

WATERHOUSES MEDICAL PRACTICE



*Waterfall Lane,
Waterhouses,
Stoke-on-Trent,
Staffordshire ST10 3HT*

Telephone: 01538 308207 Fax: 01538 308653

Web Site: www.waterhousesmedical.co.uk
(useful tip - occasionally 'refresh' your browser in order to update)

e-mail: kate.robotham@northstaffs.nhs.uk

Prescriptions: waterhouses.prescriptions@nhs.net

Surgery Opening Hours:

Monday, Tues, Wed, Friday	8.00am-1.00pm	2.00pm - 6.00pm
Thursday:	8.00am - 1.00pm	CLOSED pm

Practice Manager:

Kate Robotham 01538 308155 (please do not use this number for Reception or Dispensary services) thank you

Doctors:

Dr Usha Tiguti, MBBS, MRCP, DFRH

Dr Ziad Tukmachi, MBChB, MRCP

Practice Nursing Team:

Hilary Herridge, BSc Dip, RGN

Practice Nurse

Trish Webb

Practice Nurse

Wendy Torr, SRN, ENB 148, Dip N, BN Hons Health Care Assistant

Sharon Walford

Clinical Support Assistant

Emergencies and Out-of-hours Service

- The Duty GP is on call during the day, until 6pm (except Thurs, 1pm).
- **For Out-of-Hours Care** (Thursday pm, Weekday Evenings after 6pm, Weekends and all Bank Holidays) - **Telephone: NHS '111'**
Before you visit A&E call 111 you'll be asked some questions and then be directed to the local service which can help you best
- **Leek Moorlands Hospital** (for Minor Injuries and Illness only) - Ashbourne Road, Leek, Staffs, ST13 6BQ - Tel: 0300 123 1894 available between 8.00am and 8.00pm (this is not an A&E Hospital)
- **Nearest Pharmacy** - Text 'pharmacy' to 64746 and receive three free texts with details of your nearest Pharmacy.

Practice Website

More detailed information about the Practice and the services we offer is available on our website: www.waterhousesmedical.co.uk

NB - when there have been recent amendments to the Website, you may need to 'refresh' your browser in order to get the up-to-date links.

About Us

Waterhouses Medical Practice is a long established rural practice in the heart of Staffordshire Moorlands. We aim to provide the highest quality medical care to patients over a wide geographical area, with a large and dedicated team of health professionals. In an increasingly complex NHS, our emphasis is firmly on patient-centred care, with every opportunity and encouragement to discuss your concerns and preferences with us.

In offering traditional general practice care, we also provide the most up-to-date service, with fully computerised medical records, electronic links to the hospital laboratory and in-house facilities that include:

- ECG recording and monitoring;
- Ambulatory Blood Pressure monitoring;
- Near patient testing and control for anticoagulant treatments (INR);

To Register as a Patient at Waterhouses Medical Practice

Call in and fill out a simple Regular Patient registration form and you will be immediately able to book appointments and have access to our services. A separate form for each family member is needed.

Your records from your previous Practice will be requested electronically through the Health Authority upon registration. You will be asked to book an appointment for a New Patient Health Check with a Nurse and additionally with a Doctor if you require repeat medications.

Named Accountable GP

As part of a new contractual requirement for, all patients registered at a GP Practice are allocated a named accountable GP.

What does 'accountable' mean? - The new contract requires the named accountable GP to be responsible for the co-ordination of all appropriate services required under the contract and ensure they are delivered to each patient where required. However, this does not mean that they will be the only GP or clinician who will provide care to that patient.

These responsibilities will be carried out within the opening hours of the Practice and do not change the way you currently access care outside these hours.

Will GP Practices write to patients to inform them of their named GP? – No. However, Practices are required to inform patients of their named GP at the next appropriate interaction (on repeat prescription slips etc.)

Can patients choose their own named GP? – Patients will be allocated a named GP on the basis of whom they normally see. However, if a patient requests a different named GP, reasonable effort will be made to accommodate their preference.

Do patients have to see their named GP when they book an appointment? – No. Patients can, and should, feel free to choose to see any GP or Nurse in the Practice in line with current arrangements. If their preferred choice of GP or Nurse is not available, an alternative will be offered. As all patients have an electronic medical record, this ensures that all clinicians in the Practice have access to the most accurate and up-to-date information.

