

**CLAREMONT BANK SURGERY, CLAREMONT BANK,  
SHREWSBURY, SY1 1RL**

**TEL: 01743 248244 / FAX: 01743 245275**

**EMAIL: [www.claremontbanksurgery.co.uk](http://www.claremontbanksurgery.co.uk)**

**Doctors**

<u>Dr E M Stapleton</u>	MB BS (1985 London) BSc DCH FPA cert, MRCGP Male Full Time
<u>Dr M J Page</u>	MB BS (1980 London) DA, DRCOG, DFFP Female Part Time
<u>Dr M Eardley</u>	<u>MB, ChB (1994 Birmingham)</u> <u>DRCOG, DFFP, MRCGP</u> <u>Female Full Time</u>
<u>Dr M J Fallon</u>	<u>MB, ChB</u> <u>Male Full Time</u>
<u>Dr M Ziko</u>	<u>MBBCh, MRCS (Ed), MRCGP</u> <u>(Ain Shams University, Cairo)</u> <u>Male, full time</u>

**Practice Nurses**

Wendy Hornby (Lead Nurse)	RGN, Nurse Prescriber, ENB Family Planning and Sexual Health Care, Warwick Diploma Asthma Care, Warwick Diploma COPD Care, Diploma in Primary Care Diabetes Management.
Penny Hugill	RGN. Specialist Practitioner (A51), Dip Asthma/Diabetes
Suzanne Girling	RGN, Warwick Diploma Diabetes Care.
Andrea Luty	RGN, BNurs (Hons)

**Practice Manager- Jane Read**  
AMSPAR Dip  
Practice Management

### **Community Care Co-Ordinator- Rebecca Kelly**

This service gives you the opportunity to speak to someone who can help you in finding out about a variety of services that are available to you within your local community. Please ask at reception, speak to your GP or your Practice Nurse about how to be put in touch with Becky.

### **CLAREMONT BANK SURGERY**

Claremont Bank Surgery is a group practice of four non limited partners caring for people in Shrewsbury and the surrounding area. The boundary is defined using the River Severn as a guide, we do not accept patients north of the River Severn excluding the town centre, unless household relatives of existing patients.

The receptionists will tell you if you live within the practice boundary which is usually for patients in the SY1, SY2 and SY3 areas. Parking is available for convenience while attending the surgery, please use the car park only for the duration of your visit to the surgery.

We do have a designated parking bay for disabled users and request that this is used purely for that purpose. The surgery was designed on one level for disabled access and we have a patient toilet designed for disabled access – this also has nappy changing facilities.

We are not a dispensing practice but there are a number of pharmacies within easy walking distance.

### **SURGERY APPOINTMENT TIMES**

The surgery reception is open: Monday to Friday 8am-6pm.

Appointments are available depending on which day from 8am to 5.50pm with a Doctor and from 8.00 am to 5.40pm (depending on the day of the week) with the Practice Nurse.

Extended Hours appointments are available Monday 18:30 – 20:00. These appointments are to enable patients to attend their doctors or nurse without disruption to their working day or if they have child care commitments.

To book an appointment with either the Doctor or the Nurse, please phone Shrewsbury 248244 or call into the surgery. Urgent problems will be dealt with the same day.

Patients requiring stitches, or with suspected broken bones are advised to go directly to the A&E department at Royal Shrewsbury Hospital or Princess Royal at Telford (whichever is closest at the time of injury). For immediate paramedic assistance dial 999.

Our appointment system is computerised. If you are unable to keep your appointment please let us know in good time so that it may be offered to someone else.

We do monitor our DNA (did not attend) rate and regular DNA patients are advised in writing that repeating this behaviour may lead to removal from the practice list.

We have recently set up the web site for the surgery and patients will need a registration form to be collected in person from the reception so that they may access the appointments screen on line. You will be requested to provide photo identification to ensure patient confidentiality.

## **MAKING APPOINTMENTS**

It is usually possible to see a doctor for a routine appointment within 48 hrs, but if it is a specific doctor you wish to see you may have to wait longer.

Please ask the reception staff for times of individual surgeries which may vary during the week and from year to year.

