

Tarporley Health Centre
Tarvin Health Centre
Waverton Surgery



This is not a limited partnership

Dr P.A. Campbell
Dr G.M. Chappell
Dr G.R. Kent
Dr A. Oliver
Dr D.S. Lister

The Practice and Dispensary comply with the Data Protection Act and the NHS code of Confidentiality.

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WELCOME TO OUR PRACTICE

The Practice and Dispensary comply with the Data Protection Act and the NHS code of Confidentiality.

We aim to be a successful family practice, working as a team with well trained and motivated staff, to achieve a high standard of care for all our patients. We offer a personal and friendly service and encourage our patients to take an active interest in their health care.

Please help the Doctors by following the guidelines:

- Please arrive promptly for your appointment
- Please don't waste appointments, let us know as soon as possible if you are unable to attend.
- If you change your name, address or telephone number please inform the receptionist
- Illnesses are not predictable and urgent calls can upset the best appointment system – please be patient.

THE DOCTORS

(This is not a limited Partnership)

Dr P A Campbell	MB ChB DRCOG
Dr G M Chappell	MB ChB DRCOG DFSRH
Dr G R Kent	MB ChB DFSRH BA(hons)
Dr A Oliver	MB ChB DRCOG MRCGP
Dr D S Lister	MB ChB DRCOG

PRACTICE TEAM

All our staff are bound by the same rules of confidentiality as the Doctors and Nurses.

Nurse Clinician

Jane Webb RGN, BSc, MSc

Practice Nurses

We have three experienced Practice Sisters, who assist the Doctors and advise on a variety of health problems.

They follow up some patients with long-term problems e.g. hypertension, diabetes and asthma, Smoking Cessation and Smear clinics.

They take a large responsibility in keeping our patients healthy.

Sister Linda Ward RGN

Sister Sue Allan RGN

Sister Kelly Egan RGN

Sister Karen O'Connor

Practice Manager

The Practice Manager is responsible for the general administration of the practice. She will be happy to hear your comments – good or bad.

Susan Dewhirst

Receptionists/Secretaries/Admin.

Reception Supervisor

Lin Clayton

The Receptionists are here to help you. Please be patient as their job is very demanding. They will arrange appointments and guide you through the practice. Please remember that they may sometimes need to ask further questions to be able to give the most appropriate response. Such information is dealt with in complete confidence. Please treat them with respect.

Dispensers

Dispensary Manager

Barbara Blurton

Our Dispensary Manager works full time and is responsible for providing an accurate, timely and qualitative dispensing service to all our rural patients who live more than 1 mile from the nearest pharmacy. We also have 5 part-time dispensers manning our 3 dispensaries.

Repeat prescriptions can be ordered in a variety of ways (see 'our dispensary' leaflet) but please allow 2 working days for the Dispenser to process your order.

Health Care Assistant/Phlebotomists

The Doctors may ask you to attend for a blood test. Blood samples are taken by appointment by one of the phlebotomists. Our Health Care Assistant also does blood pressure checks, ECGs, Urinalysis.

Community Nursing Team

District Nurses
01829 733193

Team Leader

Sister Penny Lancaster

The District Nurses provide nursing support in the community. This includes care of the chronically sick and terminally ill patients as well as care during periods of ill health and after operations. They have a range of advanced skills which will sometimes allow patients to be treated at home rather than in hospital.

Community Midwives

Telephone: 01244 365166 (Chester area)

Telephone: 01606 551311 (Crewe area)

The Community Midwives provide a clinic at Tarporley and Tarvin surgeries.

Health Visitor

The Health Visitor has responsibilities to new mothers and their babies, offering advice on child development and care. She is part of the Child Health Surveillance team. She provides support to the disabled and the elderly, assessing the health and social needs of patients. She also has wider responsibilities to the whole community in providing a comprehensive immunisation advisory and health education service to the community.

Clinics and Other Services

Family Planning

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

Emergency Contraception

Telephone our Tarporley practice on 01829 733456 where you will be able to speak to a Practice Nurse for guidance

Child Immunisation Clinics

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 immunisation we will be happy to discuss them with you.

Adult Immunisation and Influenza Immunisation

Adults should make immunisation appointments (excluding travel) in the usual way with the Practice Nurse.

