

WELCOME TO



Middlewich Road Surgery

**163 Middlewich Road
Northwich
Cheshire
CW9 7DB**

**01606 544700
or when we are closed
NHS 111 Service**

Practice Opening Times:
Monday 8.00am - 8:00pm
Tuesday to Friday
8:00am to 6:30pm

Visit our website
www.middlewichroadsurgery.nhs.uk

Consultations by Appointment Only

Welcome to Middlewich Road Surgery

We offer a full general practice service and run specialist clinics. This booklet will tell you about our services, how to access them and some general information on how our Practice operates.

How to see your doctor

Appointments are necessary for morning and evening surgeries. You may consult any of the clinicians who are available. We offer GP face to face or telephone consultations, whichever suits your needs at the time.

An appointment, is for one person and one problem only

Tell us if you want someone to accompany you during an examination or if you require a private room to discuss any matters. Test results can only be given to the patient concerned.

Home Visits please telephone the Practice before 10am to request a home visit. All visit requests are triaged.

Please help us by:

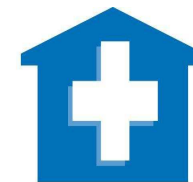
1. Being on time for your appointment
2. Letting us know if you need to cancel
3. Calling for a home visit before 10am
4. Ringing for test results after 12pm

Disabled Access

There is full disabled access to all the consulting rooms and treatment area. There are disabled toilet facilities and a disabled parking space is also provided

Test Results

Like all of the staff, the receptionists are here to help you but please be patient as they are often very busy. The best time to telephone about blood tests, x-ray results and such matters is between 12:00pm and 4:00pm.



Middlewich Road Surgery



If you would like to be more involved and have a say in the future development of the Practice please consider joining our Patient Participation Group.

More information can be found on our website or email us

cmicb-cheshire.middlewichroadsurgery@nhs.net

We look forward to hearing from you

Repeat Prescriptions

If you take medication on a long-term basis you can request a repeat prescription by:

1. Deliver the request to the Practice and place it in the post box in the entrance hall
2. By post to the Practice and either call in to collect it or include a self addressed envelope
3. Request via the Practice internet access (ask reception for further details)

Prescription requests must be in writing and we aim to have the request ready for collection by 48 hours.

Pharmacy

Pharmacies operate extended hours on a rota basis — see local press for details.

Clinics

The Practice runs the following clinics which are by appointment only:

Minor Surgery	Diabetes
Asthma & COPD	6 Week Baby Health Checks

A Childhood Immunisation Clinic operates every Friday morning.

Comments & Complaints

The Practice Manager is responsible for the day to day running of the Practice. If you have a comment or complaint regarding the provision of services then please speak to the Practice Manager or put your comment or complaint in writing and send it to the Practice Manager.

Alternatively you may address your concern to Cheshire & Merseyside ICB by telephone: 0800-132-996

by email: enquiries@cheshireandmerseyside.nhs.uk

By post: Patient Experience Team, NHS Cheshire & Merseyside, No1 Lakeside, 920 Centre Park Square, Warrington, WA1 1QY

Further details can be found on the Complaint Form for Patients which can be collected from Reception or downloaded from our website www.middlewichroadsurgery.nhs.uk

You can now view a summary of your care record online when you register for internet access. Pick up an application form at reception.

If you need to attend the surgery for the following, please make the appointment with one of our

Practice Nurses:

Cervical Smears; Holiday Vaccinations; Diabetes, COPD and Asthma reviews, Healthy Heart (IHD) reviews; ECGs; Contraceptive reviews, Health Education re Alcohol, Lifestyle, Diet, Weight Management.

Health Care Assistant

Blood Tests (for those who are unable to attend the Victoria Infirmary); Blood Pressure checks; Suture removal; (Practice based only) Health Education re Alcohol, Lifestyle, Diet, Weight checks
New Patient Registrations; Urine tests; ECGs.