ALL PATIENTS REGISTERED AT WATERHOUSES MEDICAL PRACTICE HAVE BEEN ALLOCATED A NAMED ACCOUNTABLE GP.

Making your Appointment

Our telephone lines open at 8.00am daily and are covered all day until 6.00pm (except on a Thursday when we close at 1.00pm). We usually have appointments available 6 weeks in advance. GP and Nurse appointments are usually for 10 minutes in duration unless there is need for it to be a 'double' appointment. We sometimes ask the nature of the problem in order to book your appointment appropriately, with the correct person and for correct length of time. If you are unsure, the Receptionist will let you know. We always have 'urgent/same day' appointments available **and we ask these are only used for that purpose.** We do ask that patients let us know immediately if they cannot keep their appointment in order to free it up for someone else. Thank you.

Booking Appointments online - 'PATIENTaccess'

Appointments with the Doctors can be booked/cancelled online at any time. Unfortunately, due to their nature, Nurses appointments are not available to book. Ask at Reception about registering. For those patients already registered with 'Patientaccess', you can now also order your repeat prescription and see some of your medical record including repeat medication, allergies and any adverse drug reactions via this service.

Practice Nurse Team

The Practice Nurse team is available for all usual nursing procedures and routine medical examinations, as well as monitoring problems such as diabetes, hypertension, asthma etc. The Receptionist may suggest speaking to/or seeing one of the Nurses instead of a Doctor when appropriate in order to 'triage' your problem. This means speaking to you to assess if they can help or advise/or book you in with the GP.

District Nurses

Our Community Nurse team provide key services to our house-bound patients in the community. They also have an important role in assessing and treating patients discharged from hospital after operations or serious illness and undertake palliative care. They are in daily contact with the Surgery and often take the lead role in treating patients at home. We also involve a wider team, such as the Douglas McMillan nurses where appropriate.

Pregnancy Services

We offer a pregnancy service with our attached Community Midwife - Karen Lovatt-Hulme on Monday mornings. We offer bookings at Derby, Macclesfield or UHNS, as well as home births where appropriate.

Useful Contact numbers - Community Midwife Office - 01782 672181, or Out Of Hours Midwife Team - 01782 672300.

Child Health Services

The area Health Visitor's Office can be contacted on 0300 124 5029.

Counselling

A Community Psychiatric Nurse and a Cognitive Behaviour Therapy (CBT) Counsellor both have weekly sessions at Waterhouses and your GP may suggest referral to one of them. Please feel free to ask for a referral if you think it is appropriate and has not been suggested.

Other Services

We offer injections for some joint problems, however, you need to make an appointment with a Doctor before making an appointment for this in order to assess/advise if it's appropriate to be done at the Surgery.

Hospital Services

We refer patients to specialist services at a wide variety of hospitals, including Derby, Macclesfield and University Hospital of North Staffordshire. In addition we have access to X-Ray and Ultrasound Clinics at Leek Moorlands Hospital, Cheadle Hospital and St Oswald's Hospital, Ashbourne and Physiotherapy and Outpatient clinics at Leek, Cheadle and Ashbourne. We always try to recommend the most efficient and reliable service for your problem. Please let us know of your preferences and experiences relating to hospital care.

Community Transport - Community Minibus & Car-Share Scheme

The Community Minibus provides a transport service to and from Waterhouses Surgery **Monday to Thursday (MORNINGS only)**. The minibus is fully fitted with seat belts and a rear wheelchair lift. Contact the Surgery or ring the Co-ordinator, Joyce Forshaw, direct on 07964 297850. A Community Car-share Scheme is also available for patients requiring transport for Hospital/Clinic appointments etc. 3 days notice is ideally required for this. Please ring Joyce directly for details.

Home Visits

As a large rural practice area, we ask patients to always try to attend the surgery instead of requesting home visits. Visits take a lot of the doctors' time, and make them unavailable to other patients. The minibus or car-share provides transport to the surgery, and family, friends and neighbours are usually willing to help. However, please say if you feel you cannot attend the Surgery but need prompt medical attention.

Chaperones

If you would like a chaperone present during your consultation with either the Doctor or Nurse, please advise the Receptionist when booking your appointment, on arrival or when in with the Doctor or Nurse. This can easily be arranged and is available for all patients.

Patient Privacy

If you would like to speak to the Receptionist or Dispenser in private whilst in the waiting room, please ask and this can easily be arranged.