In the autumn we hold clinics for flu vaccinations for all patients over 65 years and others who are considered 'at risk'.

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Travel Vaccinations

If you are travelling abroad and require travel vaccinations, please complete our pre-travel questionnaire, which you can either download from our website or pick up a form from our surgeries and hand in at Reception once completed. **Please complete the form at least 8 weeks prior to travel.** One of our Nurses will check your requirements and contact you about your planned trip. On occasions, your care may have to be shared with other organisations. The Nurse will advise. **We are currently not a Yellow Fever Clinic.**

Other Travel clinics available for other vaccinations:

Dr Adey & Partners, Tarporley 01829 732401

Travel clinics on Friday 2 – 5pm

www.travelfit.co.uk

Liverpool School of Tropical Medicine 0151 705 3100

Pembroke Place, Liverpool L3 5QA

Wellness Clinic, Chester 0844 9395600

10 Watergate Row, Chester CH1 2LD

www.welltravelledclinics.co.uk

Cheshire Travel Clinic

info@cheshiretravelclinic.co.uk

Other useful Websites:

www.fitfortravel.nhs.uk, www.nathnac.org , www.fco.gov.uk/travel,

www.malariahotspots.co.uk

If you require a printout of your immunisations please ask at reception.

Diabetes / Asthma and other Respiratory Disease / Heart Disease / Thyroid / Epilepsy / High Blood Pressure.

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

Minor Surgery

Some minor operations can be done at Tarporley Cottage Hospital. Please make an appointment with your Doctor for an assessment of the problem.

Minor Injuries

Minor injuries are those that do not require immediate hospital admission. Generally these can be dealt with by our Practice Nurses.

Well Woman/ Cervical Cytology

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Where appropriate this includes advice on family planning, HRT, Menopause and cervical smears. We recommend that all women between the age of 15 and 49 be screened every 3 years. Women between the age of 50 to 64 should be screened every five years. Women over 65 should only be screened if they have not been screened since the age of 50.

Smoking Cessation Support

If you would like help to give up smoking please contact "Quit 4 Good" either by telephone on 0800 043 5134 or by email quit@quit4good.org. Alternatively you can go on their website www.quit4good.org for further information or text quit4good to 60777.

- Roy Castle Fag Ends Support – Freephone 0800 195 2131 (10am-6pm weekdays)

Medical Examinations

All medicals for insurance, HGV licence, diving, pre-employment etc. can be arranged with the doctor of your choice through the reception staff.

These are not covered by the NHS and a fee will be payable (There is a list of our private charges in each waiting room)

Child Health Surveillance Clinics

These clinics are run by the doctor and the Health Visitor.

Results of Investigations

The hospital mail arrives later in the morning and it is early afternoon before it has been processed by our clerical staff for the doctors to see. We ask that anyone requesting information regarding a hospital appointment or the result of any investigation telephone Tarporley 01829 733456 between 2.00pm and 4.00pm. Our staff cannot interpret results or offer medication advice. You may be informed that your results are normal. However, if you ask to speak to a Doctor this is likely to reflect the receptionists' lack of medical expertise rather than an abnormal result.

