

St. Martin's Gate Surgery



Turnpike House Medical Centre,
37 Newtown Road, Worcester,
WR5 1EZ

Telephone: 01905 363351

Fax: 01905 363353

www.stmartingatesurgery.co.uk

PRACTICE TELEPHONE NUMBERS & OPTIONS

Main telephone number	01905 363351
Appointments (8am-5:30pm)	Press 1
Home Visits/Urgent Appointments (8am-6:30pm)	Press 2
Prescription Enquiries (11am-2pm)	Press 3
Test Results (11am-4pm)	Press 4
All other Enquiries (8am-6:30pm)	Press 5

www.stmartinsgatesurgery.co.uk

SURGERY HOURS

St. Martin's Gate Surgery

Monday	8.00am	6.30pm
Tuesday	8.00am	6.30pm
Wednesday	8.00am	6.30pm
Thursday	8.00am	6.30pm
Friday	8.00am	6.30pm

Extended hours are available at St. Martin's Gate Surgery on either Monday or Tuesday evening between 6.30pm and 8.00pm and on some Saturday mornings.

WORCESTERSHIRE OUT OF HOURS GP SERVICE

The out-of-hours period is from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays.

The contact telephone number is 111.

NHS 111 is available 24 hours a day, seven days a week.

Web address: www.nhsdirect.nhs.uk

SUGGESTIONS, COMMENTS OR COMPLAINTS IN OUR SERVICE

We aim to provide the best possible service to our patients. If you have a complaint or concern about the service you have received from the Doctors or any of the Staff working in this Practice, please notify the Practice Manager, Karen Chidlow. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

RIGHTS AND RESPONSIBILITIES

Rights:

- To be treated with respect and courtesy.
- To have your privacy, confidentiality and dignity respected.
- To receive clear understandable information about your treatment.
- To ask questions if you are unsure.

Responsibilities:

- We expect considerate behaviour towards all members of the Practice Team.
- To provide full information about illnesses.
- To follow up treatment plans recommended.
- To notify the Practice as soon as possible if you cannot keep an appointment in order that it can be offered to someone else and filled.

VOILENCE AND AGGRESSION

The Practice strongly upholds the NHS Zero Tolerance Campaign. We will not tolerate any violence towards any of our surgery staff at any time. Anybody displaying inappropriate behaviour may be removed from the practice list. More serious episodes will be reported to the police.

NEW PATIENT REGISTRATION

To register with a practice, take your medical card your medical card to the surgery of your choice and ask to be accepted onto their list of patients. If you have lost your card, the practice can provide a form for you to complete. Once accepted, the doctor will be responsible for providing you with general medical care. This is only possible however if you live within the practice boundary.
(See back cover)

If you experience difficulty in registering with a practice, you can contact the Registration Services Department at Worcestershire Health and Care NHS Trust on 01905 760073 who will be able to help you.

To change your practice, take your medical card to another surgery and ask to be accepted as a patient. Again, if you have lost your medical card your new practice will have a form for you to complete.

ACCESS TO THE SURGERY

Access for the Disabled

All medical facilities are fully accessible for disabled patients including lifts to the first floor.

Access for the Deaf and Hard of Hearing Patients

A portable hearing loop is available for use by patients; please ask for this at Reception.

PATIENT PARTICIPATION GROUP

Here at St. Martin's Gate, we are committed to excellent patient care, so in 2013 we formed the Patient Participation Group. We meet throughout the year and look at how we can help to support the Practice in providing healthcare services to the entire community. The Group has a formal but flexible approach and are a friendly bunch that is keen to make a difference. The group are always looking forward and constantly want to find ways to support the Practice.

If you wish to become a part of the Patient Participation Group, you can either pick up an application form from reception, or complete the form online at www.stmartinsgatesurgery.co.uk.

REPEAT PRESCRIPTIONS

PLEASE NOTE: Unfortunately, we are unable to take prescription requests over the telephone.

Prescriptions may be ordered in one of the following ways:

- Write in
- Ask your chemist to order for you
- Leave requests in the box held at reception
- Online via Patient Access - www.stmartinsgatesurgery.co.uk
- Fax to 01905 363353

You will still need at least 2 working days for your request to be processed.

TEST RESULTS

All patients' records on paper or held on the computer are confidential. In order to maintain this confidentiality, laboratory and x-ray results will only be given to patients themselves or parents of minors if the receptionist has obtained appropriate, satisfactory identification. Results can be obtained daily, between the hours of 11am-4pm.

WELL PERSON CHECK

These are appointments in which guidelines on healthy living are given for everybody. New patients are routinely offered a well person appointment with our Practice Nurse.

WELL WOMAN

This covers all aspects of women's health including hormone replacement therapy (HRT) and cervical smears. The present recommended interval for cervical smears is three years. Appointments can be made with one of our Practice Nurses.

YOUNG PEOPLE

We are a young person's friendly practice, offering a confidential service. A Confidentiality Statement is displayed on the waiting room with full information regarding our service.

PATIENT INFORMATION

The Protection and use of Patient Information

The practice makes extensive use of computers to keep administrative and clinical information about patients. The information may be shared with the Health Authority by electronic links. We are registered under the Data Protection Act 1998.

