

Maple View Medical Practice

Church Hill Centre
Tanhouse Lane
Churchill
Redditch
Worcestershire
B98 9AA
Telephone: 01527 910501

Website: WWW.mapleviewmedicalpractice.co.uk

District Nurse Telephone: 01527 488 350

Health Visitor Telephone: 01527 488757/488 755

Midwife: 01527 512056 9-10am Saturday or Sunday or text name and
telephone number to 07788 415223 anytime

Emergencies (Out of Hours) NHS 111 Service

Telephone: 111 (calls are free from mobiles and landlines)

Welcome to Maple View Medical Practice

Maple View Medical Practice is situated in Church Hill Centre. We provide medical services to patients resident in the locality, from a purpose built building. All the Doctors are committed to providing personal continuing care and all registered patients have the choice of seeing any Doctor here, no matter who they are registered with.

Anything contained within this leaflet that you would like explained, please contact the Practice Manager, who will be pleased to talk to you and cover any questions you may have.

The Doctors

Name

Qualifications

Dr Catherine McGregor

MB ChB DRCOG FRCGP DFSRH

Dr Richard Burling

MB ChB DRCOG FPCert

Dr Jane Ash

MB ChB

Dr Sehar Umer

MB BS, MRCGP, DFSRH

Dr Deborah Harris

MB BS, MA, DRCOG, DCH

Consulting Times

Monday – Friday

8.30am – 6.00pm

Facilities

Public Transport

The practice premises are situated adjacent to the bus lane providing easy access from public transport.

Parking

There is a large shopper's car park a short walk from the surgery premises, with some disabled badge holder spaces.

Access for Wheelchair Users

The surgery provides a disabled access and a disabled patients WC is also available within the Surgery. There are disabled care parking spaces opposite the surgery.

The Practice Team

Practice Manager	Lisa Luke
Deputy Practice Manager	Judy Langford
Physician Associate	Prab Flora
Practice Nurses	Lynda Lewis Elaine Shaw Karen Beston (COPD Nurse)

Our Practice Nurses offer a wide range of services such as:

- *Cervical Smears
- *Performing ECG's and Spirometry
- *Wound Dressings
- *Removing Sutures
- *Travel Advice
- *Contraception Care
- *Immunisations

They also run clinics for:

- *Diabetes
- *Asthma
- *COPD care

Healthcare Assistant: Gloria Deakin

Our Healthcare Assistant provides blood pressure checks, phlebotomy (blood test), health checks, ECG's and Spirometry.

Phlebotomist: Zia Fullerton

We have a trained phlebotomist, who works alongside our nursing staff.

Attached Staff

District Nursing Team. The team provides nursing care to sick, elderly and post-operative patients at home.

Health Visitors visit all mothers, babies and small children. They provide healthcare and advice, and also monitor development.

The practiced based Midwife provides all aspects of care and advice during pregnancy and following childbirth.

McMillian Nurse works closely with the Doctors and Nurses when the patient has a terminal illness.

How to use the Surgery

How to register at the Surgery

If you are new to the area and wish to register at the practice please come to reception and request a new patient questionnaire form.

The form will ask for previous medical history, along with any current medication you are taking. This is needed so that we can record accurate and up-to-date information prior to your medical records arriving at the practice.

Each household member will need to complete the form.

You will need to bring 1 x photographic ID (i.e. passport/drivers licence), and 1 x ID which includes your current address.

Appointments for the Doctor

We offer routine appointments with the Doctor, Nurse, Health Care Assistant and phlebotomist, which can be booked up to 4 weeks in advance. We also offer telephone consultations with Doctor and nurse.

What if I can't get an appointment and my problem is urgent?

The receptionist will take your contact number and ask for a brief description of the problem, the Doctor will then call you back and discuss the treatment options with you.

111 is also available 24 hours a day for advice on all medical ailments.

Cancellations

We have high number of patients who fail to turn up for their appointment. If you are unable to attend, please inform reception as soon as possible, we can then offer the appointment to another patient.