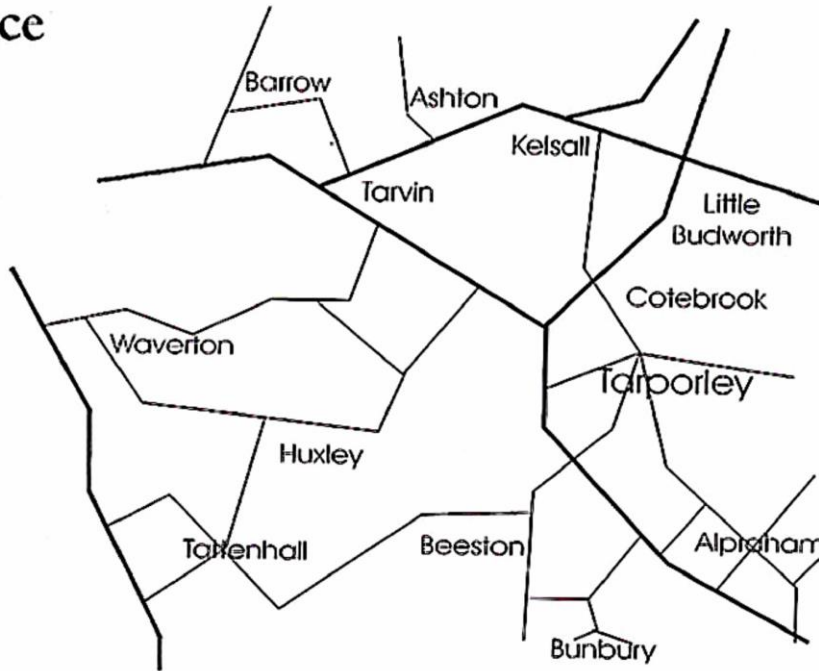
Registering with the Practice

We welcome new patients to the practice. Please ask for the appropriate registration forms at Reception (GMS10 -obtainable at any of our surgeries).

The reception staff will be happy to answer your queries and make an appointment for you. Complete a registration form for each member of the family.

You may register with any GP in the practice and you can see whichever GP you so choose. The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

Practice Area



HOW TO SEE A DOCTOR

Surgery Appointment

Please ring Tarporley Health Centre for appointments. All surgeries are by appointment up to four weeks ahead. We hold back 'book on the day' appointments for acute illnesses. EACH PERSON ATTENDING THE SURGERY NEEDS A SEPARATE APPOINTMENT. If you are unable to attend, please telephone and let us know so that someone else may be offered the appointment. If you need to attend surgery urgently we will make sure that you can. However, we may not be able to offer you the time or the doctor of your choice.

Home Visit

These visits are undertaken during the course of the working day – between surgeries – for patients who are too poorly to attend surgery. If you think that a home visit is necessary, please telephone before 10.30am so that the doctors may plan their rounds. You will be asked by the receptionist what the problem is to assist the doctor in deciding the urgency of each case.

Out of Hours – 6.30pm – 8.00am, Monday – Friday.

All day and night on Saturdays, Sundays and Bank Holidays.

For acute problems when surgery is closed:

Please telephone NHS **111** who will be able to access your needs and advise accordingly.

NHS Direct

Available 24 hours a day for reassurance and expert health advice and information.
Telephone NHS Direct on: **111** or access NHS Direct online at www.nhsdirect.nhs.uk

GP Care Plus Extended Hours

Patients now have the opportunity to book a routine appointment outside of the usual GP practice opening hours and for a trial period appointments can be booked via our practice. Please contact the reception to book one of these appointments. This service is for patients who cannot go to their own GP during normal surgery hours and is a limited service and 15 minute appointments with a GP or Nurse.

The surgeries are held in the following surgeries:

Monday to Friday:

18:30 to 21:30 in Chester and Ellesmere Port

18:30 to 20:00 in Helsby (2 evenings, Monday and Tuesday)

18:30 to 20:00 in Tarporley (3 evenings, Wednesday, Thursday and Friday)

18:30 to 20:00 in Malpas (2 evenings, Monday and Thursday)

18:30 to 21:00 in Neston (2 evenings, Monday and Thursday)

Saturday:

**09:00 to 14:00 in Chester and Ellesmere Port
Ellesmere Port**

09:00 to 12:00 in Malpas

13:00 to 18:00 in Tarporley

Bank Holidays:

10:00 to 15:00 in Chester and Ellesmere Port

Sunday:

**09:00 to 14:00 in Chester and
Ellesmere Port**

13:00 to 18:00 in Tarporley

09:00 to 14:00 in Tarporley

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria. Please ask a receptionist for details.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach NHS England

If you feel you cannot raise your complaint with us you can choose to complain to NHS England (who have replaced the former Primary Care Trust).

Your complaint will be acknowledged within 3 working days and you will receive a response within 25 working days or the timescale agreed with you

Telephone number: 0300-3112233

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Please write to:-

PO Box 16738
Redditch
B97 9PT

Customer Solution Centre (formally PALS)

1829 Building
Countess of Chester Health Park
Liverpool Road
Chester
CH2 1HJ
Telephone: 01244 650 368

Healthwatch Advocacy

You may wish to contact your local Healthwatch Complaints Advocacy Service. Healthwatch supports patients and their carers who wish to pursue a complaint about any NHS treatment or care.
Telephone Number is 08088023000

Health Service Ombudsman

If you remain dissatisfied with the response to your complaint, you have the right to ask the NHS Ombudsman to review your case. This should be done within six months of the date of our final letter. The NHS Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services.

