



Priorslegh Medical Centre



“Our aim is to provide our patients with the highest quality of care in all areas of family medicine, in a friendly and welcoming environment”

Patient Information Leaflet

Version: July 2016

Address: Civic Centre, Off Park Lane, Poynton, Cheshire, SK12 1GP
Telephone: 01625 872 299
Fax: 01625 859 948
Email: priorslegh@nhs.net
Website: www.priorslegh.co.uk

WELCOME TO PRIORSLEGH MEDICAL CENTRE!

We are a large practice providing high quality care for around 11,300 patients residing in the Poynton, Hazel Grove, Adlington, Prestbury, Pott Shrigley and Woodford area. We operate from purpose built premises that were opened in 1995 and is situated in the centre of Poynton. We have on site car parking including disabled parking and disabled access to the building. We have 9 doctors at the surgery, a nurse practitioner, 4 practice nurses, a specialist diabetic nurse, a healthcare assistant, 2 phlebotomists and around 20 administration / reception staff. In addition we are a training practice holding placements for GP registrars, trainee nurse and medical students working in the practice. We have an excellent team who are always kind and courteous and willing to help you and will do everything in their power to meet your needs within the parameters of the NHS.

Please continue to browse our patient leaflet which is continuously updated to provide the most accurate and up to date information to our new and current patients.

PRACTICE OPENING HOURS

(The practice will be closed on Bank Holidays)

Monday 8am – 7:30pm
(extended hours appointments 6:30pm – 7:30pm)

Tuesday to Friday 8am – 6:30pm

Note: The practice may close every 1st Wednesday of the month from 1pm until 6:30pm for staff training. For a list of confirmed dates please ask a receptionist.

MEET THE TEAM

Clinical Team

Dr Clare Stanley	Female GP Partner
Dr John Burnett	Male GP Partner
Dr David Ward	Male GP Partner
Dr Gareth Morelli	Male GP Partner
Dr Ravi Arya	Male GP Partner
Dr Abigail Goodger	Female GP
Dr Katie Guillem	Female GP
Dr Fiona Ellison-Smith	Female GP

Dr Hannah Connell	Female GP
Amanda Bell	Nurse Practitioner
Rachel Dougan	Triage Nurse
Charlotte Hughes	Practice Nurse
Catherine Chadwick	Practice Nurse
Ruth Hollingworth	Practice Nurse
Sarah Barber	Health Care Assistant
Karen Good	Phlebotomist
Hollie Home	Phlebotomist

Managerial Team

Heather Codling	Reception Manager
Warren Tuite	Practice Manager

For personal profiles or more information about the team then please visit our website www.priorslegh.co.uk

OUR APPOINTMENT SYSTEM

All consultations (routine and emergency) are by appointment and can be made in person / by telephoning 01625 872 299 or we have a number of appointments that can be booked on line through our 'patient access' system. If you would like to be able to book your appointments online then please speak to our reception team.

Patients can book urgent appointments on the day via our telephone triage system. Your telephone number and medical issue will be placed on a list for a clinician to contact you, typically within an hour about your health need and offer advice or an appointment. If your issue is non urgent then a routine appointment can be booked for up to three weeks in advance. There are also appointments available 48 hours in advance. If you are unable to attend your appointment then please try and give us as much notice as possible and cancel your appointment so that it can be given to somebody else.

CHAPERONES

If you would like a chaperone present whilst being examined, please ask and we will endeavour to provide one. Please be aware that this may delay the examination until an appropriate staff member is available. It may also be necessary for the clinician performing the examination to request a chaperone in which case you will be asked to consent to this if necessary.

HOME VISIT REQUESTS

In order to ensure the appropriateness of the request all home visit requests will be placed on our telephone triage system. If you require a home visit, please call the surgery in the morning before 11.00am. This helps us plan our working day at the surgery; unfortunately requests for visits after that time may be deferred to the following day. The doctor or Triage Nurse will contact you to assess the problem and a decision to offer a home visit will be made at the Doctor's discretion.

We are not able to guarantee a Doctor of choice for a visit as this will depend on availability and other factors.

OUT OF HOURS ACCESS

If you or your family have an urgent healthcare problem that cannot safely wait until the surgery is next open, please call the NHS111 service by dialling '111'.

NHS Direct 0845 46 47 can also be contacted 24 hours a day, 365 days a year, for any health queries or concerns.

The local pharmacies offer a range of services including advice and medicines for relief of symptoms of minor ailments.

In the event of a genuine emergency, please dial 999 and ask for an ambulance.

CONSENT TO TREATMENT

The practice may ask you for consent depending on what procedure or treatment you may be having. Once consent has been received this will then be documented on your consultation to protect you as the patient and the treating clinician.

ONLINE SERVICES

The practice offers online appointment booking, repeat prescription ordering and the ability to view aspects of your medical record through our secure clinical system. For more information please visit www.priorslegh.co.uk or ask at reception.

REPEAT PRESCRIPTION REQUESTS

(We do not take prescription requests over the telephone as this can lead to errors)

Repeat prescriptions can be requested in the following ways:

- By ticking the items required on the right hand side from your last repeat prescription and placing this in the box in reception
- By filling in a prescription request form available from reception
- By posting your request to us, including a stamped addressed envelope
- By faxing your request to 01625 859948
- By emailing to priorslegh@nhs.net
- By ordering the items over the internet on our website

To order your repeat prescription via our website please speak to our reception team.

Due to the large volume of prescriptions we ask that patients give at least 72 hours' notice for a repeat prescription, where possible; this allows for accurate prescribing. If your prescription is requested by post, please remember to leave extra time for posting.

