

Holmes Chapel Health Centre

Patient Information



Holmes Chapel Health Centre
London Road, Holmes Chapel, CW4 7BB
Telephone: 01477 533100
Fax: 01477 532563

Emergency out of hours telephone number: 111
www.holmeschapelhealthcentre.co.uk

HEALTH CENTRE OPENING TIMES

Core Opening Hours Monday to Friday – 8.00am – 18.30pm
Extended Hours Monday – 7.30am – 19.30pm
Extended Hours Thursday & Friday – 7.30am – 18.30pm
Saturday & Sunday – CLOSED

Holmes Chapel Health Centre is part of the
NHS Eastern Cheshire Clinical Commissioning Group

All registered patients at the Holmes Chapel Health Centre (both adults and children) have an allocated named / accountable GP assigned to them who acts as the patient's lead clinician at the GP Practice.

Please note, the Health Centre will be closed for training purposes on the first Wednesday of each month from 12.30pm until the following morning, specific dates are advertised on our website and the notice board.

A large print version of this leaflet is available at reception

WELCOME TO HOLMES CHAPEL HEALTH CENTRE

'Our aim is to provide the best possible health care for you and your family.'

Our practice is classified as semi-rural, based in a purpose built health centre in the heart of the community in Holmes Chapel. We have a growing practice population, currently around 11,700 patients, served by an extended Primary Healthcare Team including doctors, practice and community nurses, reception staff, physiotherapists and health visitors. We are part of the NHS Eastern Cheshire Clinical Commissioning Group.

THE DOCTORS

Dr Stephen R Tate MB, BS (1983 Newcastle upon Tyne), MRCP(UK), MRCGP, DOccMed

Dr Robert A F Thorburn MA, BM, BCh (1990 Oxon), MRCP(UK), DRCOG

Dr Paul J Bailey BSc, MB, ChB (1990 Manchester)

Dr Clare Taylor MB, ChB (1995 Liverpool), DRCOG, MRCGP

Dr Nicola Hulme MB, ChB (1997 Birmingham), DRCOG, MRCGP

Dr Dinesh Bailoor MB BS, (1995 Hubli, India), DRCOG, DFFP

Dr Jane La Coste MB, ChB (1987 Bristol), DCH, DRCOG, MRCGP

We are an accredited training practice, Dr Nicola Hulme is our GP Trainer, we usually have a GP Registrar working with us to gain experience of general practice. GP Registrars are fully qualified doctors and have had extensive hospital experience before joining us.

GP AVAILABILITY

The doctors are normally in the practice on the days indicated below, although availability for consultation varies according to other commitments e.g. annual leave, administration.

Dr Tate	Monday	Tuesday	-	Thursday	Friday
Dr Thorburn	Monday	Tuesday	-	Thursday	Friday
Dr Bailey	Monday	Tuesday	Wednesday	-	Friday
Dr Taylor	Monday	Tuesday	Wednesday	-	Friday
Dr Hulme	Monday	-	Wed-AM	Thursday	Fri-AM
Dr Bailoor	Monday	-	Wednesday	Thursday	Friday
Dr La Coste	-	Tues-AM	-	Thurs-AM	-
GP Registrar	Monday	Tues-AM	Wednesday	Thursday	Friday

Continuity of care is important - if your problem is not urgent and your usual doctor is unavailable or fully booked on the day you request an appointment, please try to wait until they are available.

ADMINISTRATION

- Our **Practice Manager, Dean Grice** is responsible for ensuring the practice runs smoothly and efficiently with the support of the **Deputy Practice Manager, Wendy Rymer**.
- Our **reception** and **clerical staff** are ready to help you make the best use of our services.

RESULTS OF TESTS

Please ring for any test results between 1.00pm and 4.00pm. To ensure patient confidentiality we only give test results to the patient concerned or, where the patient is aged under 16, to their parent or guardian.

CAR PARKING

Car parking is limited at the Health Centre. Whenever possible try to manage without your car. The car park is only for patient use during the time they are visiting the Health Centre - please do not leave your car at the Health Centre whilst you shop elsewhere in the village. Please park only in the marked parking bays; avoid reserved spaces. Cars parking in the disabled parking spaces must display a current disabled parking badge.

EMERGENCIES

If you require urgent medical attention or advice **during surgery hours** telephone **01477 533100** and choose option 1 when prompted.

Medical care **outside normal surgery hours** is provided by the NHS Eastern Cheshire GP Out of Hours Service which is accessed via **NHS 111**. Please dial **111** where you will be given advice regarding your problem or you will be directed to an appropriate service that can help you. If you need to see a GP outside of surgery hours you may be asked to attend a Primary Care Centre at Macclesfield, Knutsford, Crewe, Northwich, Congleton or Handforth. Home visits by a GP will be arranged where appropriate.

