

# Stanmore House Surgery



## A Guide to our Services

Linden Avenue  
Kidderminster  
Worcestershire  
DY10 3AA

Telephone: 01562 822647

[www.stanmorehousesurgery.co.uk](http://www.stanmorehousesurgery.co.uk)

## Welcome to Stanmore House Surgery

The Partners and staff of this long-established Practice are committed to providing you with the highest level of patient care.

We are an approved training practice for medical students and qualified doctors.

This booklet contains information about the facilities and services at the Practice and we hope that you will find it useful and keep it to hand for future reference.

## New Patients

Stanmore House Surgery welcomes new patients wishing to register from within the practice area and subject to agreement by the partners registrations are accepted from outside of our boundary area.

### Registration

To register with us, please complete a pre-registration form. This is available from Reception or online [www.stanmorehousesurgery.co.uk](http://www.stanmorehousesurgery.co.uk) You will be required to provide two forms of evidence of your identity, one of which needs to be photographic such as a passport or driving licence. To provide evidence of your address this could be a utility bill or bank or credit card statement.

When registering a new-born baby it is important to supply their NHS number.

After completion of the pre-registration forms you will be invited along for a new patient health check. At this check we ask you to provide a specimen of urine (specimen bottle available from reception) and bring along any medication you are taking. Whilst waiting for your medical records from your previous doctor this appointment gives us the opportunity of offering any immediate care you may need.

You will be allocated and informed of your named accountable GP at your next interaction with the Practice. This does not mean you cannot consult with another doctor, you are free to consult with any doctor of your choice at the Practice.

Please note that consent to contact via mobile phone (phone call or SMS) will be assumed if no other option is marked on the registration form or when the mobile phone number is provided to the Practice. We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

## The Partners

### **Dr N B Cockrell**

MBChB, DCH, DRCOG, MRCGP and M.B.C.H.B.

Qualified in Liverpool in 1987.

Dr Cockrell has been with the practice since 1991. As well as a full general practice service, he has a special interest in Dermatology and Respiratory Medicine.

### **Dr C R Chamberlain**

MBBS, MRCGP, DRCOG.

Qualified in London in 1995.

Dr Chamberlain has been with the practice since 2000. As well as a full general practice service he has a special interest in Diabetes and care of the elderly.

### **Dr M D Wilson**

MBBS, MRCGP

Qualified in London in 2000.

Dr Wilson has been with the practice since October 2008. As well as a full general practice service he has a special interest in child health.

### **Dr N Feghali**

MBChB, MRCP, MRCGP, DRCOG

Qualified in Birmingham 2002.

Dr Feghali joined the Practice in April 2017. She offers a full general practice service and has a special interest in child health.

## Salaried GPs

The Partners are supported by the following doctors:

### **Dr U Menon**

MBBS, MRCGP, DFFP.

Qualified in India in 2002.

Dr Menon joined the practice June 2008. She offers general practice care and has a special interest in Women's and Sexual Health and Family Planning.

### **Dr N Flowers**

MBChB, MRCGP, DFRH

Qualified in Cardiff in 2010

Dr Flowers joined the practice in September 2015. She offers general practice care and has a special interest in Womens and Sexual Health.

### **Dr L Horton**

MBBCh, MRCGP

Qualified in Birmingham in 2008

Dr Horton joined the practice in March 2015. She offers general practice care and has a special interest in Women's health and ENT.

## Registrar

The surgery has been accredited as a Training Practice for those Doctors intending to become GPs and is proud to have offered this service for a number of years.

The GP Registrar is a fully qualified doctor who already has much experience of hospital medicines and will gain invaluable experience by being based within the Practice. They work full-time in the Practice

for a period of 6 to 12 months. At all times they provide care to the same standard provided by the other doctors.

We also teach medical students from Birmingham University who are usually with us during term time. You will occasionally be asked whether you are willing to see your doctor in the presence of a student.

## Practice Nurses

The Practice Nurses are available by appointment for chronic disease management, various treatments, health promotion advice and screening, pill checks, smears, immunisations and vaccinations.

When booking an appointment with a Practice Nurse Reception Staff may need to ask you the reason for an appointment in order to determine how much time to allocate. Consultations are by appointment.

### **Health Care Assistants**

They are not qualified as a nurse, but have undergone training to enable them to take bloods, blood pressure, assist with minor surgery, ear syringing, new patient health checks, ECGs and 24-hour Blood Pressure Monitoring Clinics.

