

PRACTICE INFORMATION LEAFLET

What You Can Expect From Us

We will treat you with courtesy and respect your cultural, religious and moral beliefs.

We will aim to see you within 10 minutes of your appointment time. When we are running late, there is usually a good explanation.

We will aim to offer an appointment with a doctor the same day, even for routine matters. It may take longer if you wish to see a doctor of your choice. A doctor is available for telephone consultations daily and during that call they will decide whether to give advice, suggest a surgery, attend a hospital or visit you at home.

We will provide information about your health. You can bring a friend or relative to the consultation if you wish. You may see your medical records, but this is at the discretion of the GP. It may be necessary to withhold information thought harmful to you. Should you require a copy of any information from your notes the practice is at liberty to charge the statutory fee.

We will provide a chaperone to be present during an examination with a GP or nurse if requested.

We will refer you to a consultant acceptable to you whenever it is necessary.

We will respect your confidentiality in matters relating to your health and will operate within the NHS confidentiality code of practice.

We will comply with required health and safety regulations to provide a safe surgery environment.

We will deal with complaints promptly and objectively. Our aim would be to produce a positive outcome for all concerned.

If you want to compare our performance with other GP surgeries in the area visit

<http://www.gp-patient.co.uk/results>

What We Expect From You

Please be courteous and polite when dealing with members of the practice team.

We operate a zero tolerance policy on violent or verbally abusive behaviour from our patients.

Please inform us as soon as possible if you cannot attend an appointment. We need half an hours notice to fill your appointment slot. If you do not attend for 3 or more appointments within a 6 month period we reserve the right to remove you from our practice list.

Please arrive promptly for your appointment as late arrivals may have to reschedule or, at the doctors discretion, wait until there is a free slot. An appointment should be for one person only. The doctors can usually help with one, or at the most two, problems in this time. If you know you have many problems to discuss with the doctor, please book a double appointment. Otherwise the doctor may ask you to book another appointment.

Please don't ask for other problems to be dealt with at the same time as a chronic disease management clinic. Make a separate appointment.

Please do not assume that a consultation will result in a prescription or referral unless the doctor considers it necessary.

Please request home visits by 10 am whenever possible. Home visits are for the truly homebound and for patients that the doctor feels are too ill to attend surgery or a hospital safely.

Please supervise your young children whilst in the waiting areas and consulting rooms. Please keep them with you and do not let them wander off.

Directions and Access to the Building

We have designed the building for easy access for people with walking difficulties, wheelchairs & pushchairs and underwent a refurbishment in 2012 which included installing new automatic doors and hand rails. There is a designated disabled parking bay outside the surgery and a bus stop outside that has a regular bus route from Leamington to Whitnash.



Whitnash Medical Centre

Dr K E Holtby Dr J L Martin Dr T Hadzikadunic

110 Coppice Road, Whitnash, CV31 2LT

Tel: 01926 316711 Fax: 01926 427260

www.whitnashmc.co.uk



Normal Opening Hours

Monday to Friday 8.30 am to 6.00 pm

Surgery Hours

Doctors appointments available Monday – Friday 9.00 – 11.00 & 1.30.-5.30

Nurses appointments available Monday – Friday 8.30 – 12.00 & 1.00 – 5.10

We open all day (including our phone lines) from 8.30am to 6pm Monday to Friday and we do not have an automated phone line – your call will always put you directly through to a member of our team!

Extended Hours Clinics

Thursday evenings & alternate Saturday mornings

Pre-booked appointments only for patients that have difficulty seeing a GP during normal hours of opening. Strictly for booked appointments only, it is not an acute service.

Please inform the receptionist if you need to see a doctor urgently.
A doctor is available each day for telephone advice, please contact reception.

About the Doctors

Dr K E Holtby MBBS BSc, MRCGP, DRCOG, DFFP GMC No. 4711742
Dr J L Martin MBBS BSc MRCGP DRCOG DFFP GMC No 4304083
Dr T Hadzikadunic MBChB MRCS Ed MRCGP GMC No. 6052710
Dr S Colliver MBChB, DRCOG, DFFP + MRCGP PGA in Medical Education
We are a GP Training Practice and will regularly have GP registrars working for us.

About our Staff

We employ a Practice Manager, Practice Business Manager, Practice Manager's Assistant, two Practice Nurses, a Health Care Assistant, three Phlebotomists and seven Receptionists. They are all here to help you, so please ask if you need further information or advice.

There are several Primary Care Trust Employees who are attached to the practice and who work with us to make up the Primary Health Care Team.

