

PARTNERS

DR JOHN E FULLBROOK BMedSci BM BS MRCGP DCH (M)

DR JO MULLEY BMedSci BM BS MRCGP DROG (NZ) (*part-time*) (F)

DR TOM J HARPER MB ChB, DCH DRCOG MRCGP (M)

DR ALIA FAHMY BSc (Hons) MBBS DFRSH MRCGP (*part-time*) (F)

DR REBECCA ALSOP MBChB, DRCOG, DipDerm (Cardiff), MRCGP (*part-time*) (F)

DR OLIVER LAWTON (M) MBChB BSc (Hons) MRCGP (M)

ASSOCIATE DOCTORS

DR KATIE LOVEDER MBChB DROG MRCGP (*part-time*) (F)

DR HELEN FARRAR MBBS DFSRH DRCOG (*part-time*) (F)

DR JAMES ROTHWELL BSc MBChB (*part-time*) (M)

PRACTICE MANAGER
MR STEPHEN GALLAGHER (BA Hons)

PRACTICE CONTACT DETAILS

PHONE: 01926 331401
FAX: 01926 331400
WEB: www.clmp.org.uk
OUT OF HOURS 111

Please do not telephone for a GP contact or for non-urgent matters when the surgery is closed; i.e. between 1.00pm and 2.00pm on Mondays, from 6 p.m. to 8.00 a.m. and at all times Saturday and Sunday

Please note that the contents of this leaflet were accurate at the time of going to print and, therefore, may be subject to change

REGISTERING WITH THE PRACTICE

Patients can register with the practice by calling in to Reception and picking up a New Patient Application pack. The appropriate paperwork can also be downloaded from the practice website (www.clmp.org.uk).

We require proof of identity (passport, photo drivers license or valid ID card) and proof of address (a current utility bill, credit card bill or Council Tax statement). You will be asked to make an appointment for a New Patient Check and we strongly advise that you comply with this request.

MAKING APPOINTMENTS

The surgery is open from 8.00am to 6.00pm Monday – Friday excluding Monday lunchtimes when we are closed between 1.00pm – 2.00pm (please see the section below for extended hours surgeries). We are not open on Sundays and bank holidays. For Saturday surgeries, please see the table below.

All consultations are initially by telephone. After discussion, a decision will be made as to whether or not you need to be seen. This means that only those patients who require a face to face appointment with the GP have one. This saves the patient time (as a number of problems can be dealt with over the phone) and allows to GP to see those who need to be seen.

Whenever we can, we will seek to book your contact with the GP of your choice.

Telephone consultations can be booked online from 6.00pm for the following day. For information on accessing online services, please see the online section of the leaflet, visit our website or ask a member of our Reception team.

Please remember the surgery is closed between 1.00pm and 2.00pm each Monday.

Doctors, Practice Nurses and a Midwife are available according to our timetable – available at Reception and on our website.

Patients can see any GP or nurse, however, you may express a preference for a particular member of our clinical team. Whilst we will attempt to accommodate your request, we cannot always guarantee that this will be possible.

EXTENDED HOURS

In addition to the above, the surgery offers extended hours surgeries at the time below. When having spoken to the GP, he/she may offer you an appointment in an extended hours clinic if this time is more convenient for you.

| Surgery | Frequency | Times |
|----------------|---------------------------------------|------------------|
| Monday | Weekly | 6.30pm – 7.30pm |
| Wednesday | Weekly | 6.30pm – 7.30pm |
| Thursday | Weekly | 6.30pm – 7.30pm |
| Saturday | 1 st Saturday of the month | 8.00am – 10.00am |

HOME VISITS

Home visits should be reserved for when you are physically unable to attend the surgery. A lack of transportation or convenience is not a reason for requesting a home visit. Please only request a home visit when it is absolutely necessary.

IMPORTANT POINTS REGARDING HOME VISITS

If you think a home visit may be needed, we ask you to telephone before 10.30 a.m. so the doctors are available to speak if needed, and can plan their day.

