



**when it's less
urgent than 999**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from land-lines and mobile phones.



Useful Telephone Numbers

Winyates Health Centre: **01527 513888**

Non-Emergency number when practice is closed: **111**

Alexandra Hospital: **01527 503030**



Winyates



Health Centre

Dr. R.G. Pryke
Dr. V.B. Premchand
Dr. G. Clarke
Dr. S. Oliver
Dr. S. Farr
Dr. S. Hetherington
Dr. R. Kulkarni
Dr. I. Haq
Dr J. Sanghera
Dr C. Inns
Dr K. Mylvaganam

Winyates, Redditch,
Worcestershire
B98 0NR

Tel: 01527 513888

Fax: 01527 513885

(International Calls: 0870 423803)

Website:

www.winyateshc.co.uk

Welcome to Winyates Health Centre

This leaflet is provided to inform you of the services that we provide and how to make the best use of them

Dr Rachel G Pryke

MEBS (London 1984) MRCP
Special Interest: Well Women Clinic

Dr Vattakkatt Premchand

MB.BS (Kerala 1984) MRCP
Special Interest: Respiratory & Cardiology Medicine

Dr Gillian Clarke

MB ChB (Leeds 1997) PhD DFFP BSc
Special Interest: Gynaecology

Dr Sonia Oliver

MB ChB (Sheffield 2000) MRCP DFFP
Special Interest: Womens Health

Dr Sarah Farr

MB ChB (Birmingham 2000) MRCP DRCOG DFFP
Special Interest: Diabetes

Dr Sally Hetherington

MB ChB (Birmingham 2000) MRCP DFFP
Special Interest: Diabetes

Dr Ikram Haq

MBBS (Pakistan 1998) MRCP MRCPG

Dr Jasdeep Sanghera

MB ChB (Birmingham 2010)

Dr Catherine Inns

MB ChB (Birmingham 2012)

Dr Mylvaganam

MBBS (London 2013)

Miss Claire Gould

Practice Manager

Winyates Website

Winyates Health Centre its own website and is regularly kept up-to-date with the latest news, from seasonal Flu campaign information, to new services we may be offering.

On the website you will find all sorts of information relating to the various clinics we run, our opening times and whole host of other useful information including health advice.

The website also offers you the facility to reorder your repeat prescriptions, make, view or cancel appointments and view allergies online. In addition you may also request to be able to view your full coded medical record online as well.

Please visit www.winyatesHC.co.uk
or ask at reception for further details.



Useful websites for patients

www.nhs.uk/111

www.patient.co.uk

www.eczema.org

www.patient.uservoice.com/knowledgebase

Chaperone Policy

We want you to feel safe, secure and comfortable in the way we provide health care. We want you to know that your privacy is respected.

Any patient is welcome to have someone else with them during an examination or consultation, if they wish. This chaperone can be someone who comes with you from your family or a friend. You might want to have a member of the health centre staff as a chaperone and if you do then it is easier to organise if you can let the receptionist know in advance. If you do not know in advance then we will try to arrange a chaperone during the consultation, but we might need to rearrange the appointment instead.

The doctor or nurse might ask for a chaperone to be present for certain consultations or examination in accordance with best medical practice.

If you would like to see a copy of the Chaperone Policy or have any questions or comments please contact the reception or the practice manager.

Unacceptable Behaviour

We aim to treat our patient 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 our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we will exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Fit note (previously sick note)

(Issued for statutory sick pay only)

We are not legally required to issue a note for the first 7 days of illness. Patients must self-certify and obtain a form from their employer.

If the employer insists on a note before 7 days we will charge for a private note. Patients will need to speak to or see their GP regarding this.

Patients can request a fit note through prescriptions **only** if they have been seen by a GP in the previous 4 weeks, **OR** if they have been discharged from hospital or seen at an outpatients clinic in the previous 4 weeks and we have a copy of this letter.

We can backdate fit notes but we can not put a date in the future.

About us

Winyates Health Centre is purpose built to provide comprehensive, caring and high quality medical care for local people. The health centre is easily accessible with a large car park, waiting rooms and privacy room. We have dedicated rooms for nurse run clinics and treatment rooms.

We are a teaching practice and our aim is to provide quality health care using modern facilities. We have special clinics for asthma, child health, diabetes, family planning, heart disease management, hypertension and immunisations. Our travel clinic is also very popular. Other community services: physiotherapist, district nurses, health visitors and a counsellor who work closely with us.