Home Visit

Patients are requested to telephone the surgery before 10.30am if a home visit is required that day. Please do not ask the doctor to call unless the patient is genuinely too ill to come to surgery as several patients can be seen at the surgery in the same time that it takes to do a home visit.

Evening / Night, Weekend and Bank holiday calls

After 6.30pm and before 8.00am on weekdays, throughout the weekend and on bank holidays if you have an urgent medical problem that cannot wait until we re-open please telephone 111 this number if free from mobile and landlines.

Prescriptions

All requests for medication must be in writing.

Your local pharmacist should be able to give you advice for non-prescription medication.

Ordering Repeat Prescriptions

We have a computerised repeat prescription service; repeat prescriptions are normally for patients with long-term conditions who receive regular treatment. Your doctor will decide who can have a repeat prescription. From time to time we ask you to see your Doctor to review your medication. We do this to monitor your illness and medication.

Please keep the right-hand side of the form for when you require your next medication. Tick the items you require and either:

- *Hand into the surgery
- *Place in the collection box in the surgery
- *Post to the surgery, enclosing a self-addressed envelope for its return

You may wish to register online for access to ordering repeat prescriptions, visit our website at www.mapleviewmedicalpractice.co.uk and follow the instructions, or ask at Reception.

Wherever possible please give the exact drug names when ordering or use the repeat slip attached to the prescriptions.

Your prescriptions will be ready for collection in 2 working days.

If you are unable to get to the surgery you may post in your prescriptions request either arrange with the local chemist for it be collected from the surgery and delivered to you or you can enclose a stamped address envelope and we will send the prescriptions back to you.

Change of Personal Details

If you change your name, address or telephone number, please inform us as soon as possible.

Services Offered

Asthma / COPD clinics

These clinics are run by the nursing staff, who have specialist training in these areas; they are overseen by Dr McGregor. They will help with monitoring your illness, reviewing medicine and how to use the inhalers correctly.

Cervical Smears

The current guidance is that all women aged 25-49 should be screened every 3 years and women aged 50-64 every 5 years. If you are not sure when you had your last smear, please ask at reception for advice.

Child Health and Immunisations

Held by: Practice Nurse – Sister Lewis and Zia

Child health will advise you when your child's vaccinations are due and they will send an appointment for you to attend the surgery. Currently our child immunisation clinic is held on Tuesday morning with pre-arranged appointments. When your child is approaching their 4th birthday you will be notified that they are due to have their pre-school booster vaccine and you will be requested to contact the surgery to arrange an appointment with one of the practice nurses.

Diabetic Clinic

Held by: Practice Nurse

Time: Normal Surgery Times

All our patients with diabetes are reviewed on an annual basis by the Practice Nurses. Your illness can be monitored and lifestyle and dietary advice given. Referral for eye and foot care can also be arranged.

Family Planning

Held by: Doctors and Nurses

Time: Normal Surgery Times

Advice on all forms of contraception including pills, long acting injections and implants are available. Coil fitting and implants are also provided, please ask at reception. Pre pregnancy and emergency contraception advice is also available.

Please note this is a strictly confidential service and open to you even if you are below 16 years of age. We also provide emergency contraception to all patients whether registered with this practice or elsewhere.

Flu Vaccinations

Held by: Doctors, Nurses and HCA

These clinics are held every autumn.

We strongly advise you to have a flu vaccination every year if you:

- *Are over 65 years old
- *Need regular Asthma inhalers
- *Have chronic chest problems
- *Suffer from angina or heart problems
- *Are a diabetic
- *Have any other serious health problems

Joint Injections/Minor Surgery

The practice offers minor surgery appointments, which include a variety of joint injections and removal of various 'lumps and bumps'. If you are concerned about a lesion please book a routine appointment to get it checked.

Travel Clinics

The nurse will be happy to see you for advice on vaccinations and medication that you may need for your holiday destination. Please book about 8 weeks before your trip.

You can also check out the following website for up to date information:

<http://www.fitfortravel.nhs.uk/home.aspx>

<http://www.masta-travel-health.com/>

Non NHS Examinations and Reports

Services outside the scope of the NHS will be charged according to a list of recommended fees. Please ask at reception.