If you have any difficulty obtaining help with an urgent medical problem or you feel your condition requires immediate medical attention, please dial 999 and ask for an ambulance.

ACCIDENT AND EMERGENCY

Severe injuries or emergencies (life threatening or critical situations) should be seen without delay at the nearest Accident and Emergency department:

- Macclesfield District General Hospital (telephone **01625 421000**)
- Leighton Hospital (telephone **01270 255141**)

Minor injuries can also be treated at (telephone first before attending):

- **Congleton War Memorial Hospital** Minor Injuries – (telephone 01260 294828) 10.00am to 6.00pm
- **Victoria Infirmary, Northwich** Minor Injuries – (telephone 01606 564038) 9.00am to 10.00pm

Advice about treating minor illness is also available from

- Your local pharmacist
- By telephone from a nurse or doctor (this may save an appointment)

SUGGESTIONS AND COMPLAINTS

We welcome comments or suggestions regarding the services we provide. We follow the standard NHS procedure for dealing with complaints from registered patients and their family. If you have a complaint about any aspect of the service provided by the Health centre, please speak or write to the Practice Manager or one of the doctors.

VIOLENT OR ABUSIVE PATIENTS

The Health Centre takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. On the other hand, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the practice list and in extreme cases the Police being contacted.

DISABLED ACCESS

Most of our consulting and treatment rooms are on the ground floor and accessible to every patient and wheelchairs. We are required to have fire doors - please ask for assistance if you experience difficulty using these. We use a waiting room display to call patients through for their appointment. Please inform the receptionist if you have visual or hearing difficulties.

VOLUNTARY TRANSPORT SERVICE

Christian Communicare provide a volunteer driver transport service for patients living within the practice area. Transport is available to allow patients to attend the health centre or local hospitals when no other means of transport is available. Patients requiring this service may contact them through the Health Centre. Users are asked to make a donation to cover the mileage.

PATIENT PANEL

The Patient Panel is an independent body of 16 volunteer patients who work on behalf of all patients with the practice to improve services for all. Comments and feedback about experiences with the practice, good or bad, are gratefully received. Please use the Patient Panel post box in the foyer. The Panel cannot deal with medical complaints - these should be directed to the Health Centre.

STOP SMOKING ADVICE - CONTACTS

If you smoke, stopping smoking is often the single most effective thing that you can do to reduce your risk of future illness. The risk to health falls rapidly as soon as you stop smoking (but takes a few years before the increased risk reduces completely). You can receive help in giving up smoking in the following ways:

- Your local pharmacy
- The NHS Smoking Helpline – telephone 0800 169 0 169
- The Internet - www.smokefreecheshire.nhs.uk
- Text GIVE UP with your full postcode to 88088

NURSING TEAM

- **Nurse Practitioners** are available for telephone advice and consultation for many minor ailments.
- **Practice Nurses** and our **Health Care Assistants** may be seen by appointment for treatment room procedures, and chronic disease management including asthma, COPD, diabetes and hypertension.
- **District Nurses** provide community care. Messages for the district nurses may be left with reception from 8.30am to 4.00pm or you may leave a message on the District Nurses' answer phone (**01477 535014**).
- **Health Visitors** offer specialist advice for parents with children under five, including women during and after pregnancy. To contact the Health Visitors telephone **01477 533100** and select the Health Visitor option, alternatively ask to be transferred and leave a message on their answer phone if not available. Please note when registering with the practice if you have a child under five you will be contacted by the Health Visiting Service.
- **Midwives** provide care before and after the birth of your baby, and may be seen by appointment at the Health Centre. You may telephone the midwives directly: Leighton **01270 612141** or Macclesfield **01625 661145 / 661153**
- **Physiotherapists** provide specialised treatment for all forms of orthopaedic problems, sports related injuries and other problems referred by a GP.
- **Counselling, speech therapy** and **dietary advice** is also available.

TELEPHONING THE PRACTICE – 01477 533100

The Health Centre may be contacted by telephone from **08.00am to 18.30pm Monday to Friday**. Medical care outside normal surgery hours is provided by the NHS Eastern Cheshire GP Out of Hours Service which is accessed via **NHS 111. (Dial 111)**.

Telephone advice is available from your doctor or a nurse and may avoid the need for an appointment or a visit. Please call the Health Centre and ask for a telephone appointment. **Please inform the receptionist if you feel your call requires an urgent medical response.**

HOW TO REGISTER WITH THE PRACTICE

Patients who live within the catchment area can register with the practice. All family members are advised to register. Registration forms can be downloaded from our website or alternatively collected from Reception. Each family member will need to complete the registration forms. Patients who are taking repeat medication are requested to make an appointment with their registered allocated GP at least two weeks before they run out and where possible to bring in their repeat list from their previous practice.