Reception Opening Hours

Reception is open Monday to Friday
8:00 pm – 6:30 pm

(Phone lines are open from 08:30—12:45 then again from 14:00—18:00)

How to see your doctor

Appointments can be booked by calling at reception, telephoning or online. You can consult any doctor in the practice, but for continuity of care we recommend you stay with the one who knows you the best. We try to offer an appointment for the day you request, but you may have to plan ahead to see a particular doctor. We are able to offer routine appointments up to one month in advance. Please tell the receptionist if you consider your problem is so urgent that you cannot wait for a routine appointment with your regular doctor. Urgent cases will be seen on the same day by the duty doctor. Ill children will be seen as soon as possible in the surgery.

Appointments to be seen by the nurse in the treatment room or at a clinic are made in the same way.

Prescriptions

Repeat prescriptions are organised for patients on regular medication. Prescriptions ordered before 11am will be ready for collection after 2pm on the following working day. Telephone 01527 513888.

Requests may also be made online by visiting our website www.winyateshc.co.uk and by fax on 01527 513885. Please ensure you have your personal details and the medication that you require to hand.

(Prescriptions phone line is open 9 am—11 am and 2:30 pm—4 pm)

Emergencies

Telephone 01527 513888 at any time. If the health centre is closed a recorded message will inform you hang-up and redial the free to call Out-Of-Hours service.

The telephone number for Out-Of-Hours is: **111**

Home Visits

Are for patients too ill to attend surgery. Please make your request before 11:30am. The receptionist will take full details and ask you to speak to a doctor to decide the suitability and urgency of a visit.

Confidentiality

All staff are bound by strict rules to preserve the confidentiality of your medical records at all times. For this reason we can only give your test results and other information to you personally unless we have your prior consent to pass it to another person. The staff are instructed to follow this rule at all times without exception. We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Private Fees

Certain services that we provide are not covered by the NHS and we have to make a charge. These include certain medical examinations such as fitness to drive, HGV +PSV license applications and the signing of certain forms (e.g insurance claims). If a charge is payable, you will be told beforehand.

Results of tests

Blood, urine and x-ray test results have to be checked by the doctor. The doctor may ask you to make an appointment for the results or ask you to inquire about the results by telephone about one week later. Please telephone the surgery after 3 pm for the results of the tests.

Change of Address

If you are already registered with the practice and wish to change your address, you will need to provide evidence of your new address before we are able to update your records.

Named GP

All patients are allocated a named GP. The name of your allocated GP can be found on your medical card as well as on any issued prescription. Patients may also ask at reception and we will be able to tell you who you are registered with.

Your allocated GP is responsible for your overall care at the practice. If you have a preference who you wish your named GP to be, please let us know and we will try to accommodate this were possible.

Complaints

We aim to give a friendly and professional service to all patients. However if you have concerns about any aspect of our service, please let us know.

Speak to whoever you feel most comfortable with, the practice manager or reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Health Service Ombudsman.

To contact the Ombudsman helpline, ring: **0345 015 4033**

Your Local CCG

The area served by Winyates Health Centre is in the district covered by Redditch and Bromsgrove Clinical Commissioning Group (CCG).

The CCG is responsible for ensuring you get all the services you need, for details of all primary care services in the area look at your CCG guide to Primary Care Services at: www.redditchandbromsgroveccg.nhs.uk or get the information you need at: www.nhs.uk

Patients with particular needs

Each of our surgeries is accessible to patients using a wheelchair. There are four parking spaces for disabled patients.

For patients with hearing problems, we have a loop system.

If you would like this booklet or any other information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know.

Missed Appointments (DNA's).

Hundreds of valuable appointments are wasted every month due to patients not attending. If you can not make your appointment or no-longer need it, always let us know in advance so that we can offer it to someone else who needs it.

You can cancel online from your mobile phone, PC or tablet via our online services (visit our website www.winyateshc.co.uk). There are also Patient Access Apps available to download from both GooglePlay and iTunes.

You can also cancel an appointment simply by replying to the appointment text reminder with the word "CANCEL".

We have decided to introduce a more stringent policy to deal with the amount of appointments wasted. For those patients who persistently miss their appointments, we will consider removal from our list for repeat offenders.

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 coughs, colds and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A 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 children.
- Always read the instruction and use the suggested dose.
- Watch expiry date – 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

Your local pharmacist will be able to give you free health advice at any time—you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call **111** for details.

NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Accident and 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 and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess **serious injuries and provide emergency treatment**, (for non-emergencies call 111).

Appointment Reminders via Text

If we have your current mobile number you automatically receive appointment reminders via text to your mobile phone the day before your appointment is due. If you have not yet given us your mobile number please ask one of the receptionists to update your details with it. Similarly, if for some reason you do not want to be sent appointment reminders just inform a member of staff of this.