Please be prepared to:

- Give brief details. This helps to assess urgency.
- Discuss your request with a doctor, if asked; the doctor may telephone you back.
- Accept that on occasions a suitably qualified nurse may attend to you.
- Understand that rarely (e.g. severe chest pain or breathlessness, sudden collapse) a direct ambulance call may be the safest response.

SPECIAL CLINICS

The surgery provides the following clinics:

- Asthma and Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes Care
- Coronary Heart Disease
- Ante Natal
- Warfarin Management
- Childhood Immunisation
- Travel Immunisation (this is a chargeable service. Please see our website for details – www.clmp.org.uk).

NURSING TEAM

| | | |
|------------------------|------------|--------------------------------|
| Annie O'Neill | RGN | Nursing Team Manager |
| Cynthia O'Leary | RGN | Practice Nurse |
| Lucy Harvey | RGN | Practice Nurse |
| Sam Day | RGN | Community Liaison Nurse |
| Jo Allen | | Healthcare Assistant |
| Deborah Leahy | | Healthcare Assistant |

Appointments with our Nursing team are available by calling Reception.

NURSING CARE AT HOME

Community Nurses offer general nursing services at home for those who are house-bound and are unable to visit the surgery. The doctors, practice nurses, or hospitals can refer you for such care.

MENTAL HEALTH PROBLEMS

Community Psychiatric Nurses offer advice and help for mental health problems, working closely with a varied group of professionals at St Mary's Lodge/Yew Tree House. This is a Mental Health Resource Centre, a base for nurses, psychologists, social workers, and other therapists. Attendance is normally through a doctor's referral, but appointments can be offered direct (on 01926 450660) for those who are very distressed. The surgery offers a counselling service. This is accessed via referral by your GP.

MATERNITY CARE

Our Community Midwife takes a lead role in maternity care, working closely with the practice doctors and the local hospital maternity unit. Your doctor, the midwife and the health visitor will all see you during your pregnancy. We often share ante-natal care with the Hospital, while some births are conducted entirely by the practice team in the integrated Community Maternity Unit at Warwick Hospital, or at home when conditions are suitable. Your doctor, midwife and health visitors will also offer advice on positive health measures for those planning a pregnancy.

MAINTAINING YOUR HEALTH

Our team offers a wide range of advice and guidance on maintaining health. The Practice Nurses, Annie O'Neill, Cynthia O'Leary and Lucy Harvey are much involved with health promotion. You can make appointments direct for health checks by calling our Reception Team. They offer dietary advice, family planning information, routine blood pressure, weight and urine checks, cervical smears and immunisations, including those needed for travel abroad.

BIRTH CONTROL & FAMILY PLANNING

A wide range of birth control advice and treatment is available from the practice nurses and doctors.

HEALTH VISITORS

Our Health Visitors are based at the Lillington Children's Centre and can be contacted on 01926 887309.

CHILD HEALTH

We recommend children's health checks at different stages to assess your child's progress and development, as well as immunisations against infectious diseases.

BLOOD TEST APPOINTMENTS

Blood tests are taken by appointment Mon – Fri mornings: there are no blood test appointments after 2.30pm. Doctors may recommend similar tests at home for housebound patients. The results are usually available within 2 working days.

Unless a doctor asks you to contact us, we will contact you if any follow up is required.

REFERRALS TO HOSPITAL

If you need to see a hospital specialist, this almost always requires a letter from a practice doctor. Dictation or typing takes five working days. The practice uses the Choose and Book system which allows the patient choice of where to receive treatment and the flexibility of booking the appointment themselves. Urgent referrals - usually these would involve contacting the hospital by telephone and/or fax. The doctor will advise you.

PRIVATE REFERRALS

These may be somewhat quicker but rarely permit instant access to specialists. Please delay a few days before contacting the consultant's secretary about an appointment.

