

# LONGTON HALL SURGERY

186 Longton Hall Road, Blurton, S-o-T, Staffordshire, ST3 2EJ

Tel: 01782 948988 / Fax: 01782 594814

Please visit our website - [www.longton-hall-surgery.nhs.uk](http://www.longton-hall-surgery.nhs.uk)

Updated:18/04/16

## Welcome

All the staff at Longton Hall Surgery would like to thank our patients for their on-going support; we look forward to looking after your medical needs for the foreseeable future.

## Our Opening Hours

- Monday (8.30am – 18.00pm)
- Tuesday (8.30am – 18.00pm)
- Wednesday (8.30am – 18.00pm)
- Thursday (8.30am – 12.30pm & 14:00pm - 18:00pm)
- Friday (8.30am – 18.00pm)
- Saturday (9:00-12:00)
- Sunday (closed)

*The practice has "**Workers appointments**" available on a Tuesday night with the Doctor and Nurse. They are usually between 18:30 - 21:00 and can be booked at reception in advance.*

## Access

Access to the surgery is located at the front of the single storey building with a car park located to the rear. The surgery offers two reserved disabled parking spaces, a sloping access ramp and a disabled toilet.

## We Are A Teaching Practice

Longton Hall Surgery is a Keele University school of medicine approved teaching Practice.

This means that student Doctors will be regularly working at the practice. In order to help them complete their training and become the Doctors of the future; you may be asked to see a student.

Please note that this is at your discretion and it is not instead of your original appointment with one of our usual Doctors; it will be "as well as".

Please speak to a member of staff if you have any questions or queries.

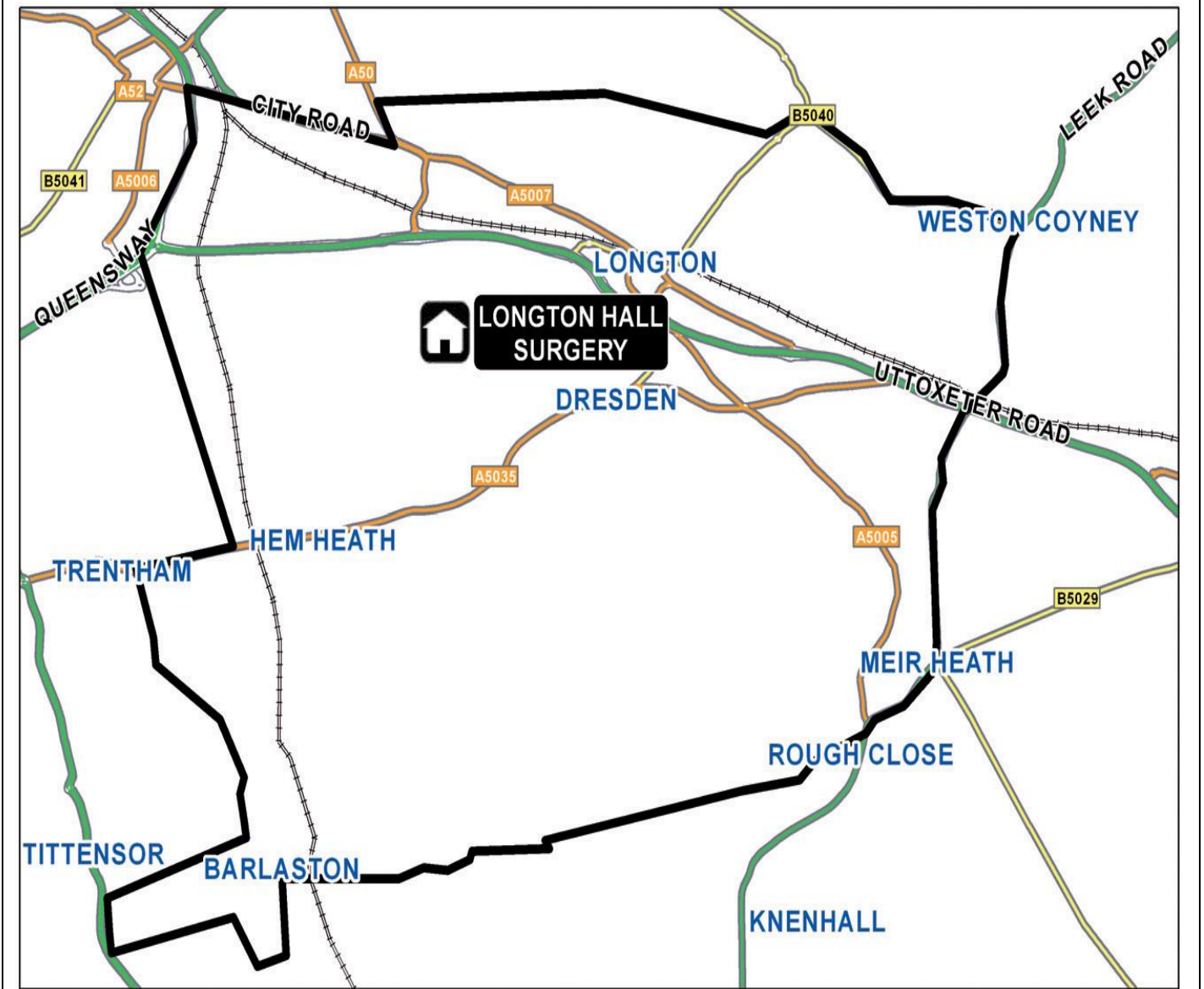
## How do I register as a patient?