Parents/Guardians child confidentiality

To protect child confidentiality we have a policy of removing parent/guardian access to children's records once the child reaches their 14th birthday. This will involve de-activating the child's Patient Access online service and also removing the parent/guardian's mobile number from the child's record to prevent text reminders going to the parent/guardian. Once a child reaches the age of 14 they will need to register for their own Patient Access account and update us with their own mobile number to continue using these services.

The Winyates Team

Practice Nursing Team

The team has a wide variety of qualifications and skills to provide the best patient support and treatment.

The nurses use their special skill to run the Health Promotion Clinics, and are well known for their interest in asthma, baby immunisation, cervical screening, family planning and well person checks.

Treatment Room

Patients should feel confident and comfortable when they need to use the services offered by the nurses. Nursing procedures include blood tests, ear syringing, injections, suture removal and wound dressings.

Travel Plans

Those travelling overseas should consult the nurse about three months before their trip as vaccinations for some countries need early planning. Please collect a travel form from reception and nurses can advise which vaccinations are required.

If you feel you need help or if you are concerned about your weight, smoking, alcohol intake or have questions about any health problems then talk to the nursing team who will deal with your concerns in a caring way. You will be pleased that you did.

GP Registrar

We are approved as a training practice to enable qualified doctors who have completed a time working in hospital to gain experience necessary to become a principle GP. They may spend up to 12 months in the practice and share in the same duties as the partners. At all times, they are supervised by one of the partners.

As part of their training to improve their consultation skills, they are expected to video some consultations. If the video is being used during a surgery, you will be informed beforehand and your consent will be obtained.

Carer Support Service

Support for carers. Give advice on services available and offer 1-2-1 support as well as telephone support. (Ask at reception for details).

Research

Our Research Nurse Elaine Butcher, is based at the practice to promote research and invite suitable patients to take part in various research projects on a voluntary basis. She works closely with the Primary Care Research Network (PCRN) based at Warwick University and all research studies will have achieved ethical approval and high level funding via sponsors such as the National Institute for Health Research or major charity funders such as Diabetes UK. Elaine works closely with Dr Premchand who is the Lead Research GP at Win-yates. Should you have any questions about the research which your practice is involved in, please contact Elaine through the practice reception. If you would like to know more about PCRN, please visit http://www.crnc.nihr.ac.uk/about_us/pcrn/

Summary Care Record (SCR)

SCR is active at this practice. Your SCR will contain information about your medications and any allergies or reactions. This information can (with your express permission*) then be shared with authorised healthcare staff outside the practice, for example, if you attend hospital or out-of-hours services.

For more information about SCR see <http://systems.hscic.gov.uk/scr>

If you do not want a Summary Care Record and wish to opt out, please tell us.

*In an emergency, e.g if you were unconscious, healthcare staff may look at your SCR without asking you.

Advice for Common Problems

Many minor problems do not necessarily need treatment from the doctor and can be managed at home.

Fever: Drink plenty of fluids. Give Paracetamol as directed.

Sore throats and coughs: These usually need only symptomatic treatment.

Most sore throats and coughs are caused by viruses, and will not respond to antibiotics, and will start to improve within 3-5 days. Cough medicines do not speed up recovery, the symptoms of a dry irritating cough may be helped by linctus. Steam inhalations are also a very effective treatment. There is no need to add anything to the steam.

Earaches: Symptoms are usually helped by Paracetamol. We are always happy to see earaches at the next surgery and assess whether any antibiotics are necessary.

Diarrhoea:

Adult: Drink plenty of fluids to prevent dehydration and loss of essential salts.

Infant: If bottle fed use Dioralyte solution for the first 24 hours. Gradually re-introduce milk. Breast fed babies should keep feeding and Dioralyte may also be used. If you are at all worried about your child, do not hesitate to seek advice.

Nose bleeds: Sit forward and breathe through the mouth. Pinch below the bridge of the nose, and if it does not stop within half an hour consult your doctor or visit the Accident and Emergency Department at the Alexandra Hospital.

Cuts: Stop the bleeding by direct compression and cover as appropriate. If you think it needs stitching visit the Accident and Emergency Department at the Alexandra Hospital.

Burns and Scalds: Immediately cool the affected part in cold running water for several minutes. Minor scalds can be left uncovered but where the skin is broken or blistered, seek medical advice from the doctor or practice nurse or visit the Accident and Emergency Department at the Alexandra Hospital.

Call **NHS 111** for free health advice
and information 24 hours a day.
Or visit the website www.nhs.uk/111

When should you go to your local surgery or hospital?

Before you go to your local surgery it's a good idea to think about what you want to say or ask. Write it down on a piece of paper and take it along. If you have more than one health problem or question, mention this when you make your appointment.

There are points to think about before your visits.