Please always notify any hospital department or specialist that you are due to see about any change of address.

INSURANCE REPORTS AND SPECIAL EXAMINATIONS

Medical examinations for insurance or other purposes e.g. HGV licence, racing driver, hazardous sports, require special appointments for which you should contact reception. Please note that these services are not covered by the NHS and are chargeable. A list of fees is available in Reception or on the practice website at www.clmp.org.uk.

Reports for many purposes e.g. private health insurance, holiday cancellation, are completed by the doctors outside consultation time. Surgery staff can advise

you of the fees payable. These are based on BMA recommended rates to reflect both the responsibility involved and the work for both doctors and office staff. We normally aim to have such certificates or reports available for collection five working days after handing in.

PRACTICE CHARTER

| WHAT YOU CAN EXPECT OF US | WHAT WE ASK OF YOU |
|---|---|
| <p>ACCESSIBILITY The Surgery is open for appointments or messages: 8.00am – 6.00pm Mon - Fri CLOSED MON 1.00pm – 2.00pm <u>In an emergency</u>, you will be able to speak to a doctor at any time by simply ringing the surgery number 01926 331401, or the out of hours numbers: 6.00pm – 6.30pm: 07767354965 6.30PM – 8.00AM: 111</p> | <p>Please remember it is easier to get through on the telephone between 11.00am and 12.30pm and 2.00pm to 4.00pm for non-urgent matters.</p> <p style="text-align: center;"><u>Please do not ring out of hours for non-urgent matters.</u></p> |
| <p>AVAILABILITY We offer a telephone based access system where you can arrange a telephone contact with the GP of your choice (if available). Following discussion, a decision will be made as to whether a face to face appointment is required.</p> <p>Telephone contacts can be booked online (from 6.00pm the previous day), by telephone or in person.</p> | <p>If you cannot keep your appointment, please let us know so that we can offer it to someone else.</p> <p>When requesting a home visit, please try to let us know by 10.30am and give enough information to enable us to assess the urgency of your call.</p> |
| <p>REPEAT PRESCRIPTIONS A prescription, as agreed with your doctor, will be available for collection within 3 working days – please allow an extra day if ordering through your chemist. Facilities are available to request your repeat prescription by fax, in person or by registering for our online service – NB, proof of identification will be required to register for online services.</p> | <p>If your doctor has said you may receive repeat prescriptions, please use the printed slip that accompanies the computer prescription. Alternatively write the medicine's name, strength and dosage on the prepared forms available.</p> <p style="text-align: center;"><i>It is your responsibility to ensure that you have sufficient medication. Last minute requests</i></p> |

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| | <i>for medication which has run out wastes a lot of time for all concerned and puts unnecessary strain on the system.</i> |
| <p>CONFIDENTIALITY</p> <p>All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.</p> | <p>Please let us know if you wish to discuss any matter with a Receptionist or our Practice Manager in privacy.</p> |

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| <p>ACCESSIBLE INFORMATION STANDARD</p> <p>We are committed to ensuring that each individual receives the information they need to access services in a format which is accessible to them.</p> | <p>Please inform one of the practice team if you have communication needs that are not currently met by the practice</p> |
| <p>QUALITY OF CARE</p> <p>We aim at high standards of care. We try to achieve these through regular updating for all team members, by checking aspects of our work against targets, and reviewing our care when things do not go well.</p> | <p>Please read our practice leaflet, notices in the surgery our newsletter and website. These contain information about our services, and often advice about your health.</p> |
| <p>COMPLAINTS</p> <p>If you have any comments, complaints or compliments about any aspect of the practice, please contact our Practice Manager or one of the doctors. Complaints will be handled according to our established procedure; a copy is available at the reception desk and on our website at www.clmp.org.uk.</p> | <p>We welcome feedback on what we are doing, so if you have comments on your experiences of our care, good or bad, please let us know.</p> |

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| <p>COURTESY & RESPECT We treat our patients with courtesy and respect.</p> | <p>Please treat our staff with courtesy and respect. We will not permit aggressive or abusive behaviour towards any member of our staff. Any such behavior may result in removal from the practice list.</p> |
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ONLINE SERVICES

We would recommend that you sign up for our online services. In doing so, you will be able to book GP contacts, order repeat prescriptions and view parts of your medical record at a time that is convenient to you.

