

# WESTERN AVENUE MEDICAL CENTRE

Gordon Road, Blacon, Chester CH1 5PA

Tel: 01244 390755

Fax: 01244 383955

[www.westernavenue.org.uk](http://www.westernavenue.org.uk)



Dr Rebecca Ennis  
Dr Elen Royles  
Dr Alicia Ojeda

Jamie Ducker (Practice Manager)

## Medical Centre Opening Times:

**Monday – Friday 8.00 – 18.30**

## Enhanced Access Service:

**Monday – Friday 18:30 – 20:30**

**Saturday 9:00 – 17:00**

The surgery opens at 8.00am Monday to Friday and patients are seen by appointment. The telephone is often busy early in the morning, therefore if your call is routine please ring later in the day. You may see the doctor of your choice.

## Making Appointments

You can make an appointment by ringing 01244 390755 Monday to Friday 8.00am– 6.30pm. It is important to remember that all consultations with the practice team are by appointment only. The GPs have booked clinics from 8.40am – 11.40am and 3pm – 5.10pm.

The nurse clinician and practice nurses have clinics throughout the day. Appointments can be made online using the 'Patient Access' service. If you wish to use this service please collect an instruction leaflet from the surgery.

## New Patients

Complete a form at reception. Registration documents are also available on our website. In order to assess your needs all new patients are invited to attend a new Patient Registration Health Check, which is carried out by the Health Care Assistant. If you are receiving ongoing treatment please bring all of the details with you.

## Allocated Named GP

All registered patients are allocated a named GP. This GP has overall responsibility for co-ordinating the services relating to your care. You can still book appointments to see other GPs at the practice. Named GPs are allocated as follows (unless notified otherwise)

Patients with surname beginning A – L : Dr Ennis

Patients with surname beginning M – Z : Dr Royles

## Temporary Resident

If you are on holiday or staying in the area for less than three months, you can register as a temporary resident. Please ask at reception for a temporary resident form.

## Treating Overseas Visitors

If you do not hold a British passport, please refer to our leaflet Treating overseas visitors for further information about accessing our services.

## Home Visits

If you are too ill to attend surgery, please telephone before 10.30am to request a visit at home which will take place on that day. Requests received after midday will normally be visited the following day unless medically urgent. Please give an outline of the problem to help the doctor assess its priority. Lack of personal transport will not be considered a valid reason for a home visit.

## Patient Participation Group (PPG)

The PPG is an opportunity for patients to play an active role in the running of the practice. The group meets every 6 weeks, and we are actively looking to recruit new members. If attending meetings would cause a problem, then you can have an input by other means. If you are interested in joining, please contact the surgery on 01244 390755 or email [wamc@nhs.net](mailto:wamc@nhs.net).

## Contact Details When the Surgery is Closed

### **NHS Direct – Tel: 111**

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. You will be asked a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year.

## **Repeat Prescriptions**

Repeat prescription requests cannot be accepted over the phone. All requests must be submitted in writing. There are a number of ways of doing this:

- Request via your preferred pharmacy
- Request via the link on the practice website [www.westernavenue.org.uk](http://www.westernavenue.org.uk)
- Request the online link to be sent as a text message by the reception team
- Email the practice [cmicb-cheshire.wamcprescription@nhs.net](mailto:cmicb-cheshire.wamcprescription@nhs.net)
- Submit a handwritten request to the reception team

## **Sickness Certificates**

Periods of absence less than 3 days do not need certificates.

Between 3 and 6 days self-certification can be used by completing a form SC1 available at reception. Sickness certificates, completed and signed by your Doctor, are required when a period of continuous absence from work, due to illness, is longer than 6 days. To request a sick note, please complete the link on the practice website [www.westernavenue.org.uk](http://www.westernavenue.org.uk). You can also request that link be sent as a text message by the reception team, or a paper application form can be requested.