Please ask at reception in person for a registration form to book your appointments online.

Urgent cases can be fitted in the same day and for this purpose we reserve appointments specifically for this reason. If you wish to be seen urgently if you contact the surgery at 8am for urgent morning appointments and 11.00am for urgent afternoon appointments we will endeavour to offer you an appointment.

Emergency Calls – a Doctor is on duty from 8am to 6pm Mon to Fri and if they are not within the building the receptionist will contact them via mobile phone and depending on the nature of your problem will contact you as soon as possible.

It would be appreciated if you could be on time for your appointment – as this has a knock on effect for patients booked in later. If you are unable to keep your appointment please let us know in good time so that it may be offered to someone else.

Triage - some doctors here do a triage system whereby they assess the appointments booked for the same day. The receptionist may take your contact details and the doctor will call you back, they may offer telephone advice or prefer to see you within the surgery environment.

### **APPOINTMENT REVIEWS.**

We do from time to time contact patients to attend the surgery for a review of their medication, blood pressure, and ongoing disease management. We ask therefore, that you keep us updated on your contact details.

### **CHAPERONE.**

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 a friend. On occasions you may prefer a formal chaperone to be present i.e. a trained member of staff. Please ask at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way.

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

### **HOME VISITS.**

A doctor will visit a patient whose illness prevents them from attending the surgery. We do prefer to see patients in the surgery where a more extensive examination is possible and relevant tests can be organised quickly.

If you need a visit please contact the surgery as early as possible preferably before 10.30am.

### **OUT OF HOURS.**

For urgent advice and treatment outside of the surgery times please telephone our out of hours provider **SHROPDOC on 0333 222 66 55**. This service is provided by local GP's. The Primary Care Trust is responsible for commissioning this service.

If it is of a more urgent nature then please do not hesitate to phone **999** they will triage your call and advise accordingly. NHS 111 is another avenue for seeking advice on **111**.

Shrewsbury Walk in Centre, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ. TEL: 261138 open 8 am to 8 pm for walk-in patients every day.

## **VIOLENT OR ABUSIVE BEHAVIOUR**

We have a zero tolerance policy for any threatening. Abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If this behaviour continues, we may act upon our right to take action to have them removed immediately, from our list of patients.

## **AS A PATIENT OF THIS PRACTICE, WE ASK THAT YOU: -**

- Treat staff politely and behave in a reasonable and responsive manner.
- To treat our staff with dignity and respect.
- To follow treatment plans recommended by your Dr or Nurse this includes medication and how it should be taken.
- To ensure the details of any consent forms are correct prior to signing.
- Only ask for an urgent appointment if needed.
- Arrive on time for your appointment.
- Cancel your appointment if you are unable to attend.
- Talk to a doctor or the Practice Manager if you are unhappy about any of our services.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **As a patient of this practice, you have the right to:**

- Be treated with respect and courtesy, preserving your privacy, confidentiality and dignity.
- To receive clear understandable information about your care. If you do not understand, please ask questions – it is your right to know.
- To be involved in decisions about your health care.
- To be given an appointment on the day of your request if the need is urgent.
- To be given a full explanation about your medical condition and treatment.
- The right to express preference of Dr or Nurse (please do so at the time of making your appointment).

## **TO REGISTER AS A NEW PATIENT**

New patients are requested to complete a new patient application form, this enables us to gather some background information about yourself as medical records can take up to six weeks to arrive. You can also download a new patient application form off our website. We ask that when you bring your registration form in to the surgery you bring with you some photo ID for proof of identification.

At this point you will be requested to make an appointment for a new patient check. It is important that you attend for this as we can gather information about your lifestyle and any risk factors regarding your health.

If you have a preference for which G.P you wish to be registered with you must put this on the registration form, you can ask to see a particular doctor when making an appointment –this will be accommodated where possible, but it may mean waiting longer for an appointment. Please ask the receptionist to help if you have any difficulty with reading and form-filling.

## **HEALTH CHECKS.**

New patients over the age of 5 are invited for a Health Check soon after registering with a doctor.

Patients can make an appointment for an 'MOT' with the practice nurse. This involves blood pressure, height and weight, noting family history, assessing diet and exercise etc.