District Nursing Department Tel: 0845 608 0276
Sue Ainsworth & Helen Bellamy Health Visitors Tel: 336640
Midwife, Community Psychiatric Nurse & Cognitive Therapist

How to Register

The practice accepts new patients who live within its boundary area, which is South Leamington (up to River Leam), Whitnash and Bishops Tachbrook and Radford Semele. There is a map on our website. The practice does not discriminate on any grounds whatsoever. When joining the practice, all patients will need to complete a new patient registration form, attend for a new patient check and supply identification. New patients can specify a preferred practitioner.

If you change your name, address or telephone number please give all relevant details to the receptionist including your postcode. If you move outside the practice boundary area you will need to change your doctor.

How We Use Your Personal Health Information

Every time you attend the surgery, staff will record details of your medical history, personal life and treatment as part of your routine care. We need this information to care for you properly. This information is kept in your computerised medical record and will only be shared with other health care professionals who are involved with your care on a need to know basis. Our medical records conform to the standards laid down by the most recent versions of the NHS guide 'Good Practice Guidelines for General Practice Electronic Records' and 'Confidentiality NHS Code of Practice' and all staff working in the NHS are bound by these strict codes of confidentiality.

To allow safe and effective treatment for you in an emergency or in a hospital clinic within South Warwickshire, your medical information is available over a secure NHS online service. This service can **only** be accessed with your explicit consent at the time. It has been designed not to contain highly sensitive information. You have the right to specify whether specific information should be inaccessible to this service but need to make this clear to the doctor referring you to such a clinic at the time of referral. We will not release any medical information to any other outside organisation without your written consent. Anonymised patients' data may be used for research that is in the best interests of patients and the NHS as a whole.

Suggestions or Complaints

We try to provide the best in family medicine and are always looking to improve our services but there may be times when you feel this has not happened. We have a practice complaints leaflet available at reception detailing the procedure the practice undertakes to deal with any complaint. If you have any suggestions let our Practice Manager know or use the suggestion box in the waiting room.

Clinics

- ☺ Ante-natal Clinic: When you find out that you are pregnant, please contact the surgery to make an appointment to see the midwife during one of her weekly clinics
- ☺ Well Women Clinic: in which cervical smears are carried out by the nurse.
- ☺ Child Immunisations carried out by our nurses, please contact the surgery to make an appointment
- ☺ Child Health Clinics – contact your Health Visitor on 336640
- ☺ Registration Health Check: Carried out by our Health Care Assistants
- ☺ Phlebotomy/Blood Taking Clinics – every weekday morning

Other Services Provided

We enjoy family practice and provide all general medical services.

- ☺ Contraception: Full services are provided. We are able to offer advice on all short and long acting contraceptive methods. We are able to fit long acting devices such as Implanon and mirena coils. A doctor is available to prescribe the morning after pill.
- ☺ Pregnancy: We offer pre-pregnancy counselling, antenatal and postnatal care. We believe babies should be born in hospital but are happy to do all the other necessary checks with the help of our midwife.
- ☺ Minor Surgery: We undertake many minor surgical procedures (injections, removal of warts, ingrowing toenails and other unwanted lesions).
- ☺ Travel Advice: Immunisations, malaria prevention and general advice is available from one of our nurses. Some travel services are chargeable.
- ☺ Blood Tests: Blood tests are carried out every morning at the surgery. We also do INR blood tests for those patients on anticoagulants once stabilised at the hospital.
- ☺ Ear Syringing: Please make an appointment with the Practice Nurse.

For more information about any of the above clinics please speak to one of our receptionists.

'Out of Hours' NHS 111 Service

If you need urgent medical assistance whilst we are closed, please call 1-1-1. Calls to NHS 111 are free from landlines and mobiles. Please do not ring about something that could wait until the surgery reopens or for repeat prescriptions.

Repeat Prescriptions

These are only available after agreement with one of the doctors during a consultation. A certain number of prescriptions will be allowed before you need another check with the doctor. Repeat prescriptions should be requested by handing in or sending your repeat order form to the surgery and will be made available the next working day for collection, posted if an SAE is provided, or you can access our online repeat prescribing service at www.whitnashmc.co.uk
PLEASE DO NOT ORDER REPEAT PRESCRIPTIONS OVER THE PHONE OR IN PERSON (WITHOUT A REPEAT ORDER FORM) EXCEPT IN AN EMERGENCY.

Test Results

All results are assessed by the doctor. Patients should phone for results one week after the test. Please ring after 2pm. Results can only be given to the patient, not a representative.

Private Fees

The practice does charge patients for non NHS work. A full list of our fees is available in the waiting area and from reception staff and also on our website.