Ensuring that you attend the Practice Nurses and Health Care Assistant where appropriate, saves valuable appointments with the doctors for patients with more complex conditions.

Blood tests are bookable online at:

The Victoria Infirmary <https://patientconnect.uhnm.nhs.uk/>

Monday to Saturday 8.00am—7.45pm

Sunday 8.00am—2.00pm

You MUST take your blood form with you to the appointment

We have a limited number of appointments at the Surgery for blood tests. We restrict these appointments to those too frail or infirm to attend the above clinic

Joining our list

To join the Practice call in and collect a registration form. Further guidance can be found following: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/> It will be necessary for you to have a new patient medical to ensure that we continue your treatment successfully

We are happy to accept patients into the Practice who live in the following areas: -

Northwich	Lostock
Rudheath	Lach Dennis
Leftwich	Wincham
Davenham	Pickmere
Moulton	Comberbach

www.middlewichroadsurgery.nhs.uk

In Your Medicine Chest

We suggest you keep the following at home:-

Paracetamol & aspirin (children under 16 & people with asthma should not take aspirin)

Mild Laxatives

Anti-diarrhoeal medicines

Rehydration mixture

Indigestion remedy (antacids)

Travel sickness tablets

Sunscreen – SPF 15 or higher

Sunburn Treatment (for example calamine)

Tweezers and sharp scissors

Thermometer

Selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember:

Keep the medicine chest in a secure, locked place out of reach of small children

Always read the instructions and use the suggested dose

Watch for the expiry dates – don't keep or use medicines past their sell-by date

Take all unwanted and out of date medicines back to the pharmacy

Your local Pharmacist will be able to give you free health advice at any time – you don't need an appointment.

www.middlewichroadsurgery.nhs.uk

You can now view a summary of your care record online when you register for internet access. Pick up an application form at reception.

Your GP may use computer based calculations to identify if you are at risk, with support from the local Commissioning Support Unit.

Your GP will conduct this process outside of your GP appointment. This process is conducted electronically and without human intervention. The resulting report is reviewed by a healthcare team of staff within the Practice. This may result in contact being made with you if alterations to the provision of your care are identified.

The Secretary of State for Health and Social Care has granted permission for personal data to be used for the purposes of risk stratification; this is because it would take too long to carry out a manual review of all patients. You have the right to object to your information being used in this way. Should you wish to object please contact the Practice Manager.

There is also the **Cheshire Care Record** and the **Cheshire Health Record**. You will be asked to give your permission for the clinician to view your record during your appointment if access is required.

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 very seriously any threatening, abusive or violent behaviour towards staff or other patients.

This surgery operates a zero tolerance policy regarding threatening and abusive behaviour to GP's or staff. Any patient using or threatening violent or abusive behaviour will be reported to the police and will be removed from our Practice list.

Practice Opening Hours - The Practice is open from 8am to 6.30pm Monday to Friday. We are open late on a Monday, until 8pm, for pre-bookable appointments.

Consultations

All surgeries are by appointment only as we operate the Advanced Access System. Telephone 01606 544700 after 10.30am to make a pre-bookable appointment which can be booked up to 4 weeks in advance. We also have a number of emergency appointments which are released daily at 8.00am. Appointments can also be booked via the internet and you can also view parts of your medical record online if you so wish. Please contact reception for an application form

Accident & Emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident & emergency department or call 999.

Evening & Weekend Service

To obtain urgent medical help when the Practice is closed, telephone the NHS 111 Service (dial 111)

Investigations

If you have been advised to have a blood test by your doctor or nurse you will be provided with a request form. If you have been advised to arrange a fasting blood test you should not have had anything to eat and had only water to drink for the 12 hours before your test.

You can now view a summary of your care record online when you register for internet access. Pick up an application form at reception.

Our Medical Team

The Partners

Dr. Fiona Kilby MB ChB MRCGP DRCOG

Dr Kilby has been with the Practice since 1994. As well as a full general practice service, Dr Kilby has a special interest in women's health, dermatology & child health.