Please visit our website (www.clmp.org.uk) or ask a member of your Reception team.

COMMUNICATION

You may also visit our web site at www.clmp.org.uk where there is latest news and details of the services we offer. We always welcome your comments and suggestions which should be made known to our Practice Manager by letter or by asking for a comments form from Reception. We have facilities available for anyone to discuss confidential matters in private with any member of our team.

PATIENT PARTICIPATION GROUP

The practice welcomes patient participation and has an active Patient Participation Group (PPG). Details of our PPG along with how to get involved and sign up to our PPGs newsletter can be found on the practice website (www.clmp.org.uk).

LEARNING & TEACHING

We are a training practice where medical students, doctors, nurses, and others may gain experience.

After hospital posts doctors may work with us for up to a year before completing vocational training and moving onto another practice.

From time to time senior doctors inspect our practice to see that our standards are acceptable for training. They look briefly at a random series of patient records, but of course you may request that your record is not included in this inspection if you wish.

We also regularly have medical students attached to our practice. There is a notice in our waiting room explaining that a student may be present during your consultation. We hope that if you might find the presence of a student in any way embarrassing or inhibiting you will inform the receptionist so that you will be able to see your doctor or nurse alone. Some consultations are recorded on video for educational purposes, but once again only with your consent.

MEDICAL HELP OUT OF HOURS **111**

The practice doctors are on call each day from 8.00am to 6.30pm, Monday to Friday. Outside of these hours calls are handled by the Out of Hours (OOH) Service. ***Please only use the service if you feel your condition cannot wait until the next working day.***

When you call the OOH service you will be required to give your details to the call handler. You will then be contacted by the duty nurse. He/she will then decide whether you require some advice, an appointment to see a GP at Warwick Hospital or a home visit from the Emergency Care Practitioner (An Advanced Paramedic).

We will receive information on any OOH contact from Badger Harmoni the following day so that we are aware of any of our patients that have needed to use the service. This is helpful for continuity of care.

If you feel you wish some simple advice you can call NHS Direct on 0845 46 47.

IF YOU HAVE A DISABILITY

The surgery has a ramp as well as steps leading to the entrance, making it accessible to those who use wheelchairs or walking aids. As the surgery is a converted building, several doctors usually work upstairs. **We have a consulting room available on the ground floor so it may be helpful for you to mention your special needs when making your appointment.**

COMPLAINTS

We hope you will be satisfied with our services. If not, we offer a practice complaints procedure to deal with any difficulties you have had with the services we provide. Our Practice Manager will give you further information about the complaints procedure. We welcome your comments and suggestions, as our aim is to provide the highest possible standards. We do our best to respond promptly to your concerns, and to deal swiftly with any problems that become apparent.

OUR COMMISSIONER

The practice's services are commissioned by South Warwickshire Clinical Commissioning Group (SWCCG).

NHS South Warwickshire Clinical Commissioning Group

Westgate House

Warwick

CV34 4DE

Tele: 01926 353700

Email: contactus@southwarwickshireccg.nhs.uk

Website: www.southwarwickshireccg.nhs.uk

NAMED ACCOUNTABLE GP

The practice is required by the Government under the terms of the GP contract to allocate all patients a named accountable GP. Individual patients will be informed of their named accountable GP at the first appropriate interaction with the practice.

For convenience if you have a medical card your Accountable GP will be the named doctor you are registered with. Patients registering over the last 2-3 years will not have received a medical card as these are no longer routinely sent when registering with a new GP. However, the practice does keep a record of your registered (accountable) GP.