Longton Hall Surgery is happy to register new patients that reside within its boundary area. To register each person regardless of age will need to:

- Complete a GMS1 Registration Form and a New Patient Health Questionnaire.
- Provide a valid passport or alternative photographic ID which will be photocopied for your records
- You will then be registered with the surgery and will be able to request medication and book appointments.
- New Patient Health Checks are available upon request but are not required for registration. A health check consists of: height, weight, blood pressure, and lifestyle advice (diet, exercise and alcohol).

Please note, that all patients are registered with the practice and not a specific doctor. You are free to see the doctor of your choice. However, we would recommend that you try and see the same doctor for any on-going treatment.

**Practice Boundary** - For a more detailed boundary map, please contact the practice directly.



#### **Who are the Practice Staff - Doctors**

- Dr Ken Harper (Partner) - MBBS / MRCGP / Qualified 1982
- Dr Asuri Vasudevan (Partner) - MBBS M.D (Paeds) / DFFP / Qualified 1991
- Dr Ian Leese (Partner)
- Dr Collette Mason (salaried GP) – MBCHB / MRCGP / DFFP / Qualified 2004
- Dr Joanne Rees (salaried GP)

#### **Who are the Practice Staff - Nursing**

- Nicki Podmore Nurse Practitioner - RGN, DIP
- Pam Harper – Practice Nurse
- Clare Davies Health Care Support Worker (HCSW) - NVQ level 3 in health & social care

#### **Who are the Practice Staff - Administration**

Mike Sheldon - Practice Manager

Vicky Keen - Senior Administrator

Diane Thompson - Secretary

Maxine Chell - Senior Receptionist

Carolyn Jenkinson / Nicola Carrier / Karen Reynolds / Kate Quigley / Deborah Sproston – Receptionists

Linda Coates - House keeping

**How do I make an appointment with the Doctor?** The practice offers 2 types of Doctors appointments:

### **1. Non-urgent appointments**

Intended for follow up appointments and on-going medical problems. These are available each weekday afternoon and some evenings. They can be booked up to 4 weeks in advance at a time of your convenience and with the Doctor of your choice.

They can be booked face to face via the reception desk, via the telephone or via the internet (however, an individual login is required)

### **2. Urgent On-the-day appointments**

We offer a come down and wait system each weekday morning between the hours of 8:30 am and 11:00am. Urgent appointments cannot be booked in advance and you cannot request a specific Doctor. You just book in at the reception desk, take a seat and you will be seen in the order that you arrive.

\*Please note that the practice has an open access policy for young children.

### **Best practice – Infrequent users health reviews:**

*This review consists of height, weight, BMI, BP, pulse and general lifestyle advice and is recommended for the following age ranges:*

- 16-74 and have not been seen by a Doctor or Nurse in the last 3 years.
- 75 years or over and have not seen by a Doctor or Nurse in the last 12 months.

### **How do I make an appointment with the Nurse?**

A range of Nurse appointments are available each weekday morning and afternoon. These can be pre-booked up to 12 weeks in advance via the reception desk or via telephone. Please be aware that the receptionist will need to ask the reason for the appointment in order to allocate the correct nurse and the correct amount of time.

### **Home visits**

Home visits are intended only for those people who are too unwell to attend the surgery i.e. patients that are terminally ill, or truly bedbound.

Home visits are not usually required for common symptoms of childhood, fevers, cold, earache, diarrhoea/vomiting and most cases of abdominal pain. These patients are almost always well enough to travel by car.