All registered patients at the Holmes Chapel Health Centre (both adults and children) have an allocated named / accountable GP assigned to them who acts as the patient's lead clinician at the GP practice.

PATIENT ONLINE SERVICES

Patients can access a number of services online, this includes:

- Booking appointments
- Requesting repeat medication
- Updating your contact details
- Viewing key information from your medical record – medication, immunisations and allergies.
- On request viewing additional information from your medical record (clinical problems and a summary of consultation entries)

To register patients must have a valid email address and attend the Health Centre in person, providing two pieces of original ID (one photo ID the other proof of address). Please ask at reception for further details.

MAKING AN APPOINTMENT

All consultations are by appointment, arranged through our reception team or booked online. Approximately 70% of all our appointments are available as “book on the day” and 30% available for booking in advance.

When telephoning the Health Centre our reception team may ask you a few questions to help direct your appointment to the most appropriate health care professional. A visit at the surgery may not always be necessary and your problem may be able to be dealt with via a telephone consultation with the doctor or nurse.

You are free to consult the doctor of your choice but please try to see your usual doctor whenever possible. If your problem is not urgent please consider waiting until your usual doctor is available.

EXTENDED HOURS

An early morning GP surgery is available from 07.30am on Monday's, Thursday's and Friday's with a late surgery until 19.30pm on a Monday evening. This service is available for routine pre-bookable appointments **ONLY**, to help assist those patients who find it difficult to attend during a normal working day.

TRIAGE SERVICE

We sometimes **triage** requests for appointments, this enables us to identify and prioritise urgent problems, provide telephone advice or offer an appointment with an appropriate member of the health care team.

Unfortunately we still lose a number of appointments each week when patients fail to attend. This waste of appointment is very frustrating and we now record the names of patients who fail to attend. Patients who repeatedly miss appointments may be removed from our list. **If you are unable to keep an appointment please inform the Health Centre ASAP.**

KEEP US INFORMED

If you change any of your personal details or move house but remain within the practice area please let us know. It is important that our records are accurate.

HOME VISITS

Home visits are for housebound patients or those too ill to come into the Health Centre. Whenever possible we prefer to see patients at the Health Centre where our facilities enable us to provide the best healthcare. If you are uncertain whether your condition requires a doctor's visit please ask to discuss this with your doctor.

If you require a home visit please telephone the Health Centre before 10.00am. Home visits requested after 10.00am will be triaged by the duty doctor.

Please tell the receptionist if you feel an urgent visit is required, in these cases you will be asked to speak to the duty doctor.

STAFF TRAINING – HEALTH CENTRE CLOSED

We believe the key to good healthcare is a team approach, and to ensure that we have a successful team we close the Health Centre for the afternoon, usually on the first Wednesday of each month, for staff training. Should you require urgent medical care while we are closed, this service is provided by the **NHS Eastern Cheshire GP Out of Hours Service which is accessed via NHS 111. Please dial 111** where you will be given advice regarding your problem or you will be directed to an appropriate service that can help you.

In the event of an emergency always dial **999**.

DISPENSARY

If you live more than a mile away from a pharmacy you may obtain your medication from our Dispensary, conveniently located within the Health Centre. The Dispensary is open **8.00am to 6.30pm Monday to Friday**.

There are several reasons why patients may choose to use the Dispensary:

- **Patient convenience:** one stop health care – medication may be collected before leaving the Health Centre.
- **Safe and efficient service:** the Dispensary uses the same computer system as your doctor. This allows rapid transfer of information, reducing your waiting time, and enables your prescription to be checked against your medication and medical history.
- **Helping us help you:** every time you use the Dispensary you generate income for the practice. This helps us provide extra services for all our patients.

Please note that it is the patient's choice whether or not to use the Dispensary; alternative local pharmacies are available to all of our patients.

- **A Dispensary delivery service** is available for patients who have difficulty collecting their medication.

REPEAT PRESCRIPTIONS

If you require medication on a regular basis this may be added to a **Repeat Prescription**, so that it may be obtained without seeing a doctor. It is important that repeat prescriptions are monitored and reviewed annually, to ensure that the medication is still appropriate. Sometimes a note will be added to your prescription requesting that a review is arranged before your next repeat prescription is due.