Dr. Jackie Mole MBBS MRCGP DRCOG

Dr Mole joined the Practice in July 2011. She offers a full range of general practice care and has a specialist interest in mental health and elderly care. Dr Mole also has a monthly minor surgery session.

Dr Tomisin Akhionbare MBBS MRCGP DRCOG

Dr Akhionbare joined the Practice in June 2018. She offers a full range of general practice care. She leads our prescribing team.

Dr Neeraja Paladugu MBBS MRCGP DFFP MRCOG

Dr Paladugu joined the Practice in August 2022. She offers a full range of general practice care. She is also the Practices lead GP trainer.

Salaried GP

Dr Amelia Bull MBBS RCGP BSC (honours) clinical science

Dr Bull joined the Practice in October 2022. She offers a full range of general practice care.

Locum GP

Dr Fatima Siddiqui & Dr Syed Ali—both support the Practice, to allow patient demand to be maintained.

GP Registrar—we are a training Practice, with clinical supervision provided by Dr Paladugu

www.middlewichroadsurgery.nhs.uk

1. Summary Care Record — The SCR enables healthcare staff providing care for patients in an emergency and from anywhere in England, to be made aware of any current medications or allergies they may suffer from. This information is sent electronically up to the Spine in order for this to happen. If patients wish their information to be withheld from the SCR they can "opt out". Please ask at reception for the SCR Opt Out Form or download one at: <http://www.nhscarerecords.nhs.uk/optout/optout.pdf>

Patients can also opt into the enriched Summary Care Record.

2. Care data programme — In order to try and improve health services, NHS England has commissioned a programme of work to create a complete picture of care provided to patients by social care, GP practices and from hospitals so that they can work out what is working well and where services can be improved. In order to achieve this, from Autumn 2014, the Health and Social Care Information Centre at Leeds will be able to extract data from all GP clinical systems. This data will include your date of birth, full postcode, NHS number and gender together with diagnoses, information about referrals, and prescriptions. Sensitive information including HIV/AIDS, sexually transmitted infections, termination of pregnancy, IVF treatment, marital status, complaints, convictions, imprisonment, and abuse by others will not be extracted.

Once this information has been linked to the other information taken from hospitals a new record will be created. This new record will not contain information that identifies you. The type of information which is then shared, and how it is shared, is controlled by law and strict confidentiality rules.

If you wish to "opt out" and prevent an extraction of information from your record being taken please confirm your request in writing stating specifically which data extraction you wish to opt out of.

3. Health Risk Screening/Risk Stratification — This is a process that helps your GP to determine whether you are at risk of an unplanned admission or deterioration in health. By using selected information such as age, gender, NHS number, diagnosis, existing long term condition(s), medication history, patterns of hospital attendances, admissions and periods of access to community care your GP will be able to judge if you are likely to need more support and care from time to time, or if the right services are in place to support the local population's needs.

www.middlewichroadsurgery.nhs.uk

Other local NHS services

As well as our Practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home or by contacting your local pharmacy who run a Minor Ailments Service. This Service has been extended to include eye infections, hay fever, head lice, migraine, oral thrush in babies, constipation, diarrhoea, indigestion, heartburn, piles, threadworms, cystitis, thrush, rashes, impetigo, scabies, acne, athlete's foot and gout.

Confidential Information

All patient information is considered to be confidential and we comply with the Data Protection Act 2018 and Caldicott principles.

All employees in the practice have confidentiality clauses in their contracts of employment, have signed a confidentiality agreement and adhere to the NHS Code of Practice.

Where appropriate, patient information may be shared with other parties within the care team involved in the direct care of patients, based on implied consent. This will be on a "need to know" basis only and in order to ensure the safe, effective care of patients. Where a patient wishes information not to be shared within the team providing direct care then they must discuss this with their GP.

Patient information will not be shared outside of the direct care team without consent being sought. An individual has the right to refuse to have their information disclosed, although this may have an impact on their care, and their wishes will be complied with.