### **Practice Manager**

The Practice Manager is responsible for the running of the practice. If you have any questions regarding any administrative or non-medical aspects of your health and treatment she will be able to assist you. She is also available to discuss any suggestions or complaints.

### **The Patient Support Team**

We employ a dedicated team of staff who provide administrative and secretarial support to the practice.

The Receptionists are your first point of contact with the practice either by telephone or the front desk. They can assist you with appointment bookings and prescription requests.

## Attached Staff

The District Nurses undertake home visits for those patients who are housebound and need ongoing care.

In addition we have contact with other healthcare professionals such as social workers, counsellors and physiotherapists and some of these services can be offered in-house.

## Appointments

### **Routine Appointments**

The Practice appointment system provides more availability for 'on the day' appointments whilst allowing for 'pre-bookable' appointments for those patients who need to book ahead. These pre-bookable can be booked for a maximum of one month ahead.

A standard GP appointment is 10 minutes. If you think that your problem may take an unusually long time, please inform our Reception Staff so that allowances can be made for this. If more than one family member needs to be seen please book an appointment for each.

Register for online appointment booking

[www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk)

### **Urgent Appointments**

Once we have run out of 'on the day' appointments we offer appointments for urgent medical problems. When you call the Receptionists will check your contact details, and arrange either an appointment, or for a Doctor or Nurse to call you back as soon as possible. In the case of extreme medical emergency e.g. chest pain, severe shortness of breath or acute abdominal pain, severe bleeding, please dial 999. Please consider whether your request for an urgent appointment is a medical urgency or could it wait until the following day.

When making an appointment give consideration to; being flexible about which Doctor you see as it is not always possible to see your preferred Doctor. Understand that Mondays are busier, with demand

for appointments higher. If your problem can wait until later in the week please aim to book later in the week.

## Practice Opening Hours

Monday	08:00 to	18:30
Tuesday	08:00 to	18:30
Wednesday	08:00 to	18:30
Thursday	08:00 to	18:30
Friday	08:00 to	18:30

### **Extended Hours – Evening Surgeries**

These surgeries are available for pre-booked appointments only and are run on Tuesday evening's 18:30 to 20:00 hrs.

Saturday - closed

Sunday – closed

### **Cancelling Appointments**

Many patients fail to attend without informing the Practice. This may mean that you cannot see a doctor on the day that you wish to.

If you cannot attend your appointment for any reason, please let us know as soon as possible so that we may offer the appointment to someone else.

You can cancel your appointment outside of normal working hours via the website [www.stanmorehousesurgery.co.uk](http://www.stanmorehousesurgery.co.uk)



### Telephone Appointments

We offer a number of telephone appointments with the doctors. When requesting a telephone appointment, ensure you provide to the Receptionist a correct number to call you back on. Please appreciate that it is difficult to give a precise call-back time.

### Home Visits

The Doctors make home visits during the morning and afternoon surgeries. Home visits are very time consuming; four patients can be seen in the time it takes to make one house visit. Please do not make a home visit request unless you are too ill or frail to attend at the Practice. You can be examined more thoroughly in the Practice environment.



### Out of Hours

Practice patients who have urgent medical problems that cannot wait until normal working hours should contact the out-of-hours service telephone: 111. For a life threatening emergency, telephone 999.

### Repeat Prescriptions

Please do not make an appointment with a Doctor for repeat prescriptions. Allow sufficient time to order your prescription before your current medication runs out, especially on Public or Bank Holidays.



Please allow a full two working days for your prescription to be completed. If you would like your prescriptions to be sent electronically you will need to sign-up with your preferred Pharmacy. To request regular medication:

- Register for online services using Patient Access, details are available at Reception or via the Practice Website. This is the preferred method the Practice wish you to use.
- Post your request in the prescription box located in reception.
- By post addressed to Prescriptions, Stanmore House Surgery, Linden Avenue, Kidderminster, DY 10 3AA. If you wish the prescription to be posted back to you remember to include a self-addressed, stamped envelope. Otherwise please make it known how your prescription will be collected.
- Telephone requests can be made between 10.00am and 4.00pm and are usually reserved for those patients who are housebound.

To avoid medication waste, please ensure you only request what medication you actually need. All patients on repeat prescriptions will have their treatment and medication reviewed. Should the Doctor wish to see you before prescribing further medication you will be contacted.