If you wish to be told the name of your Accountable GP, please ask the receptionists when you are next in the surgery. Please note: there is no need to telephone the practice for this information. Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request.

Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

REPEAT PRESCRIPTIONS IMPORTANT ADVICE

- This system is only for **medicines that you take regularly**, that have been authorised as 'repeats' by your Doctor.
- If your repeat prescriptions are recorded on the practice computer system, then you will have been given a re-order form with the authorised drugs on it - this is attached to your prescription.

How to order:

As this system is for regular medicines, please request in plenty of time - we ask for **3 working days** if you are collecting from the Surgery, or from the Chemist (**see below)

- *PLEASE USE THE TEAR-OFF SLIP ATTACHED TO YOUR PRESCRIPTIONS*

Tick the drugs that you require and *either*:

- Post to us (write 'Prescription' on the envelope)
- Place in the box in the Entrance Foyer
- Fax us on 01926 331401 but please still allow 3 **working days** before collecting
- Alternatively, an online service is also available – to register for this service please provide your email address and proof of identification to the practice.
PLEASE DO NOT TELEPHONE YOUR REQUEST - THIS CAN LEAD TO ERRORS

How to Collect:

There are three ways of collecting your prescriptions:-

- Collect from the surgery after 3 working days.
- Enclose a SAE and we will post the prescription to you.
- ** Most Chemists will collect prescriptions from the Surgery, so that you can collect the medicines direct from them. This saves a trip to the Surgery. If you wish to use this service then please write the name of the Chemist on the bottom of the tear off re-order slip where it says "Chemist_____".

PLEASE ALLOW 3 WORKING DAYS FOR THIS TO BE COMPLETED.

- Nominate a chemist for Electronic Prescriptions Service (EPS) – please speak to a member of our Reception Team for more details.
- If you are housebound - all chemists will deliver *when necessary*. Check with your Chemist and once agreed then please write "Deliver" next to the Chemist name on the order form.

COMMON ILLNESS:
how to look after them at home.

These notes are written to help you deal with common illnesses. These usually last only a few days and while they are not a serious threat to life or health, the symptoms may be unpleasant. Our suggestions are meant to help you make yourself or family members more comfortable.

The doctors are always available for advice if you are uncertain. However, it is always helpful if simple remedies have been tried first. Aspirin or Paracetamol, diarrhoea and cough mixtures, thermometers and first aid kits are all available over the counter. They should always be available at home but kept well away from children's reach.

These guidelines apply to those who are in good general health. If you have a chronic condition such as asthma, chronic bronchitis, heart disease or diabetes it may be wise to discuss your symptoms with your doctor, or our practice nurse.

1. A child with a temperature. Children develop a raised temperature because of infection and most of these are viral. A virus **does not** respond to anti-biotics but fortunately most children will get over a virus infection in a few days without complications. If the temperature is very high, (normally it is 37 degrees centigrade or just below) we suggest the following measures -

(a) try to lower the temperature by giving Paracetamol (Calpol) in the maximum dose stated for a child of that age. The dose can be repeated after four hours if necessary,

(b) try to reduce the temperature by giving plenty of cool drinks and dress the child in light clothing,

(c) sponging down with a tepid flannel is helpful (tepid rather than cold water), or placing the child in a lukewarm bath. Do not towel dry but allow the child to dry naturally.

(d) if the child seems particularly ill apart from the temperature then telephone the doctor but do not wait until late at night. Remember that temperatures often fluctuate, and are usually higher at night than in the morning.

Sometimes young children will have a convulsion with a very high temperature. If this happens lie the child on his/her side and stay with them while the shaking lasts, then call the doctor.

2. Colds. Also known as coryza, or upper respiratory tract infections. Colds are caused by different viruses. . We all get them from time to time and no cure is available. Colds usually clear up within a few days, but may last over a week or ten days. They do not require a doctor's attention but the symptoms can be helped by taking Aspirin or Paracetamol two or three times a day and plenty of liquid to drink. Steam inhalations are soothing and may help open the passages of the nose; add Friars balsam, menthol crystals, Vick or Olbas Oil to hot water.