## **Contraceptive Services**

Our Practice Nurses and Doctors provide contraceptive services. Please make an appointment on 390755. Please ask for details of emergency contraceptive services.

## **Results of Tests**

Pathology and X-ray results are available by telephone 01244 390755 after **14.30pm**. To protect the patient's confidentiality, results will only be given by telephone to the patient in person. Please check that results are back before attending your follow-up appointment. The practice now offers patients the option of viewing test results online. For further information please collect an instruction leaflet from the surgery.

## **Practice Nurses:**

### **Rebecca Roberts**

**Geri Carr**

**Donna Kaur**

The Practice Nurses may be consulted for the following: Dressings, removal of stitches, ear syringing, travel vaccination and advice, health promotion clinics, smears and contraception advice.

The Practice Nursing Team offer a wide variety of services including: Chronic disease management (asthma, COPD, diabetes, coronary heart disease, stroke/TIA).

Some of our nurses are able to prescribe for certain conditions in addition to their routine treatment room service

Please telephone 390755 if you wish to make an appointment to see or speak to a Practice Nurse. A.

## **Nurse Clinician**

**Lisa Nicholson**

**Debbi Langford**

A nurse clinician is a nurse who has had extra training at University so that they can work in a different way.

A nurse clinician can:

- Take a history of your problem
- Carry out a physical examination
- Make a diagnosis & refer you for tests
- Give you a prescription
- can refer you to other members of the primary health care team or to a consultant if more specialist care is needed

## **Healthcare Assistant**

**Izabela Kolodziejska**

**Angela Leach**

## **Asthma Clinic / Diabetes Clinic**

We have specially trained practice nurses who regularly review all asthma and diabetes patients, telephone 390755.

## **District Nurses**

The District Nursing Team provides a comprehensive assessment and an agreed plan of care. District nurses provide home nursing for patients with limited mobility or severe illness resulting in the patient becoming confined to their home. Care of terminally ill patients and their families is also carried out by the District Nurse Team. Patients are referred to the District Nurses by either the hospital or their doctor. Messages may be left for the District Nurses on 01244 625030.

## **Health Visitor**

Health Visitors are based at Blacon Children's Centre. They may be contacted on 382235. A drop in service is available on Wednesday between 10am – 11am for Mum's with new babies needing advice. There is also a drop in clinic every Thursday at Blacon Community Centre 9.30-11.30am for advice on pre-school children.

### **Child Health Surveillance Services**

#### **For children aged 6 to 8 weeks.**

The child Health Surveillance Clinics are held by all Drs by appointment.

### **Midwife and Maternity Medical Services**

The midwife is the lead professional for maternity services and patients are seen by appointment. Ante natal clinics are held at Blacon Children's Centre. Appointments can be booked by telephone on 01244 382235. Antenatal and postnatal care is also given in your own home. If urgent telephone the Community Midwifery Office on 01244 365166. Both the doctors and the midwife provide antenatal and postnatal services.

### **Immunisations (Children)**

An appointment will be sent out when the immunisation is due, otherwise please contact surgery to arrange an appointment.

### **Complaints Procedure**

If you wish to raise a concern or a complaint please contact the Practice Manager on 01244 390 755 in the first instance or NHS England Contact Centre on 0300 311 2233. Your complaint will be acknowledged within 3 working days and you will receive a response within 25 working days or the timescale agreed with you.

It may be possible to arrange a conciliation / mediation meeting to discuss your complaint. This can happen before and / or after an investigation has been undertaken. Sometimes a meeting is useful in resolving a complaint.

Please contact the Practice Manager to discuss your options.

### **Who Else Can I complain to?**

If you feel you cannot raise your complaint with us you can choose to complain to NHS England, who have replaced the former Primary Care Trusts.