An independent pharmacy The Co-operative Pharmacy is situated within the Practice grounds. Tel: 01562 753302

### **Test Results**

When you take your test you should be told how long it will be before the results are returned to the practice. We receive results from local hospitals throughout the day.

To ensure confidentiality and security, test results will only be given to the patient directly and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will, of course, make every effort to contact you should your returned result need urgent action. However, it is your responsibility in all cases to find out the result of your test.

### **Hospital Referrals**

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made. Most referrals are booked through a service called 'E-Referral'. This allows you to go to any hospital or clinic of your choice where your care is funded by the NHS.

### **Car Parking**

A car park is provided for patients who are visiting the surgery, with designated parking space for the use by disabled patients. Please park only in the spaces provided and ensure you are not blocking the exit of a doctor who may be called out on an emergency. Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

### **Access to Services by people with Disabilities**

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients including parking, access ramps and toilets.

If you need any assistance please ask the Receptionist or prior to entering the building please press the assistance bell.

### **Chaperones**

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

## Clinics

### **Antenatal Care**

Once your pregnancy has been confirmed patients will be directed by the reception team to the nearest Children's Centre in order to make a booking to see a midwife.

The Doctor will see you for your postnatal check six weeks following the birth of your baby. At this appointment both you and your baby will be examined. Please remember to bring along the baby's 'Red Book'.

### **Anti-Coagulation Therapy**

Clinics are held for patients on anti-coagulation therapy.

### **Asthma Clinic**

Asthma clinics are run by the Practice Nurse and Dr N B Cockrell. They will ensure that your ongoing treatment is effective by checking inhaler technique and measuring lung function regularly. Please remember to always bring along your inhaler when you attend for a review which will be on or around your birthday month.

### **Blood Tests – Phlebotomy**

Patients can have their blood taken at the Practice or at the hospital. To arrange for a blood test at the Practice telephone to make an appointment with the Health Care Assistant.

### **Cardiac Clinic**

This clinic provides a service for patients who currently have heart disease. It offers advice about maintaining health and reducing the possibility of any further heart problems.

### **Cervical Smears and Breast Screening**

Smear tests for women involve an examination of the Cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated before cancer develops.

Breast Screening - Breast cancer kills more women than any other cancer. It is more common in older women but, if the small changes are discovered early, there is a better chance of a successful recovery.

Your Doctor/Nurse Practitioner will provide information about breast cancer and also give instructions on how to examine your breasts at regular intervals. Patients will be entitled to mammograms between the age of 50 and 70.

### **Child Health Clinic and Vaccinations**

Immunisations clinics for children run on Wednesday mornings and afternoons. Many potentially fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccinations. It is very important that all children are fully immunised. Reminders are sent out by the Health Authority.

### **Coils and Implants**

Our female GPs are experienced in coil fitting, removal and contraceptive implants.

### **COPD**

Chronic Obstructive Pulmonary Disease (COPD) is a chronic lung condition encompassing diseases such as bronchitis and emphysema. The Practice runs a specialised service to help patients with COPD, you will be invited to attend for review on or around your birthday month.

### **Diabetic Clinic**

This clinic is run by Practice Nurses and Dr C R Chamberlain. The clinic offers advice and general health check-ups to patients diagnosed with diabetes. You will be invited for review every six months.

### **Family Planning Clinics**

The Practice offers a full range of contraceptive services. We will always offer you a same day appointment for emergency contraception. Please ask our Reception Staff for details.

### **Flu Vaccinations**

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact our Reception Staff in early October for details of the vaccination dates.

If you are housebound, a home visit will be arranged to administer this vaccination.

### **Health Check**

If you are aged 40 or over, you are eligible for a health check. A home visit can be arranged for the housebound. Please contact our Reception Staff to arrange this.

### **Hypertension**

Patients with high blood pressure who take medication have their pressure taken every twelve months. You will be invited on or around your birth month.

### **Minor Surgery and Cryotherapy**

Patients have a consultation with the Doctor. In discussion with the patient if the Doctor feels it to be appropriate for the procedure to be undertaken at the practice, we will arrange for you to attend at the next available clinic. For some procedures you will be referred to the hospital.

### **Travel Vaccinations**

The travel clinic is run by nurses with special training in overseas health. Patients who are planning to travel overseas, whether on business or pleasure should contact the Practice at least 8 weeks in advance to enquire about their specific vaccination requirements. You will be given a questionnaire to complete. You can also complete this online [www.stanmorehousesurgery.co.uk](http://www.stanmorehousesurgery.co.uk) There is a charge for some travel immunisations and prescriptions not covered by the NHS – a list of these charges is available from our Reception Staff or online. We are a registered practice for all overseas vaccinations, including Yellow Fever.