If you require a medication which is not on your repeat slip, please complete a prescription request form available from reception.

You can arrange to collect your prescription from any of the local chemists.

Please avoid over ordering of your medication as it can be dangerous and waste valuable NHS resources. Prescription drugs are very expensive; if you no longer need an item, please ask for it to be cancelled off your list. All unused medication can be, and should be, returned to a pharmacy so that they can be destroyed safely.

You may be invited to see a doctor at least annually to review your medication. This review is carried out by the GP as a duty of care to patients who are taking repeat medication. A reminder appears on your prescription when you need to book an appointment for your review.

TRAVEL VACCINATIONS

The practice offers a travel vaccination service but does not offer a travel advice service. Therefore if you are travelling and think you may need some vaccinations then you should visit a private travel clinic to attain the vaccinations required for your chosen destination. Once you have this information you will then be able to make an appointment with a practice nurse to be vaccinated. You may be asked to sign a disclaimer to confirm that the vaccinations that you are advising the nurse you

require have been recommended by a travel clinic. Please ensure you leave at least 8 weeks before you are due to travel to ensure that we can offer an appointment that is convenient.

ACCESS TO YOUR RECORDS

You as a patient have a right to access and obtain copies of your medical record to which an administration fee will be charged. For more information please ask at reception.

HOW DO I JOIN THE PRACTICE?

We are currently taking on new patients.

If you would like to register as a patient, please telephone the surgery, ask at the desk or use our online registration form at www.priorslegh.co.uk

As a new patient we may ask you to attend for a new patient check and you will be contacted to arrange a convenient appointment for you to attend.

THE SERVICES WE OFFER

We provide general medical services with additional services for the benefit of our patients including:

- Long term conditions management
- Specialist Diabetes clinic
- Specialist Chronic Obstructive Pulmonary Disease clinic
- Cervical cytology screening
- Immunisations & vaccinations including children
- Family planning and contraceptive services
- Child health including baby checks and immunisations
- Blood tests & blood pressure including well person checks
- Microsuction
- Social nail care (note there will be a small charge to patients)
- Weight management
- Travel vaccinations (this does not include advice)
- Minor surgery including cryotherapy
- Coil and implant clinics
- Midwife clinics
- Dietetic clinics

- Ultrasound scanning through external providers
- ECG & 24 hour blood pressure monitoring
- Musculoskeletal specialist clinic

Please note that all the above clinics require a GP to assess you before booking for your appointment, please speak to a receptionist to arrange this.

PRIVATE FORMS

The practice completes insurance forms, driving licence counter signatures and medicals etc for our patients, however, these often carry a charge in line with the British Medical Association (BMA) recommendations. Typically forms will take 2 weeks to complete as these do not take priority over consulting ill patients. If you would like a form completing then please speak to a receptionist who will be able to advise you of the charge.

OUR WEBSITE WWW.PRIORSLEGH.CO.UK

For more information about the surgery then please visit our website at www.priorslegh.co.uk

You can also obtain information on:

- Opening Hours
- Online Services
- Practice Staff
- Practice Policies
- Copy Of All Our Newsletters.....and lots more!

FIND US ON FACEBOOK AND TWITTER!

In an attempt to ensure we communicate with our patients as effectively as possible we have launched a practice Facebook page and Twitter page. This contains information on the latest practice news and developments and also information on opening times etc. To find us just search for Priorslegh Medical Centre.

PATIENT NEWSLETTER

The practice produces a patient newsletter every 4 months to ensure our patients are always kept up to date with the latest news about the practice. You can obtain a copy of this from reception or download from our website where you can also

download previous editions. We also email a copy to any patients who we hold an email address on file. If you would prefer not to receive these by email then please speak to a receptionist.

PATIENT PARTICIPATION GROUP – SHARE YOUR VIEWS!

Our patient participation group has been active for at least 10 years and was originally set up to enable our patients to help facilitate the shaping and developing of services both in the practice and the community we serve. The group is run by our patients and is chaired by Mr Ed Blundell. The group meets bi-monthly and always welcomes new patients to join. If you are interested in joining or just finding out more information about the group then please ask a receptionist.

YOUR ACCOUNTABLE GP

Every patient registered with the practice is assigned a named accountable GP who will take responsibility for the overall coordination of your care.

This does not mean that you have to see your named GP only and you can continue to see any one of the GP's working at the practice. If you would like to know who your named accountable GP is then please speak to a receptionist.

VIOLENT OR ABUSIVE BEHAVIOUR

Any violent or abusive behaviour to any member of staff or other patients will result in immediate removal from the practice.

IF YOU ARE UNHAPPY?

We always aim to provide the best level of service possible, however we understand that sometimes we might get it wrong. If you are unhappy with any aspect of our service then please contact the Practice Manager Warren Tuite on 01625 872 299 who will discuss your issue and provide appropriate information relating to our complaints procedure.

If you have a complaint regarding another organisation or would like more information on ways to provide feedback then please contact the Patient Advice Liaison Service (PALS) on 0800 161 3997.

CONFIDENTIALITY & DATA PROTECTION

Here at Priorslegh we take the confidentiality and protection of patient data seriously and we have a variety of policies and procedures including staff training to ensure this happens. We are required by law to report certain information to appropriate authorities which includes notification of births and deaths, infectious disease diagnosis such as meningitis or measles or a formal court order has requested us to. Electronic information may be moved from system to system, whilst extracting data and modifying it to the next system, however system testing is carried out to ensure robust security arrangements are in place.