Telephone: 0300 3112233

Contact Address PO Box 16738

Redditch

B97 9PT

### **Customer Solution Centre (formerly PALS)**

1829 Building, Countess of Chester Health Park

Liverpool Road

Chester

CH2 1HJ

Tel: 01244 650368

### **Healthwatch Advocacy**

You may also wish to contact your local Healthwatch Complaints Advocacy service. Healthwatch supports patients and their carers who wish to pursue a complaint about any NHS treatment or care.

Telephone: 0808 802 3000

### **What if the issue isn't resolved to my satisfaction?**

If you are not content with the outcome of your complaint, you can ask the Healthcare Ombudsman to review your case. His contact details are:

Helpline 0345 015 4033 (8:30am to 17:30pm Mon to Fri)

Email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Fax: 0300 061 4000

Or write to: The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Your complaint to the Ombudsman should normally be made within 1 year of you becoming aware of the problem.

### **General Practice Training**

Medical students spend time at the centre to observe medical consultations. The nursing staff also have students with them from time to time. If you have any objections to their presence, please advise the doctor or nurse concerned and they will withdraw.

We would advise you that students are attached in order to gain first hand knowledge of general practice and its problems and we ask you to permit their presence whenever possible.

### **Facilities for the Disabled**

Western Avenue Medical Centre readily accommodates wheelchairs and has a toilet for the disabled.

### **Car Parking**

The car park is situated at the front of the building. The car park is only for use whilst attending the Health Centre for an appointment. Please be considerate towards other patients and do not leave your car in the car park if going elsewhere.

### **Reception and Administration Staff:**

Our experienced staff have a busy and difficult job. They sometimes have to ask for medical details so help them assess the urgency of your request. Please ask if you wish to speak in a more private area. At times the reception and telephone switchboard are very busy. We would be grateful for your patience whilst staff deal with other peoples queries.

### **Patient Rights and Responsibilities:**

The practice has a policy of no discrimination.

We would remind patients of the need to keep appointments or to cancel in plenty of time.

Due to the nature of General Practice our GP and Nurse surgeries do not always run to time. However we will try to keep you informed of this on the day.

When this happens we would ask that:

- Please do not bring more than one or two problems to a consultation as this will cause the clinic to run late. Please make another appointment if you have more than two issues to discuss with the GP.
- If you have been waiting for more than 30 minutes please advise our reception staff.
- Patients arriving more than 10 minutes late may be asked to rebook their appointment for another day.

Although we understand that patients may be anxious or concerned we would ask that they be courteous to members of the practice team.

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect, your religious and cultural needs at all times. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment. You will be treated fairly by the practice staff according to your healthcare needs, regardless of age, sex, race, gender, religion, appearance, disability or sexuality.

### **Abusive/Aggressive behaviour will not be tolerated**

The doctors and staff at this surgery are here to help you and want to provide the best possible standard of care. Occasionally doctors and staff are faced with verbal abuse, threats and even physical violence. This type of behavior is unacceptable and we will not tolerate it. Unacceptable behavior is any behavior which you would not like yourself. It includes shouting, swearing, banging fists and threatened or actual violence. This kind of behavior upsets not only the practice staff but also other patients waiting to be seen.

We will not attend to anyone behaving in this way. We may ask them to leave the premises; we may also call

the police. We record all violent and aggressive incidents.

Thank you for respecting our staff and patients.

### **Access To Medical Records**

The practice follows procedures in accordance with current legislation. The Data Protection Act 1998 allows you to find out what information about you is contained in your medical record, subject to certain conditions. If you wish to do so you need to make a written request to your GP, there will be a charge for photocopying. Please ask to see separate leaflet.

### **The NHS is dedicated to protecting your information.**

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people.

Each patient contact with a clinician is recorded in the patient's record, including consultations, visits and telephone advice

Information is recorded, either on paper or in computer files. It may include details of your next of kin or carer.

However it is all treated with the same strictly controlled confidential care.

We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data, to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

The Law strictly controls the sharing of some types of very sensitive personal information.

We are continually reviewing ways in which confidentially improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers.