Moorland Medical Centre Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work

Patient's Rights to General Medical Services

To be offered a health check on joining the practice.

To have appropriate drugs and medicine prescribed.

To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.

To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.

To choose whether to take part in research or medical student training.

To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.

To receive a full and prompt reply to any complaints they make about the care they receive at Moorland Medical Centre.

Moorland Medical Centre

PRACTICE LEAFLET

Moorland Centre

Medical

Dyson House, Regent Street, Leek, Staffordshire, ST13 6LU
www.moorlandmedicalcentre.co.uk

Email:- moorland.med@nhs.net

PARTNERS (Contractor of services)

Dr Jane Greig

MBBS,DRCOG,DFFP,MRCGP
(Royal Free London 1993)

Dr Luan Coar

MB, ChB (Liverpool 1995)
MRCP, DRCOG, MRCGP, Mphil

Dr Alison Foster

MB, ChB (Birmingham 1999) DRCOG DFFP,FRCGP,

Masters in Medical Science, Dip Med Ed

Dr Jayesh Shah

MBBS, (Saurashtra 1995)
DRCOG, DFFP, MRCGP, MRCS, MS (Ortho)

Dr Neil Briscoe

MBChB (Manchester 2010), MSc Pharmacy (Manchester 2001)
MRCGP

OPENING TIMES

Monday 8am-6.00pm 6.30pm– 8.45pm

Tuesday 8am-6.00pm

Wednesday 8am-6.00pm

Thursday 8am-5.00pm

Friday 8am-6.00pm

Telephone Numbers

Emergencies, Visits and Out of Hours

01538 399008

Appointments

01538 399008 (option 1)

Enquiries and Results

01538 399008(option 2 after 11am)

Fax

01538 398228

PRACTICE AREA

The practice covers the town of Leek and approximately 75 sq. kilometres of surrounding countryside. A detailed map is available for inspection in reception.

A MAP OF OUR PRACTICE AREA

Our Practice Charter

You will be treated with courtesy and respect by all Practice personnel.

An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.

A non-urgent appointment with a doctor or nurse will be offered at the next available routine appointment slot.

Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.

We aim to answer the telephone within six rings.

Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person, online, by post or via your local pharmacy.

All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.

If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

We wish to make Moorland Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

If you are unable to attend for an appointment please let us know so that we can offer it to someone else.

If you arrive 10 minutes late for your appointment you will be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10am if at all possible.

An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.

We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.

Make a separate appointment for each patient that needs to be seen, and each problem that you have to discuss. This allows the doctor enough time to treat each patient with the time that they deserve.

Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.

Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted and will dealt with appropriately.

Please let us know if you change your name, address or telephone number.

Test results take time to reach us. Please give at least 7 working days before contacting the surgery.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help & advice. Please act upon it.

APPOINTMENTS/CONSULTATIONS

All surgeries are by appointment only and can be made in person, on line or by telephone. We offer pre-booked 10 minutes appointments 6 weeks in advance with GP's and Nurses. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the Doctor and the Nurse Practitioner who are members of the Duty Team. (Urgent Appointments are for an urgent medical problem only, please speak to reception if you require repeat prescriptions, fitness for work certificates or for signing forms etc)

NURSE PRACTITIONER

We have a nurse practitioner available every day, morning and afternoon who can deal with all minor ailments. (please see information sheet available at reception)

TELEPHONE ADVICE

Pre-bookable telephone appointments are available at the end of morning or afternoon surgery. Patients are advised to telephone to make arrangements to book these.

HOME VISITS

Home Visits should only be requested for those who are unable to come to the surgery because of serious illness and infirmity. They should be requested before 10am if at all possible.

Whenever possible we prefer to see you at the surgery, if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 10am will be taken by the Duty Doctor.

CLINICS All the following clinics are held on a regular basis.

NHS Health Checks - our practice nurse & HCA performs a health check, including blood pressure, blood tests and urine testing and gives advice on a healthy lifestyle.

Dietary Advice - for weight loss and healthy living.

Asthma - advice on the modern treatments of asthma, with peak flow recording and instruction in inhaler use.

Diabetic - advice and monitoring on all aspects of care for the diabetic patient. We work in co-operation with local opticians, chiropodists and dieticians.

Blood Pressure - high BP is known to be a risk to health. A programme of investigation will be individually planned for each patient.

Smoking Clinics - if you wish to stop smoking we can offer help and advice.

Hearing Tests - referral via your doctor, or a nurse practitioner.

Flu Clinics—annual influenza clinics are held usually from the beginning of October . Pre bookable and walk in clinics are available.

Minor Surgery—we have a minor surgery clinic with Dr Shah held monthly, where minor procedures are undertaken including joint injections.

For the Children Immunisation – We feel it is important all children are fully protected and the full programme is provided by the practice.

For Women – We offer full antenatal, postnatal and contraceptive care,. Cervical smears are performed on a recall system and are undertaken by our specially trained nurses.

For the Traveller – Before going abroad it is advisable to ensure you are up to date with the relevant vaccinations. Please call into the surgery at least 8 weeks before your holiday to complete a travel form, reception will then contact you to arrange an appointment before your holiday to ensure adequate cover . A charge will be made for certain immunisations not covered by the NHS. A list of these charges is held at reception.

Counselling Service – Your doctor or nurse practitioner can arrange for you to see a Cognitive Behavioural Therapist at the Medical Centre for depression, anxiety and a number of other psychological conditions, through the Wellbeing Service.

DATA PROTECTION

All information held about patients is completely confidential. The practice is registered under the Data Protection Act 1998. This Act protects data held on the computer system.

PROTECTION AND USE OF YOUR INFORMATION

Your records are safe with us

Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on our computer system and in paper records which are accessed by authorised users only to ensure the doctors and nurses have accurate and up to date information about your health needs. If you do not want information that identifies you, to be shared outside of your GP practice , ask at reception to make a note in your records. This will prevent your confidential information being used other than where necessary by law.

For more information: www.nhs.uk/caredata or www.hscic.gov.uk

ONLINE ACCESS TO YOUR MEDICAL RECORDS

Patient Online gives patients the option to make appointments, order repeat prescriptions and view their GPs' medical record online, using their computer, tablet or smartphone.
The GMS and PMS contracts required practices to promote and offer online access to the coded data in their health record and in 2016/17 there are non-contractual changes that call for practice to provide patients with online access to clinical correspondence such as discharge summaries, outpatient appointment letters, and referral letters.

You can also request access to your medical records e.g. a copy of notes or to view your records, a charge will be payable.

Please ask at reception for an application form, or you can print a form off the practice website for online access.

HOW TO REGISTER AS A PATIENT

To register at the practice you must live within the practice boundary (see map) please ask at our Reception. If you know your NHS Number then please bring this along with you. You will be registered with the practice rather than an individual GP and may see any of the doctors. You can express a preference of which practitioner you wish to see and whilst the practice will try to comply, it might not always be possible, in which case we will explain why. Following your registration you will be required to have a new patient check to enable your registration to be fully complete.

CARERS-ARE YOU A CARER?

If you care for any relative who is not able to look after themselves, we can offer help and assistance through the North Staffs Carers Association. They have a folder and notice board with useful information held in the waiting room which is regularly updated. Please ask at reception if you would like more information.

Tel 01782 793100 or www.carersfirst.com

PATIENT PARTICIPATION GROUP

We have a well-established Patient Participation Group (PPG) and are often looking to recruit new members and virtual group members, to ensure a representative group.
The PPG aims to be a "voice of the patients", reflecting local views and opinions and thereby having a say in changes and decisions taken within the Practice. The Practice can also use us as a "sounding board" for new ideas they may wish to try. The names of the PPG members (together with contact telephone numbers) can be obtained by contacting Rachel Hurst at the Practice. If you are interested in becoming a member or would like more details please contact Rachel in the first instance. There is no age restriction, everybody's opinion is important to us.

The Freedom of Information Act 2000 gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Fran Fairhurst (Practice Business Manager). There may be a charge for this information.

PRESCRIPTIONS

Routine - Requests for repeat prescriptions will be dealt with within 48hrs. This can be in person by ticking the boxes on the right hand side of the prescription and posting into the prescription box in the entrance hall. attaching a stamped address envelope or requesting online (speak to reception for more information) There is also a chemist collection service available—please speak to your local pharmacy.

Urgent - Requests for urgent prescriptions will be ready to be collected by 5.45pm.

CHAPERONES

All patients are entitled to have a Chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

CARERS—ARE YOU A CARER

If you care for any relative who is not able to look after themselves, we can offer help and assistance through the North Staffs Carers Association. They have a folder with useful information held in the waiting room which is regularly updated. Tel: 01782 793100 Website: www.carersfirst.com

ACCESS FOR THE DISABLED

We have reserved parking for the disabled in our car park. The adjacent side entrance is equipped with a ramp and a bell to summon assistance. Patient services are provided at ground floor level. The surgery also provides disabled toilet

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please call NHS 111, alternatively there is also a Walk in Centre at Leek Moorlands Hospital, Ashbourne Road, Leek Staffs 0300 123 1894 or Haywood Hospital Walk In Centre, High Lane, Burslem, Staffordshire 01782 673500.

The OOH service is commissioned by North Staffordshire Clinical Commissioning Group at Smithfield 1 Building, Leonard Coates Way,

Stoke-on-Trent Staffordshire, ST1 4FA

Tel: 0845 602 6772

TEACHING IN PRACTICE

We are a training practice. Fully qualified doctors with experience in hospital medicine who are preparing to become General Practitioners join the practice and spend up to a year working with us, sharing all aspects of medical care with the partners. We welcome the fresh ideas and enthusiasm they bring to our team. Video recording of consultations is a requirement to enable a confidential analysis of their abilities, you will be asked for your consent to this before the consultation takes place.

Medical students or nurses training to become District Nurses or Community Midwives or Health Visitors may also spend time with the practice. You will be told if a student is working with your doctor and will be asked if you are happy to be seen with the student.

RESEARCH PRACTICE

The practice is involved with medical research in partnership with Keele University. You may be asked to participate in a research project that we are taking part in, but we would always ask for consent.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which inform you of all the services that we provide for our patients. Nurse practitioner leaflet, PPG leaflet Comments Leaflet and Complaints Leaflet. & other organisation information leaflets

COMPLAINTS

We always try to provide the best services possible, but there maybe times when you feel that this has not happened. We operate an in-house complaints procedure to deal with these situations. We believe it is important to deal with complaints swiftly, so you will be offered an opportunity to meet to discuss the details within 7 days. Please contact our Patient Services Manager if you have any issues to discuss. Patient Advisory Liaison Service (PALS) are also available to deal with complaints/ concerns outside of the practice. Freephone 0800 0304563 or email pals@staffordshirecss.nhs.uk.

VIOLENT AND ABUSIVE PATIENTS

The practice reserves the right to have any patients who are violent or abusive to either staff, or other patients, or other bystanders removed from the medical list. In certain situations we may call for Police Assistance.

PRACTICE STAFF

Practice Business Manager

Fran Fairhurst

Patient Services Manager

Rachel Hurst

Reception Manager

Nicola Tatton

Medical Receptionists

Maureen Clowes, Leigh Gidman, Jacqui Walker, Sarah Walmsley, Laura Bridgett & Kirsty Brown

Data Quality Co-ordinator

Andrea Emery

Nurse Practitioners

Liz Knobbs and Louise Potts

Care Home Nurse Practitioner

Clare Kirkham

Practice Nurses

Sister Andrea Birchall, Sister Fiona Barnes,

Sister Helen Pointon, Sister Debbie Shiers

Health Care Assistants

Alicia Rutter and Saranne Lawton

Secretaries

Karen O'Reilly & Louise Brown

Ancillary Staff

Sarah Grindey - Caretaker & Michelle Stonier - Cleaner

North Staffordshire Clinical Commissioning Group

Smithfield 1 Building, Leonard Coates Way, Stoke-on-Trent

Staffordshire, ST1 4FA

Telephone: 0845 6026772