Repeat prescriptions are usually processed two full working days after submission, but this may take a little longer if your doctor needs to review your prescription. To order:

- Use your current repeat prescription slip or complete a request form, available in the foyer or at the Dispensary.
- Online – for repeat medication.
- Place your request form in the collection box in the Health Centre, post it to the surgery or fax it to us on **01477 532563**.
- Telephone requests – only available in an emergency.
- You may email requests for repeat medication:
 - Dispensary patients - hchcdispensary@nhs.net
 - Non-dispensary patients - hchcscripts@nhs.net

The Health Centre's Dispensary and most Community Pharmacies now offer a delivery service for patients who have difficulty collecting their medication.

If you find yourself without medication when the Health Centre is closed there are a number of options. Have your prescription details available to refer to:

- Telephone the NHS Eastern Cheshire GP Out of Hours Service which is accessed via **NHS 111 (dial 111)** where you will be given advice regarding your problem.
- Speak to a pharmacist at a Community Pharmacy.

We recommend you always order your medication one week before you are due to run out.

ANTIBIOTIC PRESCRIBING

Antibiotics are important medicines for treating bacterial infections in both humans and animals. They are currently losing their effectiveness at an increasing rate due to overusing and inappropriate prescribing. Antibiotic resistance is one of the most significant threats to patient safety in Europe. To reduce the development of resistance it is important they are not prescribed unnecessarily. We need to ensure they are used in the right way, the right drug, at the right dose, at the right time for the right duration. They should be taken as prescribed and never be saved for later or shared with others.

INVESTIGATIONS

Blood tests and X-rays are available at the following hospitals:

- **Congleton War Memorial Hospital – 01260 294800**
- **Knutsford Community Hospital – 01565 757220**
- **Macclesfield District General Hospital – 01625 661493**

Clinic times change from time to time – please obtain the current times from reception. **A Phlebotomy clinic is also available here at the Health Centre** daily Monday – Friday, with a Warfarin Clinic on a Tuesday afternoon. These clinics are available by pre-bookable appointments only. Please ask at reception for further details.

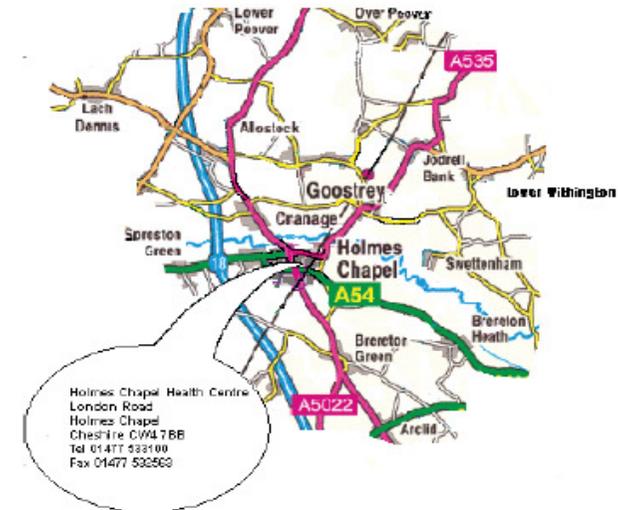
USEFUL TELEPHONE NUMBERS

Holmes Chapel Health Centre	01477 533100
Holmes Chapel Health Centre	Fax 01477 532563
Holmes Chapel Health Centre Dispensary	01477 534400
Community Pharmacy - Lloyd's, Holmes Chapel	01477 532347
Community Pharmacy - Goostrey Pharmacy	01477 549481
Community Midwife Leighton (North Team)	01270 612141
Community Midwife Macclesfield (Tatton Team)	01625 661145 / 661153
Congleton War Memorial Hospital	01260 294800
Dental Access Centre	01625 432526
District Nurses answer phone	01477 535014
Emergency out of hours	01625 502999
Health Visitors	01477 533100
Knutsford Community Hospital	01565 757220
Leighton Hospital	01270 255141
Macclesfield District General Hospital	01625 421000
NHS Eastern Cheshire Clinical Commissioning Group	01625 663477
NHS England	0300 3112233
NHS Smoking Helpline	0800 1690169
Podiatry Services, Nantwich	01270 275249
Social Services emergency contact number	01606 76611
Victoria Infirmary, Northwich	01606 564000

Access to a computer?

Holmes Chapel Health Centre
NHS Choices
Patient.co.uk
Smokefree Cheshire

www.holmeschapelhealthcentre.co.uk
www.nhs.uk
www.patient.co.uk
www.smokefreecheshire.nhs.uk



YOUR RECORDS, CONFIDENTIALITY AND THE NHS

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people. You have a right of access to your own health records, subject to certain conditions. If you want to see the information that is kept about you, then please make a written request to the person who holds your health records.

If at any time you would like to know more about how we use your information you can speak to the person in charge of your care, or to the Caldicott Guardian for the organisation.

APRIL 2016