3. Influenza. 'Flu is also a viral illness but the symptoms are much worse than a simple cold. A sore throat, high temperature and a cough are usually present often associated with aching limbs and headache. Usually it is not possible to go to work with 'flu and most people need at least a week to ten days to recover. Bed rest and Aspirin or Paracetamol, and perhaps a cough linctus usually help. Typically 'flu is followed by a period of feeling very tired and run down, which this may last for several days after the acute symptoms have passed. There is no need to worry if the appetite is lost for a few days but remember to take plenty of drinks, especially when the temperature is high.

4. Sore throats. Most sore throats are caused by viruses. Most do not require anti-biotics. Use throat lozenges and aspirin or paracetamol. For people over 12 soluble aspirin can be dissolved in water, then used for gargling before swallowing. Use treatments like this for a few days before making an appointment at the surgery.

5. Ear ache. This is not always due to infection in the ear and often accompanies sore throats and colds. Simple pain killers help but if it persists or the patient is generally unwell consult your doctor when he or she is next available.

6. Diarrhoea and vomiting. In most cases this common tummy upset (often called gastro-enteritis) gets better on its own after a few days. Treatment consists of replacing lost fluids with water or clear diluted drinks. It is as well to avoid solids for the first 24 hours and then to stick to a very light diet for the next day or two. Bread and potatoes (not fried) are sensible foods to start with.

In small babies, especially in the first three to six months of life, diarrhoea and vomiting can be more risky. We advise you to telephone your doctor about it if it lasts more than 24 hours in a young baby.

7. Strains, sprains and backache. Most will respond to a few days rest with regular simple pain killers which are available over the Chemist's counter.

Sports injuries are helped by applying an ice pack (such as ice cubes in a plastic bag or a packet of frozen peas) to the affected part as soon as possible after injury. A support bandage or resting with the injured limb raised can also help.

8. Burns and scalds. Apply lots of cold water to the affected area as soon as possible and continue until the pain begins to subside. If the skin is blistered but not punctured apply antiseptic cream such as Savlon under a loose dry dressing. If the burn or scald is a large one, i.e. over four or five inches in diameter, or if the skin is broken we advise consultation with the Practice Nurse.

Sunburn should be treated as other burns, especially if it blisters.

9. Insect bites and stings. Calamine lotion and antihistamine tablets are available over the counter at the Chemist and will ease soreness and itching. The area around the sting will swell and become very red but it soon goes down. Bee stings should be scraped away rather than plucked out as this might inadvertently squeeze more of the venom into the wound.

10. Head Lice. Head lice (or 'nits') are very common and can infect clean hair. They are normally picked up from other children. A shampoo can be bought from the Chemist to clear them up. Our Health Visitors will be happy to offer advice if the problem persists.

11. Nose bleeds. These are common in children especially after a cold. Sit the patient in a chair leaning forward with the mouth open. Squeeze the nostrils gently for about ten minutes, also applying a flannel or handkerchief soaked in cold water. Avoid picking or blowing the nose for the following 24 hours. Nose bleeds usually stop in ten to fifteen minutes but if they persist please ring for advice.

12. Vaccination and immunisation reactions. These often occur after injections against infectious illnesses, in adults as well as children. There may be swelling and inflammation at the site of the injection, which can be relieved by applying an ice pack. There may also be a feverish reaction which can occur up to ten days after the immunisation or even up to four weeks after the MMR injection. Treat with plenty of fluids by mouth and Paracetamol.

Useful Numbers

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|----------------------|--------------|
| Out of Hours Service | 111 |
| Warwick Hospital | 01926 495321 |
| UHCW Hospital | 02476 964000 |
| Ambulance Transport | 01926 310312 |
| District Nurses | 01926 600818 |