There are currently two national data extractions from which patients may wish to "opt out".

Patient information will not be shared outside of the direct care team without consent being sought. An individual has the right to refuse to have their information disclosed, although this may have an impact on their care, and their wishes will be complied with.

Our Nursing Team

Assisted Nurse Practitioner (ANP)

Vacancy our ANP is highly qualified in most clinical care. She supports all of our clinicians and nursing team with a range of clinical care and expertise. Presently she does not see children under 3 years of age, or patients suffering with a mental health condition.

Practice Nurse (PN)

Denise & Elsbeth our highly qualified Practice Nurses deal with a range of conditions and health concerns. They are experts in many areas of disease management such as diabetes, copd and asthma, and can work with you to develop and plan your care. They are also available to give travel advice and vaccinations.

Health Care Assistant

Debbie is our Healthcare Assistant who works under the supervision of the Practice Nurses. She can take blood, check blood pressure, perform ECGs, test urine, carry out ear syringing and collect health data at new patient registration checks.

Our Administration Team

Practice Manager

Sarah will be able to help you with any administrative problems you may have with the way in which our Practice is run. She will always be pleased to speak with you.

Care Navigation Team

Denise, Joanne, Alison, Helen & Vacancy are here to help you. They are trained to help sign post you to the relevant clinician available to help you with your care need. They will ask for brief reasons for your call, to assist them with this. Their job is very demanding, please be patient.

Secretarial and Administrative Staff

Ann & Angela process all referral letters for the practice. Any queries you may have in connection with a referral can be directed to them.

Jane & Auriel deal with all administrative tasks.

Joanne is our care-co-ordinator.

Northwich Primary Care Network Assisted Roles

Social Prescribers

Lauren, Donna, Wendy and Karen Social Prescribers work alongside all the GP practices in Northwich. They are able to support with social and practical needs, this can be via GP referral or self-referral.

Clinical Pharmacists

Graham & Ellen our pharmacists are able to review your medications and change where needed, They are also able to complete some long term health reviews.

Emergency Care Practitioners

Clair & Caroline GPs are able to refer to the ECP'S on the day for any Emergencies , ECP'S are able to assess at home and in clinic. They will refer to the most appropriate place for you and your needs.

Occupational Therapists

Suzy & Lister are able to support with Falls prevention, home assessments, cognitive screening and small equipment that may be needed following home and clinic assessments.

Physiotherapist

Steve is able to support and review patients with soft tissue injuries, Arthritis, possible problems with muscles, ligaments, tendons or bone. To support with spinal pain, changes in walking and post-orthopaedic surgery.

Dietitian

Teresa is able to support and assess dietary requirements, she is able to suggest supplements where needed and advise on current diet needs and changes.

The District Nurses and Health Visitor

The Community Hub Team can be contacted on telephone number - 01606 564134.

The local Health Visiting Service can be contacted on telephone number - 01606 555286.

Vale Royal Integrated Care Board

The area served by the Practice is covered by Vale Royal ICB. Information regarding the ICB is available on their website on:

<http://www.valeroyalccg.nhs.uk/>

Address: Bevan House, Barony Road, Nantwich, Cheshire, CW5 5QU

Telephone No: 01270 275283

Access to your Records

Under The General Data Protection Regulations and Data Protection Act 2018, you, or an authorised representative, are entitled to access your clinical records, or any other personal information held about you. The Practice operates an online access system where you can view (and print/save) your health record. To access this you will need to complete the application forms available online or by visiting the practice. If you do not want to access your record online you can request access by writing to the practice and we will respond within 30 days. For information from the hospital you should write direct to them.

There is no facility for immediate access.

NHS Out of Hours Service

When the Surgery is closed and you need medical help fast but it's not a life-threatening situation you can call NHS 111. A trained adviser will ask you questions, give you medical advice and direct you to someone who can help. If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get an interpreter. 111 is available 24 hours a day and is free from landlines and mobiles.