It is also recommended that a cervical smear be done every 3 years for all women from the ages of 25 to 49, and every 5 years for those aged between 50 and 64.

Mammograms are recommended to all women from the age of 50 to 65. It is a 3 year recall screening programme facilitated by the health authority.

Patients who have not been seen at the surgery for 3 years, and are between the ages of 16 and 75, may request a consultation for a general health check within surgery hours. Where a consultation is provided under this arrangement, appropriate enquiries between Doctor and patient will be made and examinations carried out as appear appropriate in the circumstances.

### **NHS Healthchecks 40-75 years –see NHS HEALTHCHECK FORM**

Patients aged 75 years and over who have not been seen at this practice for 12 months may also request a consultation during surgery hours for a health check. Where it is considered inappropriate for the patient to attend the practice owing to their medical condition, this consultation will take place in the patient's home.

### **REPEAT PRESCRIPTIONS**

A computerised system is used for issuing repeat prescriptions. Attached to your prescription is a copy to assist you when ordering further repeats. Please note your personal computer number which should be quoted when ordering medicines.

If you require a repeat prescription either:

- Order over the Online from the receptionist at the surgery.
- Write in with your request (enclosing a stamp addressed envelope), allowing one week for postal delays.
- Call in at the surgery any working day before 11:00 and it will be ready the same day after 12:00. Any prescription orders after 11:00 are ready the next working day after 12:00.
- Fax through if you have access to a fax on **01743 245275**.
- Utilise local chemists who will order, collect and some deliver to your own home.

**We do not take telephone requests due to the congestion of phone lines-stopping urgent calls getting through.**

Prescriptions can be collected from midday onwards (but SAE preferred).

Patients who pay a prescription charge and require a regular supply of drugs may find it cheaper to purchase a prepayment certificate. Please ask the receptionists for further details.

### **BLOOD TESTS**

It is our policy to give patients completed request forms for the necessary blood tests and we request that they attend Princess House in the Square, Shrewsbury town centre, to have their bloods taken. The receptionist at the surgery is able to make an appointment for you. Appointments are available Monday to Friday before 11am and there is open access 1pm to 3.00pm. Children under 16 can only have their blood taken at the Royal

Shrewsbury Hospital please ask the receptionist for times and location of this service.

The results of these tests are available 2-6pm.

We do provide a service for the convenience of housebound patients where the Community Phlebotomist performs the tests in the patient's home. Contact the surgery and we can arrange this for you.

### **FOREIGN TRAVEL. IMMUNISATION AND ADVICE.**

We offer a comprehensive service for the foreign traveller. In order to achieve full benefit from this service please contact the surgery for a double appointment at the surgery at least 10 weeks before the expected date of departure with the practice nurse. Certain travel immunisations are not covered by the NHS and a charge may be levied. Full details are available at reception. You may be given a 'Travel Risk Assessment' form to complete and bring with you when you see the nurse. This form is also available on our website.

### **OTHER SPECIALIST SERVICES OFFERED**

- Pre-conception and Counselling
- Maternity care.
- Child Development and Immunisation Clinics
- Family Planning including emergency contraception
- Diabetic Clinic
- Heart Disease Prevention ('cholesterol')
- Diet Advice
- Menopause/HRT
- Travel and Immunisation Advice
- Minor Surgery
- Asthma Clinic
- Quit Smoking
- Stroke/TIA
- Hypertension (blood pressure)
- COPD (Chronic obstructive Pulmonary Disorder)
- Epilepsy
- Thyroid disorders
- Cancer Reviews
- Mental Health assessments
- Dementia Reviews
- Chronic kidney disease



## **IMMUNISATION POLICY.**

Parents are encouraged to bring babies and small children to the Immunisation Clinic. A Doctor is always available at these clinics. A Health Visitor will discuss the schedule when she visits your home after the birth of your baby.

The Practice Nurses are able to advise you whether you would be eligible for vaccines recommended for prevention of communicable disease in adulthood, i.e. tetanus, pneumovax and influenza.