Write to them at:- The Health Service Ombudsman for England, 11th Floor, Millbank Tower, London SW1P 4QP

Telephone number: 03450154033

Email: Phso.enquiries@ombudsman.org.uk

DATA PROTECTION ACT

In accordance with the Data Protection Act, we have a legal duty to protect any information we collect from you. We will only use your information for the purpose of audit, or as the law requires

The law requires us to pass on information including:

- Birth of a baby
- Finding an infectious disease that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- When a formal court order has been issued

The law strictly controls the sharing of some types of very sensitive personal information.

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We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or if the law requires us to pass on information.

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records, subject to certain conditions. If you wish to know more about how information can be used you can visit www.dh.gov.uk.

When Patient Information May Be Passed On

Whilst all staff have a Common Law duty of confidence to patients, there are times when it is appropriate to pass on information regarding patients to someone else.

- With the patient's consent, relatives and friends can be kept up to date with the progress of the patient's treatment.
 - With the patient's consent for a specific purpose e.g. clinical trials / third party litigation / clinical negligence claim / complaint / private report.
 - On a "need to know" basis if the recipient needs the information because they are concerned with the patient's care and treatment.
 - If information is needed by statute or Court Order, or passing on the information can be justified for other reasons, usually to protect the public.
 - If the use of the information can be justified for wider purposes as described below:
 - i. For delivering personal care and treatment.
 - ii. Assuring and improving the quality of patient care and treatment (clinical audit).
 - iii. Monitoring and protecting public health.
 - iv. Co-ordinating NHS care with other agencies (Local Authority, voluntary and independent services).
 - v. Effective healthcare administration such as:
 - Managing / planning services.
 - Contracting for NHS services.
 - Auditing NHS accounts and accounting for NHS performance.
 - Risk management (health and safety).
 - To investigate complaints.
 - vi. For teaching purposes.
 - vii. For statistical analysis, and for medical or health services research.
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- Healthcare Professionals involved in a patient's treatment may share clinical information in strict professional confidence.
 - Information about a patient may be disclosed if a patient, or their legal representative, gives permission.
 - Adverse drug reactions may be reported by the clinician to the Committee on Safety of Medicines.
 - Where a patient has died, consent to release of information should be sought from the executor of the estate - where a patient has died in testate, consent to release of information should be sought from the next of kin, in writing.

- It may sometimes be justifiable to pass on information without consent or statutory authority for the prevention of serious crime, risk of violence or public health risk (see below). Staff concerned may be expected to justify their decision to pass on information in any circumstances.

To access your medical records contact our Practice Manager, any access to medical records requires a request signed by the patient. The cost will be £10 for a computer printout and 35p per photocopy.

TARPORLEY WAR MEMORIAL HOSPITAL



Tarporley Hospital was founded in 1919 as a War Memorial for those killed in the Great War from Tarporley and District.

It became part of the National Health Service in 1948 and was threatened with closure for the next 40 years! That it survived was due entirely to the determination and intense loyalty of the local people, who fought a long and often acrimonious – campaign to save it.

In 1987 the Hospital left the NHS and became a Charitable Trust. It is now administered by a local Management Committee for the benefit of the local people.

Although the Hospital is partly funded by the area CCG a great deal of the funding has to be raised locally: this is done in many ways but in large part by a very active League of Friends. The hospital, with the exception of respite care, makes no charge for its services.

Since leaving the NHS the hospital has been largely rebuilt to a very high standard, the number of beds increased from 10 to 17 and a new physiotherapy department built. The hospital now offers in-patient treatment, a 24 hour minor casualty service, facilities for minor surgery, out-patients clinics and out-patient and in-patient physiotherapy. It also offers respite care and care for the terminally ill. We are so very lucky to have such a facility in our practice area.

Our practice in conjunction with four other local practices make full use of all the facilities the hospital has to offer.