You have a right of access to your health records.

You may receive care from other professionals as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests.

Whenever we can we shall remove details, which identify you. The sharing of some types of very sensitive information is strictly controlled by law.

**EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP
INFORMATION ABOUT YOU CONFIDENTIAL.**

NON NHS WORK

We are happy to undertake, by appointment medical examinations and reports for insurance companies. We can also provide specific reports for such things as fitness to travel and sporting activity, and will complete other medical reports for example holiday cancellation and driving requirements. This work is outside the NHS system and a charge will be made in line with the BMA recommended scale.

Please check the charge when requesting information or booking an appointment.

ATTACHED STAFF

District Nurses A team of District Nurses support the GPs in the care of all patients who cannot attend the Surgery.

Health Visitors Ellie Watkins
Juliette Fain
Maria Bryan

REGISTRAR TRAINING

We are approved as a training practice for Doctors who wish to be General Practitioners and usually have one such Doctor being trained in the Practice. These Doctors have many years of hospital experience, but a requirement of their training is to spend a year in a teaching practice before taking up a position as a General Practitioner.

MEDICAL STUDENT TRAINING

Whilst the Practice has been involved in postgraduate medical training for many years, we have now expanded our teaching role to include undergraduate training by accepting medical students on day release from Birmingham University. Some of these students will be in their first year of training and their attachment to the Practice will give them an early introduction to the role of the General Practitioner and Primary Care. From time to time we may ask certain patients if they would be willing to help with this teaching by attending some of the teaching sessions. This is of course entirely voluntary, but we hope this will prove a rewarding experience and will give all participants an opportunity to be involved in the training of future doctors. If you are interested in being involved, please complete a form, available at the reception desk.

RESEARCH

The Practice is involved with the local Primary Care Research Network organisation. If you would like more information on this please ask for a leaflet.

SERVICES OFFERED

Antenatal Care

A full range of pregnancy care service is offered.

Appointment System

The Practice operates an appointment system with both pre-bookable and urgent appointments. The pre-bookable appointments can be booked up to 28 days in advance and the urgent appointments are booked on the day.

Child Health & Immunisation

This is a service provided in conjunction with the Nurse team. We all recommend full immunisation as the best way to protect your child's health.

Contraception (Family Planning)

All the Doctors and our Nurse Practitioners are able to offer family planning advice on the 'morning after pill', the IUCD (coil) and sterilisation.

Diabetic Appointments

We carry out all checks recommended by the British Diabetic Association.

Home Visits

Home visits take the Doctors a great deal more time than surgery consultations and sometimes full examinations and tests cannot be done in the home. If however, you need a Doctor to visit you at home please telephone 01905 363351 before 10:30am if possible, and give the receptionist your details. Please help us by coming to the surgery whenever possible.

Minor Surgeries

Some minor procedures do not require a referral to hospital and therefore can be done in a dedicated minor surgery suite. Your doctor will advise you if your condition is suitable for treatment here and a special appointment will be arranged. This almost always involves a shorter waiting time than being referred to the hospital.

BRANCH SURGERY

St Peters Surgery
St Peters Park
Worcester
WR5 3TA

ST PETERS SURGERY HOURS

Monday	9.00am-12.00pm
Tuesday	9.00am-12.00pm
Wednesday	9.00am-12.00pm
Thursday	9.00am-12.00pm
Friday	9.00am-12.00pm

**FOR ALL APPOINTMENTS PLEASE TELEPHONE
ST MARTIN'S GATE SURGERY**

SWCCG

The practice is part of the **South Worcestershire CCG**.

NHS South Worcestershire Clinical Commissioning Group

The Coach House

John Comyn Drive

Perdiswell, Worcester

WR3 7NS

Tel: 01905 681999

www.southworcccg.nhs.uk

Details on all other medical services in the area can be obtained from the above.

NEW PATIENTS

All new patients registering with the practice will be requested to complete a medical questionnaire and registration form. An appointment will be made with one of our Nurse Practitioners for a 'New Patient Health Check' examination. This enables the nurses to carry out full health screening i.e. BP, height, weight, past and present medical history and family history.

MEDICAL CERTIFICATES

Periods of absence from work of six days or less do not need a doctor's certificate. Self certificates (Form SC2) for the first week of illness are available from your employer, post offices and our reception desk.

We do not therefore issue a doctors certificate for the first six working days of sickness.

AREA FOR NEW PATIENT REGISTRATIONS

The practice will accept new patient registrations within a four kilometre area of Worcester Cross for those residents with a WR5 post code. Requests from residents where the surgery is the nearest surgery geographically to their home address will also be accepted. For clarification the practice will continue to register patients from the development on the former Norton Barracks site. The practice will also accept new patients from Norton Hall Nursing Home which is just outside this area to maintain the agreement and commitment of the practice to Norton Hall Nursing Home.

See map overleaf for details

If you require information in an alternative format, for example large print or easy read, or if you need help communicating with us, for example because you use British Sign Language please let us know. You can contact us on 01905 363351 or email stmartinsgate@nhs.net

NEW PATIENT PRACTICE AREA