## **General Information**

### **Health Education**

Health education leaflets are available at the Practice or online at [www.nhs.uk](http://www.nhs.uk) If you have any difficulty locating information, please enquire at Reception.

## **Carer's Register**

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff. Via a referral the Practice can put you in touch with a Carer Support Service which offers both emotional and practical support. Carers Helpline 24/7 Tel: 0300 0124272.

## **Non-NHS Services**

Patients should be aware that fees may be charged for services not covered by the NHS (e.g. private certificates, reports supporting private health insurance claims and other non-NHS medical reports). Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination. Fees are charged for services for other special purposes such as:

- HGV and PSV licences;
- Elderly drivers;
- Fitness-to-travel;
- Fitness-to-drive;
- Fitness-to-undertake certain sports: and
- Private Sick Notes
- Holiday cancellation forms
- Private prescriptions

The fee-scale is recommended by the BMA and details are available at Reception or on our website.

## **Patient Participation Group**

Are you interested in having a say in how this Practice is run? Do you have some free time to attend meetings or would you like to be part of an e-mail consultation group with whom we can consult with on service development?

New members are always welcome to join our active Patient Participation Group – please ask our Reception Staff for more details or visit the website [www.stanmorehousesurgery.co.uk](http://www.stanmorehousesurgery.co.uk)

## **Research / Surveys**

The Practice participates in studies and surveys to improve Patient Care and we are also externally evaluated as a training Practice. Qualified assessors come into the Practice and are bound by the same stringent rules of confidentiality as are all members of the NHS. You may be asked to complete questionnaires from time to time and you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data. Your participation in any aspect of external evaluation or research is optional.

## **Zero Tolerance**

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly, without violence or abuse. Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice. In extreme cases we may summon the Police to remove offenders from the Practice Premises

# Comments and Complaints

## Comments

We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion / comments box located in Reception for this purpose.

We also very much welcome praise for the Practice staff, or services, as we always do our utmost to deliver the very best of service to you.

### **If you feel you need to complain**

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible as this makes the issue easier to investigate.

- Within 6 months of the incident that caused the problem, or Within 6 months of discovering that you have a problem.

Complaints should be addressed to the Practice Manager, in the first instance or alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. Your complaint will be acknowledged within 3 working days, and your complaint responded to within 10 working days of the date when you raised it with us

### **Complaining on behalf of someone else**

If you are complaining on behalf of someone else, we have to know that you have their permission to do so. We keep strictly within the rules of medical confidentiality and would require a note signed by the person concerned giving consent for you to discuss matters on their behalf, unless they are incapable (because of illness) of providing this.

### **Complaining to the CCG**

We hope that if you have a grievance you will use our Practice complaints procedure. We believe this will give us the best chance of



correcting whatever has gone wrong and an opportunity to improve our service.

The CCG operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become complaints. To speak to a PALS officer, ring Patient Advisory Liaison Service (PALS). Tel: 0800 917 7919 or email [pals@worcestershire.nhs.uk](mailto:pals@worcestershire.nhs.uk)

In addition, NHS Complaints Advocacy Service are available to help you through the complaints process. Their services are free of charge and they can be contacted via [www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

If you are dissatisfied with the result of our investigation you can contact the Parliamentary and Health Service Ombudsman:

By telephone: 0345 015 4033; or

In writing to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

### **Contacting the Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the website [www.cqc.org.uk](http://www.cqc.org.uk)

### **Confidentiality**

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

All our patient records are kept secure and confidential. Your rights are protected under the Data Protection Act 1998.

We have a dedicated leaflet on confidentiality 'How We Use Your Health Records' – please ask our Reception Staff for a copy.

### **Freedom of Information**

The Freedom of Information Act 2000 enables any person requesting information from a public body to receive that information, subject to certain exemptions and excludes personal data. A Publication Scheme Guide is Available on the Practice website.

**NEED HELP ?**

**Remember these 3 numbers!**

**Your GP**

**Tel: 01562 822647**

**Advice during the day, and  
when the surgery is closed**

**Tel: 111**

**For immediate, life  
threatening emergencies**

**Tel: 999**

# Why wait?

## Book your appointment online

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://nhs.uk/GPonlineservices)