PRACTICE CHARTER

All members of our surgery Primary Health Care Team are dedicated to a quality policy to achieve health services which meet our patient's requirements. In particular:

1. Patients have a right to be greeted courteously
2. Patients have a right to absolute confidentiality
3. Doctors and Nurses will begin surgeries at the appointment time; any delay will be due to medical necessary. In the event of an emergency, patients will be informed immediately and offered an alternative appointment.
4. Patients have the right to information regarding their own health, particularly :
 - the illness and its treatment
 - alternative forms of treatment
 - any likely outcomes of the illness
5. Patients have the right of access to personal health records subject to any limitation in the law
6. Our practice will offer advice and seek to inform patient of :
 - promoting good health and avoiding illness
 - advice on self-help
7. Our practice will inform patients of all services available by means of its brochure, leaflets and notice board
8. Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to scheduled appointments
9. Our patients have the right to choose whether or not to take part in research or training.
10. Patients shall be referred to a consultant acceptable to them and when their GP thinks it is necessary
11. Any suggestions to improve our service will be considered by the appropriate team members and responded to
12. On weekdays patients with a non-urgent request should normally be able to consult a GP or nurse within 24 hours
13. Acute prescriptions will be dispensed with minimum delay

WITH THESE RIGHTS COME RESPONSIBILITIES

AND FOR PATIENTS THIS MEANS :

- Courtesy to the staff at all times – remember they are working under the doctor's orders
- Attend appointments on time or give adequate notice of cancellation – lateness or non-attendance inconveniences your fellow patients and is a misuse of appointment time
- Each appointment time is for one person only – where another member of the family needs to be seen or discussed, the appropriate appointment should be

made and the patient's notes will be available to the doctor or nurse for the consultation

- Home visits should be medically justifiable and not requested for social convenience. Patients should make every effort to consult at the surgery thereby making the best use of nursing and medical time
- When patients are advised that repeat prescriptions are due for review, they should make an appointment with either the nurse or doctor with 7 days
- Out of hours calls (eg evenings, nights and weekends) are considered "Emergencies" and should be made only if absolutely necessary.

NHS Zero Tolerance

This practice supports the governments NHS Zero tolerance campaign. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. We will not hesitate to remove patients from our list who:

- ❖ Are violent or abusive to any practice member
- ❖ Use or condone threatening or violent behaviour
- ❖ Cause damage/steal from practice premises/staff/patients
- ❖ Obtain drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times
(www.nhs.uk/zerotolerance)

TARPORLEY HEALTH CENTRE

Park Road, Tarporley

CW6 0BE

01829 733456

www.tarporleygps.gpsurgery.net

TARVIN HEALTH CENTRE

Hallfields Road Tarvin

CH3 8ET

01829 741410

WAVERTON SURGERY

Waverton Village Hall

Common Lane

Waverton

CH3 7QT

01244 335071

Appointments / Enquiries Tel: 01829 733456

Dispensary: 01829 733456

Fax: 01829 730124

DISABLED ACCESS IS AVAILABLE AT ALL SURGERIES

Tarporley Reception is manned between the hours of 8am to 6.30pm

SURGERY HOURS

Reception - Tarporley – Monday- Friday 8.00– 18.30

Reception Tarvin 8.30-11.30 Monday-Thursday, 15.00-18.00 Monday & Friday

Reception Waverton 15.00-18.00 Monday-Thursday 8.30-11.30 Friday

	TARPORLEY		TARVIN	WAVERTON
MONDAY By appointment Morning Surgery	Dr G Kent	Dr D Lister	Dr P.A Campbell	
By appointment Evening Surgery	Dr G Chappell		Dr D Lister	Dr P.A. Campbell
TUESDAY By appointment Morning surgery	Dr G M Chappell		Dr G Kent Dr D Lister	
By appointment Evening surgery	Dr A Oliver			Dr G Kent
WEDNESDAY By appointment Morning surgery	Dr P A Campbell	Dr A Oliver	Dr G Chappell	
By appointment Evening surgery	Dr G Kent			Dr G Chappell
THURSDAY By appointment Morning Surgery	By rota		By rota	
By appointment Evening surgery	By rota			By rota
FRIDAY By appointment Morning surgery	By rota	By rota		By rota
By appointment Evening surgery	By rota		By rota	

In an emergency please ring the surgery phone number to be directed to the 'out of hours' service.

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