The old wives tale that it is unwise to take a child out with a fever is blatantly untrue. It may well be that these children are not indeed fit to travel by bus, or walk, but car transport is sensible and always available from friends, relatives or taxi firms.

Please telephone the surgery if possible before 11.00am to arrange a home visit. This enables the doctor to plan their visit list.

### **Evenings and weekends - "Your Doctors is not Closed"**

If you require medical assistance when the practice is closed during the evenings, at weekends or over a bank holiday period; you can call your local evening and weekend provider "**SDUC**" Staffordshire Doctors Urgent Care on **111**. This service is staffed by local GP's to ensure that all registered patients have 24/7 medical cover.

They will triage your call and decide what action is required. Should you need to be seen you will be given an appointment to attend their base which is located at: Unit 5, Riverside 2, Campbell Road, Stoke, ST4 4RJ.

### **Repeat prescriptions**

Repeat prescriptions can be ordered on-line or in writing, preferably by using the tear off section of your repeat prescription. Please note that we do not accept prescription requests over the telephone.

Repeat prescriptions take 2 working days to be issued and managed safely. Therefore if they are requested on :

- Monday - it will be ready for collection on Wednesday
- Tuesday - it will be ready for collection on Thursday
- Wednesday - it will be ready for collection on Friday
- Thursday - it will be ready for collection on Monday
- Friday - it will be ready for collection on Tuesday

Some local pharmacies provide a collection and delivery service, for further information, please speak to your regular pharmacy.

**What services do we offer** - We provide a comprehensive range of primary care medical services; If you are uncertain about any of the services we offer please ask at reception. Some of the services that we offer are listed below :

- **Diabetic Reviews** - All diabetic patients are seen for an annual review, where height, weight, blood pressure, bloods are checked and reviewed. Medication is reviewed and increased if needed. Patients are also given a diabetic management plan.
- **Chronic Obstructive Pulmonary Disease (COPD) Reviews** - All copd patients are reviewed annually and breathing is assessed using a spirometer. Medication is reviewed and changed accordingly. Patients may also be issued with rescue antibiotics/steroids and a copd management plan.
- **Asthma Reviews** - Asthma patients are invited annually for a review where peak flow medication is assessed and a management plan given.
- **Travel Health** - The patient is given a travel health risk assessment according to the country you are visiting, the type of holiday and duration of your stay. Advice is given regarding the vaccinations required and the vaccinations are administered.
- **Baby Clinics** - Babies aged 8 weeks, 12 weeks, 16 weeks, 12 months and 3 years and 4 months are vaccinated against childhood illness in general practice. At the time of vaccination the parent is advised regarding the vaccine being given and possible side effects.
- **Family Planning** - Contraceptive advice is offered regarding all types of contraception available and what type best suits the individual patient. Coils and implants are referred to a female GP. Chlamydia testing is also offered if appropriate.
- **Suture Removal** - stitches from post op / accident / trauma wounds can be removed and wounds assessed appropriately.
- **ECG's** - Electrodes are attached to the patient's chest, wrist and ankles. A print off of the heart trace is given to the Doctor to analyse the results.
- **Spirometry** - To assess patients breathing in order to diagnose asthma. This is a 60 minute test where the patient is asked to blow into a computerised machine.
- **GTT Testing** - To assess if pregnant ladies have gestational diabetes. This test involves the patient having 2 blood tests, the first upon arrival, the second 2 hours later. After the first test the patient has to drink a sugary drink called polycal.

- **Blood Testing** - If patients require a blood test a sample of blood is taken from the patient and sent to the hospital lab to be tested.
- **24 Hour Blood Pressure** - To assess patients to see if they have hypertension. The patient has a special blood pressure monitor fitted at the practice which they must wear for a full 24 hour period during which time the monitor will take blood pressure reading at regular intervals. The patient comes back the next day to have the monitor removed and makes an appointment with a Doctor for the results.
- **NHS Health Checks** - All patients aged 40-74 without chronic disease can have a health check. During a health check the following is assessed: height, weight, blood pressure, pulse, urine, smoking, depression, diet, dementia discuss, a Cardio Vascular Disease risk score. Eligible patients are referred on to the lifestyle programme.
- **Coronary Heart Disease (CHD)** - All patients with heart problems are offered an annual review where height, weight, blood pressure, bloods, urine, and medication is assessed.
- **Stroke Reviews** - All patients who have suffered a stroke are offered an annual review where height, weight, BP, bloods, urine and medication are assessed.
- **Cervical Screening (smear test)** - For all ladies aged 24 and a half - 49 are offered cervical screening every 3 years. Ladies age 50- 65 are offered cervical screening every 5 years.
- **Seasonal Flu Vaccinations** - This is available October to January each year all patients that are aged 65 and over, or that have a long term medical conditions such as asthma, diabetes and heart disease.
- **Ear Syringing** - For patients with hearing loss due to a heavy build-up of wax, the wax can be removed by irrigating the ear with warm water. Please note that patients must have been using olive oil for at least one week (three times a day).
- **Dressings** - For patients with cuts, lacerations, post-operation wounds, and ulcers. The nurse will assess, clean and dress
- **Quit smoking clinics** – the practice has a very high success rate helping many patients every year to quit. With gum and patches readily available quitting has never been so simple. We offer a range of daytime, evening and weekend appointments. Ask at reception for details.