- What is the most important reason for the visit?
- How long have you had the illness / complaint? When did it begin or get worse?
- What medicines are you taking? Write down the names or take the medicines along with you. This also means any remedies which you might have bought yourself from a chemist, shop or supermarket, like painkillers, laxatives, herbal remedies e.t.c.
- If you think that your problem could be linked with using certain medicines, then tell the doctor this. Your doctor will be able to tell you if this is the case.
- If you have seen another practitioner, for example, an Osteopath, Physiotherapist or a Counsellor, say so. Explain what you have been treated for.
- If you think that your illness could be linked with earlier illnesses, tell the doctor. If you think that you know the cause, say so too.
- Is there anything in your private life which could be having an effect on your illness?

Before calling the doctor:-

- Try self-care treatments for your ailment or injury.
- Think about how you feel. Can you wait until the surgery re-opens in the morning? Or do you need advice or reassurance sooner?
- Could a dentist, chemist, district nurse or midwife help with your problem?

Getting advice.

Remember, you can call **NHS 111** for free health advice and information 24 hours a day. Or visit the website www.nhs.uk/111

Clinics

What to do about antenatal care

Don't smoke. Start to take folic acid tablets (ask the pharmacist) before you plan to be pregnant and continue for the first three months. Make an appointment to see your GP or ask at reception for midwife details.

Asthma

Attend the asthma clinic regularly to help you measure your progress, minimise symptoms and get the best out of your treatment.

Cervical Smears

This simple test detects cancer of the neck of the womb before it can do any harm. It should be performed every 3 years for ladies under 50 and every 5 years for ladies over 50. It can be done by a nurse or doctor in a family planning clinic.

Child Health Clinics

For children under 5, checks are organised by the health visitor to ensure that development is progressing well.

Main weighing clinic - Monday from 10:00am to 12:00pm, held at Maple Tree Children Centre at Roman Way School.

Child Immunisation

For children under 5, to protect against diphtheria, measles, mumps, polio, rubella, tetanus and whooping cough. Your child will be sent for when they are due.

Tuesdays 2pm to 5pm, Wednesdays 9am to 11am and Fridays 2pm to 4pm.

Diabetes Clinic

Attend the clinic at least every 6 months. Our comprehensive check helps you get the best out of your treatment, encourages you to eat a healthy diet and helps you avoid complications.

Emergency Contraception

Advice available at every surgery and clinic. You only have to ask.

Family planning and women's health

Advice for women of all ages, appointments on Tuesday and Wednesday afternoons.

Evening appointments available on alternate Wednesday.

Condoms can be dispensed by sister at these clinics.

Foreign travel

Complete a travel form and then see the practice nurse in the treatment room, ideally about three months before departure for immunisations and guidance on staying healthy.

Health checks

For new patients, well women and men the nurses health check is designed to help you get the most out of the services that we provide and to achieve your own health targets.

Heart disease prevention

For blood pressure, smoking habit and cholesterol check to assess the risk of having a heart attack. Then planning to reduce the risk and stay healthier.

Menopause Clinic (Women's health)

For discussion of any problems, symptom control or issues related to the menopause.

Operations

Minor surgery to remove skin lesions is performed in the health centre treatment room. Contraception services i.e. Nexplanon insertion as well as insertion of intra-uterine devices is performed.

Stress management

Advice, counselling and relaxation to help in stress avoidance and management is available from the counsellors.

Weight reduction

Advice to help you to achieve and maintain a healthy weight.

Emergency Surgeries / Appointments

An emergency is: Any condition that has occurred in the last 24hrs or that has quickly deteriorated in the last 24hrs and can not wait to be seen until the following day.

If in doubt telephone the surgery to speak to a GP before 11:00am. There are times when a medical problem can't wait for the routine appointment, but it's also something that's not suitable for A&E, in this situation you may be given an emergency appointment.

The GP you see during an emergency appointment will be on-call for that surgery and may be interrupted by phone calls, and queries from patients and staff. They may also be called out to see a very ill patient at home in an emergency. It is possible there may be a significant wait should this occur.

Unfortunately, due to time constraints the duty doctor on-call will not be able to deal with ongoing problems you may have (i.e one problem only). You will be asked to re-attend for a routine appointment where the proper amount of time can be allocated to you.

It may be worth considering arranging an alternative appointment if:

- You have already seen a doctor previously about the same problem, it might be more time efficient to rebook an appointment with the same doctor again.
- You have had the same problem for sometime.
- You need to discuss results or a prescription; book a telephone consultation.
- Some conditions can be treated by a chemist, such as eye infections, skin problems, perhaps speak to them first.

Help us save time by:

- Getting your blood pressure taken in the reception area; collect a token from the receptionists.
- Please organise a urine specimen if you think it might be relevant i.e water infection/cystitis/pregnancy/kidney problem; collect a white topped bottle from the receptionists.