Disabled Access

All clinical rooms in both our surgeries are readily accessible to patients in wheelchairs and the patients' toilet is designed to accommodate those with disabilities. Please ask for any assistance you may need.

Dispensing

We dispense medicines to all patients who live further than one mile from a Pharmacy. Please remember to bring the prescription fee or exemption certificate when collecting medicines; we do need proof of your exemption. Please order repeat prescriptions at least **TWO** working days in advance. We make every effort to ensure medications are available within two working days but occasionally we may experience a delay in supply from our wholesaler or a manufacturing problem. At busy times such as Bank Holidays and holiday periods, it is always advisable to give extra notice. It would be appreciated if you could collect any prescriptions **AFTER 11.00AM** on any day (we close for lunch at 1pm-2pm) Reception is at it's busiest time before then and this would help the pressure on the Receptionists. If you are seeing a Doctor or Nurse, then of course you may collect when you are here to save another trip.

- Telephone orders taken **ONLY** between **9.00am and 1.00pm**.
- You can order your repeat prescription by fax (01538 308653) or by email to: waterhouses.prescriptions@nhs.net
- You are now also able to order your repeat prescription through 'Patientaccess' (see the Receptionist for details of how to register)

Medication reviews are important and Repeat prescriptions **cannot** be issued if a medication review has not been done.

If you have a Suggestion or Complaint

We welcome constructive comments and suggestions about any part of the service we provide. If you have cause for complaint about any member of staff or the service we offer, please ask to see the Practice Manager in private to discuss it. A copy of our complaints procedure is available at the surgery or on the website, www.waterhousesmedical.co.uk

Patient Advice & Liaison Service (PALS)

Our nearest PALS office is based at Bucknell Hospital, Eaves Lane, Bucknall, Stoke-on-Trent, ST2 8LD - Telephone: 01782 275171 or freephone 0800 389 9676 or visit the website: www.pals.nhs.uk/

Data Protection

The **Data Protection Act 1998** gives patients the right to access their clinical records or any other personal information held about them. Please contact the Practice Manager, Kate Robotham, 01538 308155 or email at kate.robatham@northstaffs.nhs.uk To find out more about the Data Protection Act visit www.ico.gov.uk go to or our website www.waterhousesmedical.co.uk and click on "Links to Health Information"

Freedom of Information

The **FREEDOM OF INFORMATION ACT 2000** gives the public the right to know about how the practice is run, how much it costs and how its decisions are made. This information is available on www.foi.nhs.uk/practice or visit our website www.waterhousesmedical.co.uk and click on "Links to Health Information"

Patient Participation Group (PPG)

Would you like to make a positive contribution to the services and facilities offered by your Practice? If so, join the Waterhouses Medical Practice **PPG**. Contact Kate Robotham at kate.robatham@northstaffs.nhs.uk or see the PPG page on our website.

Zero Tolerance Policy

It is the policy of the Practice that **NO** physical or verbal abuse against a GP or any other member of staff will be tolerated. These actions are taken very seriously and will be dealt with accordingly.

Practice Area

We accept new patients who live within a 7mile radius of the Surgery here at Waterhouses. If you are unsure whether you are in our Practice 'catchment' area, or have any other query about registering, please contact Kate Robotham, Practice Manager. In order to keep your records up-to-date and to enable us to contact you should we need to, please inform the Practice immediately of any change of address or telephone number(s), including mobile and/or place of work if applicable.

Important

If you do move 'out of area' of the Practice, we may occasionally agree to keep you registered whilst you are undergoing investigations or treatment until you are registered elsewhere.

However - in an **emergency** - if you are knowingly out of our area and haven't informed us of your change of address, you will not be able to receive a visit by any of our attached community team members such as the District Nurses, Health Visitor or Midwife. This may delay your treatment in an emergency.

NOTES and USEFUL TELEPHONE NUMBERS

Waterhouses Medical Practice Tel - 01538 308207

NHS 111 Tel - 111

(Call if you need medical help or advice but it is NOT a life-threatening emergency/situation)

Minor Injuries Unit
at Leek Moorlands Hospital
(for MINOR injuries only) Tel - 01538 487104

Social Services (Leek) Tel - 0300 111 8010

Police (not an emergency) Tel - 101

999 in a life-threatening EMERGENCY

Always call 999 for ANY Chest pain, Breathing Difficulty, suspected Stroke, Collapse, heavy Bleeding and Loss of Consciousness