

WELCOME TO . . .



**Middlewich Road Surgery**

163 Middlewich Road  
Northwich  
Cheshire  
CW9 7DB

**Tel :**

**01606 544700**

**or when we are closed**

**NHS 111 Service**

**Practice Opening Times:**

Monday to Friday

Monday, 8.00am - 8:00pm

And Tuesday to Friday

8:00am to 6:30pm

Visit our website

[www.middlewichroadsurgery.nhs.uk](http://www.middlewichroadsurgery.nhs.uk)

**Consultations by Appointment Only**

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

## **Welcome to Middlewich Road Surgery**

We offer a full general practice service and run specialist clinics. This leaflet 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 doctors who are available. To ensure continuity of care it is advisable to see the same doctor throughout a particular illness if possible. **Remember one appointment is for one problem only**

### **Home Visits**

Please telephone the Practice before 10:00am if at all possible. This helps the doctor plan house calls.

### **Repeat Prescriptions**

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

1. Deliver the prescription 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 the prescription or include a stamped self addressed envelope.
3. Request your prescription via our internet access. (Ask the receptionist for more details)
4. Contact your Pharmacy to see what prescription service they provide. Your prescription will be ready in 48 hours. Urgent requests may be available the same day.

## Pharmacy

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

## 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 2:00pm and 4:00pm.

## 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 Wednesday 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 NHS England by telephone: 03003 11 22 33, by email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), by post: NHS England, PO Box 16738, Redditch, B97 9PT

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](http://www.middlewichroadsurgery.nhs.uk)

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## **To speak to the doctor on the telephone**

Normally the doctors are available for telephone consultations after morning surgery and these appointments are booked in the same way as face-to-face appointments.

If more than one person in the family needs to be seen you will need more than one appointment.

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

### **You can 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 2pm

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

### **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.

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

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

**We also have a Senior Health Care Assistant who sees patients for:**

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

**Blood tests can be taken at:  
The Victoria Infirmary - Pathology Department -  
Opening times are:**

Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 4.30pm

**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 clinics.**

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## **Joining our list**

To join the Practice call in and collect a registration form. Once you have completed the form return it to us in person with two forms of identification and we can then register you with the Practice. 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**

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 has extended opening hours on a Monday, 8am to 8:00pm. Tuesday to Friday, the Practice is open from 8am to 6.30pm.



## **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 8.30am. If no appointments are left when you phone and you feel that you need to be seen that day, you can leave your details and telephone number and the doctor/nurse will phone you back. 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.

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## **Our 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. Maher Alasadi MD FRCS**

Dr Alasadi has been with the Practice since 2002. He offers full general practice services and has a specialist interest in minor surgery and diabetic care.

#### **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 Tomisin Akhionbare MB BS MRCGP DRCOG**

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

### **Associate GP**

#### **Dr Kasaravalli MB BS MRCGP DMRD**

Dr Kasaravalli joined the Practice in October 2019. He offers a full range of general practice care.



## **Our Nursing Team**

### **Sister Denise Lomas, Sister Anna Hargreaves**

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 and asthma, and can work with you to develop and plan your care. They are also available to give travel vaccinations and travel advice.

### **Senior Health Care Assistant**

**Mrs Debbie Paxton** is our Senior 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, undertake simple dressings and collect health data at new patient registration checks.

### **Practice Manager**

**Jill Taylor** 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 to you.

### **Reception Staff**

**Denise Millington-Elser, Jane Hindley, Leanne French, and Joanne Harvey** are here to help you. They answer the telephone, book appointments and deal with enquiries. Their job is very demanding so please be patient.

### **Secretarial and Administrative Staff**

**Ann Hardern and Angela Moore** process all referral letters for the practice. Any queries you may have in connection with a referral can be directed to them. **Auriel Scullion** deals with any administrative tasks with the assistance of **Janet Dewison**.

**Kerri Hall** joined the Practice in January 2020 as an Apprentice. She is currently in training and learning both the reception and administration roles.

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## **Attached Staff**

### **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 Clinical Commissioning Group**

The area served by the Practice is covered by Vale Royal CCG. Information regarding the CCG 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.

## **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.

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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.

**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.

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.



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## **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.



**If you would like to be more involved and have a say in the future development of the Practice please consider joining our virtual Patient Participation Group. More information can be found on our website or email us**

[VRCCG.MiddlewichRoadSurgery@nhs.net](mailto:VRCCG.MiddlewichRoadSurgery@nhs.net)

**We look forward to hearing from you**