### Confidentiality

If you would like to speak to a receptionist or other team member in confidence please ask at reception and we will try and arrange a suitable room.

### Chaperones

Chaperones are available for all intimate examinations. You can request a chaperone to be present during any health interaction. Please speak to a member of staff.

### Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety. In this situation the practice is obliged to notify you in writing of the removal from the list and record in your medical record the fact of the removal and circumstances leading to it.

### **How to access your medical records**

- You have the right to ask for a copy of all records about you (however, there may be a fee)
- Your request must be made in writing to the organisation holding your information
- We will respond to you within 21 days
- You will need to give adequate information; for example full name, address, and date of birth
- You will be required to provide ID before any information is released to you.

**If you think anything within your medical record is inaccurate or incorrect, please inform the organisation holding your information.**

### **Third party access to your medical records -**

Patient records are handled with the strictest of confidence. Third party access to records or medical information is only available when written consent is received from the patient. For more information please speak to the practice manager.

Please note that information may be required for research, auditing and statistical purposes, but in these circumstances the information will remain anonymous.

### **Data protection act**

All personal data including patient information relating to living individuals that are held in either electronic or manual systems are subject to this act. This practice is registered with the Data Protection Registrar.

### **Your rights and responsibilities to your GP Practice**

- Every UK resident has the right to be registered with a GP Practice.
- Use your NHS services wisely, if you have an appointment booked but then don't need it or can't make it, then please remember to contact the surgery and cancel it.
- Everyone will be treated with dignity and respect – patients and staff alike.
- If you change your address or telephone number, please inform your GP Practice so that they have accurate information if they need to contact you.

### **Feedback**

We are always happy to receive feedback from patients to improve services. So if you have received good service, poor service or have an idea that could improve our services; please let us know. Your feedback can be anonymous but sometimes it is good to have a contact number to discuss the matter further. Your feedback will be discussed at our team meetings and the necessary actions taken.

You can provide feedback by:

- Completing a form that is available from the reception desk
- Telephoning the surgery and speaking with the Practice Manager
- E-mailing the practice manager at: [michael.sheldon@northstaffs.nhs.uk](mailto:michael.sheldon@northstaffs.nhs.uk).

### **Complaints**

We aim to provide all patients with an efficient and friendly service. However problems and misunderstandings do occur. If you are unhappy with the care or service, please let us know so that we can try to put things right quickly. We can learn from this to improve services and prevent any future issues.

In the first instance you can:

- Complete a complaints form, which is available from the reception desk
- Telephone the surgery to speak with the Practice Manager
- E-mail the Practice Manager at: [michael.sheldon@northstaffs.nhs.uk](mailto:michael.sheldon@northstaffs.nhs.uk).
- Write to the Practice Manger

**If you require help in making a complaint**

Please contact the Independent NHS Complaints Advocacy Service – POhWER. They provide free, independent support for people wanting to take a complaint through the NHS complaints procedure.

Helpline: 0300456 2370

E-mail: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Website: [www.pohwer.net](http://www.pohwer.net)

**If you are unhappy with the way the NHS handled your complaint**

You can ask the Parliamentary and Health Service Ombudsman to consider it further.

Helpline: 03450154033

Text phone: 0300 061 4298

E-mail: [phso.enquiries@omdubsman.org.uk](mailto:phso.enquiries@omdubsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Please note that your general practice service is commissioned by:

**Shropshire and Staffordshire Area Team**

Anglesey House, Anglesey Court

Towers Plaza, Wheelhouse Road

Rugeley, WS15 1UL