- *HGV and PSV medicals
- *Insurance company reports and medicals
- *Private certificates
- *Holiday cancellation
- *Medical insurance reports/forms
- *Pre-employment medicals
- *Vaccination certificates, etc.

This list is not exhaustive. Please enquire at reception if you are not sure of the cost when handing your form in for completion.

Common Ailments

Sore Throats

Most sore throats are viruses and are not helped by antibiotics. Symptomatic treatment includes plenty of soothing drinks, throat lozenges and pain killers such as paracetamol. Seek medical advice if there are no signs of improvement after 4 or 5 days.

Cold and Flu

These are viral infections, not helped by antibiotics. Flu, which consists of aching limbs and back, sore throat and a temperature, this may last up to one week. Medical help is usually only needed if cough and phlegm occurs, or if there is shortness of breath, implying a chest infection. Otherwise treatment is rest, fluids and paracetamol.

Diarrhoea and Vomiting

Treatment is by clear fluids (such as squash and water) to replace the fluid loss. No food should be taken until there has been no diarrhoea or vomiting for at least 12 hours. Children less than 1 year are more at risk of dehydration and need small amounts of fluid frequently. If your young child does not show any improvement after 24 hours then consult your doctor.

Burns

Immediately submerge in cold water for 10 – 15 minutes, before taking any clothing off. Cover the skin in a damp cloth and ring the surgery or go to A & E at the hospital.

Back Pain and Sprains

Many acute strains and sprains will respond to about 1-2 days of rest and paracetamol or anti-inflammatory tablets. Avoid lifting heavy objects and try to for regular very short walks. If back pain lasts more than a few days then it is advisable to see your Doctor.

Useful Contacts

Maple View Medical Practice	01527 910 501
Out of Hours call NHS 111 Service	111
NHS 111 Service	111
Redditch & Bromsgrove CCG	01527 482 900
Alexandra Hospital	01527 503 030
Princess of Wales, Bromsgrove	01527 570 075
Worcester Royal Hospital	01905 760 000
Droitwich Private Hospital	01905 793 333
Worcestershire Support Services Agency	01905 760 000
Patient Advisory Liaison service	01527 507 042
NHS Quit Smoking Line	01905 760 222
Samaritans	01905 211 21
Alcohol Advisory Service	01527 870 707
Alcoholics Anonymous	01905 68563
Community Drug Team	01527 61010
Citizen's Advice Bureau	0844 415 2221
RELATE	01905 280 51
CRUSE (Bereavement Counselling)	01905 22223
Arrowside (Sexual Health Clinic)	01527 516 398

Complaints and suggestions;

If you have any suggestions for improvements or you would like to compliment staff on the service provided, we would be pleased to hear from you. We have a suggestion box in the waiting room for this purpose.

The Practice has an agreed procedure for handling complaints which complies with the NHS Complaints Procedure. If you wish to make a complaint about any aspect of the care provided by the Practice staff, please will you contact the Practice Manager, Lisa Luke or the Deputy Practice Manager, Judy Langford. We will acknowledge receipt of your complaint in writing and then investigate it for you. Once the investigation is complete we will write to you with the outcome.

If you are dissatisfied with the outcome of your complaint you have the right to approach the Ombudsman. The contact details are;

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0345 0154033

Rights and Responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop. If they persist, we may exercise our right to take action to have them removed, immediately if necessary from our patient register.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate, up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you wish to see your records please contact the Practice Manager.

Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

To find out more visit: nhs.uk/your-nhs-data-matters

You can choose whether your confidential is used for research and planning.

How your data is used

Your health and care information is used to improve your individual care. It is also used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but

sometimes it is necessary to use your confidential patient information.

What is confidential patient information?

Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address, is not considered confidential patient information and may still be used:

for example, to contact you if your GP practice is merging with another.

Who can use your confidential patient information for research and planning?

It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

Making your data opt-out choice

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

Will choosing this opt-out affect your care and treatment?

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

What should you do next?

You do not need to do anything if you are happy about how your confidential patient information is used. If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

You can change your choice at any time.

To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters)