN ENB 310 Cert

The Community Psychiatric Nurse is based at the West Cheshire Hospital and visits the surgery once a week to see patients for pre-arranged appointments.

Consultant Psychiatrist

The Consultant Psychiatrist, who is based at the West Cheshire Hospital, visits the surgery once a month to see patients for pre-arranged appointments, and provides specialist psychiatric advice to the Doctors as well as treatment to the patients.



Registering with the Practice

We welcome new patients to the practice. Please ask for the appropriate registration forms at Reception, and staff will be happy to answer your queries and make an appointment for you.

Our aim is to promote personal medical care, so patients are encouraged to see their own Doctor or another member of the team wherever possible.

The Doctors work in teams:

Dr Hulbert works with Dr Taylor

Dr Price works with Dr Davies

We will arrange for you to have a basic medical examination with the Practice Nurse within three months of registering.



Making an Appointment

Appointments can be made either by telephone, or by calling in person, from a Doctors or a Nurses instruction, or if you are due to be called or recalled for a clinic appointment.

If you have an urgent problem, we will fit you in on the same day, but you may have to wait until the end of surgery and you may not be seen by your own Doctor. All patients with routine problems can see a Doctor or a Practice Nurse within 2 working days. Patients can see their usual Doctor within 5 working days, unless they are away from the Practice.

The receptionists will have daily knowledge of what appointments are available. They may need to ask about your problem in order to give you an appropriate appointment time. Each person attending the surgery will need a separate appointment: this will avoid delays to other patients.

Double appointments are available if required: please ask the receptionist.

Appointment availability will be regularly reviewed by the Practice Manager.

If you are unable to attend, please telephone and let us know so that we can offer your appointment to someone else. If you have any comments, concerns or complaints about our appointment system, please contact the Practice Manager.



Clinics & Other Services

Minor Surgery

Some minor operations can be done by the Doctor in the surgery. Please make an appointment with your Doctor in the normal way for an assessment of the problem.

Minor Injuries

Generally the "walking wounded" will be dealt with by our Practice Nurses. Minor injuries are those that do not require immediate hospital admission.

Diabetes / Asthma / Heart Disease / Thyroid / Epilepsy/High Blood Pressure

We like to review patients with these and other chronic conditions at regular intervals. However, if you are unwell do not wait for the clinic, but make an early appointment in the usual way.



Training Practice

Laurel Bank Surgery is an approved training practice. There will often be a GP Registrar working in the practice. He or she is a qualified Doctor who is here to gain experience in general practice.

The GP Registrar will hold surgeries in the usual way and may sometimes sit in on the surgeries of one of the other Doctors.

Video recording is sometimes used as a training aid and you will be asked for your permission beforehand if this is to be utilised. The video is confidential and merely for the training and assessment of the GP Registrar.



Clinics & Other Services

Blood Clinics

Our Practice Nurses, Healthcare Assistant and Phlebotomist hold daily morning clinics for taking blood samples to be sent to the local hospital laboratory.

Please see page 19 for further information.

Anti Coagulation Service

For those patients taking anti-coagulants, we offer an in-house service of blood testing and results at the same appointment. The blood clinics are held separate to the morning blood clinics. Please ask at Reception for further information.

Antenatal Care

In uncomplicated cases, the Midwife will provide most of the antenatal care at the surgery and visit you at home for your postnatal care.

Well-person Clinics

We offer regular well woman/well man clinics, including regular smear tests for women with our Practice Sisters. HRT reviews are carried out by the Doctors.



Clinics & Other Services

Family Planning

Full contraceptive services are offered through the surgery, including the checking, fitting and replacement of coils.

Child Immunisation Clinic

Children will normally be called for appointments for routine vaccinations at our regular immunisation clinics. However, immunisations can be arranged at other times by appointment.

If you think your child may have missed any immunisations, please let us know, as it is important that children are fully protected. If you have any concerns over individual immunisations, the Health Visitors or Doctors will be happy to discuss them with you.

Adult Immunisation

Adults should make appointments in the usual way with the Practice Nurse.

Influenza Immunisation

Clinics for flu vaccinations are held during October at the practice and in the community for all patients over 65 years and others who are considered 'at risk'. An appointment can be made if the clinic times are inconvenient.