## **FY2 DOCTOR.**

We have been approved for the post – graduate training of Doctors. The first Doctor started in August 2006. These Doctors have graduated from Medical School and completed at least one whole year of post –graduate training in hospital before coming to us. They are fully registered Medical Practitioners with the GMC and have full prescribing rights. They are referred to as FY2 doctors. (Foundation Year 2).

We would be grateful if you could assist us in their training and agree to see a FY2 doctor when booking your appointment. A G.P will always be close at hand for advice and assistance.

## **LOCUM DOCTORS.**

The practice does employ Locum Doctors to cover holidays and to allow the Doctors themselves to attend training days.

## **COMMENTS/COMPLIMENTS/COMPLAINTS.**

We welcome suggestions as to how we can improve your medical services. We aim to provide a quality service to our patients. If you have any comments, compliments or complaints please pass them on to your doctor or any one of the practice team.

### **Send your written complaint to:**

The Practice Manager, Claremont Bank Surgery, Claremont Bank, Shrewsbury SY1 1RL

### **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing,

or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Since 2009 NHS patients wishing to complain about primary care services can take their complaint to either the provider (such as GP or dental practice) or the commissioner, NHS England – but not both.

From 1<sup>st</sup> of August 2015 the NHS England and North Midlands Complaints Service will be responsible for the investigation of all NHS England complaints relating to primary care provided in Staffordshire and Shropshire as well as Derbyshire and Nottinghamshire.

All new complaints need to be send to the NHS England Customer Contact Centre, who will log the complaint and forward it to the relevant office.

You can contact the Customer Contact Centre:

**POST:** NHS England  
PO Box 16738  
Redditch  
B97 9PT

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33

### **PALS for help or advice;**

The Patient Advice and Liaison Service (PALS) is based at The Royal Shrewsbury Hospital Patient Advice & Liaison Service, Royal Shrewsbury Hospital, Mytton Oak Road, Copthorne, Shrewsbury, Shropshire, SY3 8XQ. Call into the PALS Office which is situated on level 2, Main Ward Block

Open Hours

Monday to Thursday - 9am to 5pm

Friday - 9am to 4.30pm

TEL	01743 261691 0800 783 0057 An answerphone will take out of hours message
FAX	01743 261368

### **Princess Royal Hospital**

**Write to us:** Patient Advice & Liaison Service, Princess Royal Hospital, Apley Castle, Telford, TF1 6TF.

They provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through

e main reception

Friday - 9am to 4.30pm

TEL	01952 282888 01952 641222 ext: 4382 An answerphone will take out of hours message
FAX	01952 222365

### **If you are Dissatisfied with the Outcome**

You have the right to approach the:

**Ombudsman.** The contact details are:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

### **DISABLED ACCESS.**

The surgery has recently improved the car park to include a bay specifically designed for disabled parking. Should any patient require assistance to enter the surgery building there is a bell on the front door specifically for this use.

### **DATA PROTECTION**

All medical records in this practice are held on computer file and all the personal information contained therein confidential to the practice. As required by law we are registered under the Data Protection Act, Reg No F1393052. This act gives people the right to view and if incorrect, amend any information which is contained about them on computer files.

Access to written records from 1.11.1991 can be arranged either during a consultation or by written notice. (See access to medical records leaflet for details.) Please ask the receptionist for details. Should you wish to see your computer records, a fee is payable and an appointment must be made with the doctor.

### **PROTECTION AND USE OF YOUR INFORMATION-your records are safe with us.**

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information; it may also be needed if we need to see you again. We only use or pass information about you to people who have a genuine need for it (i.e. hospital consultants).

Whenever we can, we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you

would like to know more information about how we use your information  
you can speak to Jane Read.

For further information please refer to the leaflets held in reception  
entitled 'Your records are safe with us'.

**THE SURGERY HAS A NO SMOKING POLICY THROUGHOUT THE BUILDING.**

### **Personnel.**

**Mrs Lyn Gibson**, Practice Administrator.  
AMSPAR Medical Reception Diploma.  
AMSPAR Medical Secretarial Diploma.

**Mrs Janette Holloway**, Practice Administrator.  
NVQ Level 2 Business and Administration.

**Mrs Susan James**, Practice Administrator.  
AMSPAR Medical Secretarial Diploma.  
NVQ Level 2 Business and Administration.

**Mrs Pat Richards**, Practice Administrator.  
AMSPAR Medical Secretarial Diploma  
NVQ Level 2 Business and Administration.

**Ms Diane Robinson**, Practice Administrator  
AMSPAR Medical Reception Diploma.  
NVQ Level 2 Business and Administration.

**Mrs Margaret Jones**, Practice Administrator.  
NVQ Level 2 Business and Administration

**Miss Vicky Highfield**, Practice Administrator  
NVQ LEVEL 2 BUSINESS & ADMIN

**Miss Charlotte King**, Practice Administrator  
NVQ LEVEL 2 BUSINESS & ADMIN

**Mrs Dot Watkins**, Filing Clerk.

**Mrs Alison Fletcher** Data Entry Clerk  
AMSPAR Medical Secretarial Diploma

**Miss Molly Hill**  
Apprentice working towards NVQ Business & Admin Level 2

## **Practice Administrators**

All administrators are trained to help you use the facilities provided by the Practice and can direct you to other members of the Primary health care team if necessary. All members are aware of the importance of confidentiality in all aspects of their work. The team will not divulge any information to a third party e.g. Husband/Wife.

## **PRACTICE NURSES**

Available for consultation by appointment.

The nurses role includes asthma check ups, diabetic screening, cervical smears, childhood immunisations and travel health vaccinations, ear syringing, dressings, removal of stitches, ECG's, Spirometry, contraceptive advice, pill checks, well men and well women check-ups NHS Healthchecks and quit smoking clinics, help to slim.

## **CLAREMONT BANK PATIENTS TRUST FUND**

A charitable trust fund has been created to buy extra equipment for the surgery which will be of benefit to all the patients. Any donations will be gratefully received.

## **CLAREMONT BANK SURGERY – PATIENTS FORUM.**

At Claremont Bank Surgery we are proud to have a patient group who provide us with an insight into the views, thoughts and ideas of our patients. The Claremont Bank Surgery Patient Participation Group meets 3 monthly with regular members. New members welcome.

## **SHROPSHIRE CCG.**

The doctor's are contracted to the NHS England. This organisation is responsible for providing most of its own community health services and for supporting the development of primary care. It has been agreed that the mission of this organisation is to 'work together to improve the health, care and wellbeing in our local communities'.

Further information can be found on their website [www.shropshire.nhs.uk](http://www.shropshire.nhs.uk)

**ADDRESS:**

NHS ENGLAND  
William Farr House  
Mytton Oak Road  
Shrewsbury  
SY3 8XL  
01743 277500

**Care Data****How information about you helps us to provide better care**

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. His information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you

**You have a choice.** If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care"

## USEFUL PHONE NUMBERS

- NHS 111 111
- ROYAL SHREWSBURY HOSPITAL 01743 261000
- PRINCESS ROYAL HOSPITAL - TELFORD 01952 641222
- RJAH ORTHOPAEDIC HOSPITAL 01691 404000
- NUFFIELD HOSPITAL 0800 220176
- SHROPSHIRE & MID WALES HOSPICE 01743 236565
- SAMARITANS- 24 HOURS 01743 369696
- DRUG HELP <http://www.talktofrank.com>  
TEXT 82111 0800776600
- RELATE [/www.relate.org.uk/find-your-nearest-service](http://www.relate.org.uk/find-your-nearest-service)  
03001001234
- CITIZENS ADVICE FAX:01743 284183 08444 99 11 00
- First Point of Contact Team Older People **0345 678 9044**
- [customer.service@shropshire.gov.uk](mailto:customer.service@shropshire.gov.uk)
- Shropshire Family Information Service(0-19)  
[shropshireFIS@shropshire.gov.uk](mailto:shropshireFIS@shropshire.gov.uk) **01743 254400**
- [children&youngpeople@shropshire.gov.uk](mailto:children&youngpeople@shropshire.gov.uk) **0345 678 9021**
- SHREWSBURY WALK-IN CENTRE 01743 273780
- <http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>
- [www.shropdoc.org.uk](http://www.shropdoc.org.uk)