

# PRACTICE LEAFLET

## WELCOME TO

### PORTCULLIS SURGERY



Portcullis Lane  
Ludlow  
SY8 1GT

Tel: 01584 872 939

Fax: 01584 879 031

E-mail: [portcullis.surgery@nhs.net](mailto:portcullis.surgery@nhs.net)

Web: [www.portcullis-surgery.co.uk](http://www.portcullis-surgery.co.uk)

DR. DORIAN D. YARHAM

MBChB. DRCOG. MRCGP (1984 Glasgow)

DR. CATHERINE BEANLAND

MBBCH (1995 University of Wales)

DR. GERARD GARBUTT

BSc (Hons) MSc PhD MB ChB MRCGP  
(2006 University of Warwick)

DR ROBERT COLEBROOK

MBChB (1987 Leeds)

DR DORA HEMSON

MBChB (2009 Warwick)

DR NEIL SANDERS

BM BCH (1986 Oxford) DCH

DR ANDREA WILLIAMS

MBChB MSc MRCGP (UWCM 1990)

**ACTING PRACTICE MANAGER**

Rachel Shields

These notes are to help you make the best of our services.

This practice caters for patients living within an 8 mile radius of Ludlow  
(excluding Leintwardine)

If changing your address takes you out of our area, you would need to re-register with a practice of your choice in your new area.

Portcullis Surgery is a non-dispensing practice.

### Teaching & Research

As a teaching Practice, medical students spend part of their training with us from Keele University. The Practice is also involved with medical research in partnership with Primary Care Research at Keele University.

We would value your co-operation with both of these, but we understand if you do not wish to be involved.



The practice has a **Zero tolerance policy** to any patient who is abusive or violent towards the GPs or their staff and steps will be made to remove the patient from the practice list.

## **New Patient Registrations**

To register with our practice - please just call in and collect a new patient registration pack to fill in from reception. You will be required to provide identification, e.g. passport, photo driving licence.

Our surgery has disabled access, a Pram Park.

### **Surgery times (By Appointment)**

Monday to Friday      8:30 – 10:50am                      3:00 – 5:20pm

#### **Dr Catherine Beanland (Lady Doctor)**

Mon, Tues, Wed, Fri    08:30 – 10:50am                      3:00 – 5:20pm

#### **Dr Dora Hemson (Lady Doctor)**

Mon, Tues, Wed            08:30 – 10:50am                      3:00 – 5:20pm

### **Extended Hours (strictly by appointment only)**

Only for those strictly unable to attend normal core appointment times, due to work commitments. Not for routine or emergency appointments.

Monday **Evenings**                      6:30pm – 7:15pm

Friday **Morning**                      7:00am – 7:45am

#### **HCA**

Monday **Evenings**                      6:30pm – 6:45pm

Friday **Mornings**                      7:30am – 7:45am

### **Minor Surgery Clinic**

Each doctor runs an operating session for minor surgical procedures. Arrangements are made on an individual basis and can be discussed with your doctor.

### **Diabetic Clinic**

Monday                      1:00pm – 2:40pm (not Bank Holidays)

Wednesday                12:30pm – 2:10pm

### **Chaperone**

If you would like a chaperone present during your consultation, please inform the Doctor / Nurse who will be happy to arrange this for you.

If you require details of Primary Medical Services in the area, these may be obtained from the CCG at the address below:

Shropshire County CCG  
William Farr House  
Mytton Oak Road  
**SHREWSBURY** SY3 8XL  
Tel: 01743 277 500

The nearest **A & E** and URGENT CARE CENTRE department is at

Royal Shrewsbury Hospital  
Mytton Oak Road,  
**SHREWSBURY**  
Tel: 01743 261 000

Your local Hospital is:-

Ludlow Community Hospital  
Gravel Hill  
**LUDLOW**  
Shropshire  
SY8 1QX  
Tel: 01584 872 201

This hospital has a Minor Injuries Unit 8:00am to 8:00pm

**HEREFORD WALK-IN CENTRE**  
Asda Health Centre  
Belmont Road  
**HEREFORD**  
HR2 7JE

**For immediate paramedic assistance, dial 999**

### **Making your appointment**

You are free to consult ANY of the doctors in the practice but we would encourage you to STAY with one doctor during a particular illness.

To see the doctor of your choice you may occasionally have to wait, but the first available doctor will see all EMERGENCIES on the same day. When making an emergency appointment you will not be expected to give details to our staff but we do ask you use this service with respect.

Please make a separate appointment for each member of your family you wish to be seen. This allows us to allocate time for each person without keeping our other patients waiting.

### **Accountable / Named GP**

From the 1st of April 2015, the practice is required under the terms of the latest GP contract to allocate all patients a named accountable GP. This is an administrative exercise in order that patients can have a named responsible GP should they require them. Your named accountable GP will be the named doctor you are registered with. If you wish to be told the name of your accountable GP, please ask the receptionists when you are next in the surgery.

**Please note:** there is no need to telephone the practice for this information. If you need input from a variety of health professionals, then you can discuss these with the named GP if you wish. Alternatively you can discuss these with any of the other doctors. Those of you whom receive regular repeat medications will have your named GP printed on the white repeat medication slip. Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

### **Telephone Appointments**

If a telephone conversation with your doctor or a nurse will suffice please telephone the surgery before 10:00am to arrange a call back by the doctor after morning surgery. The nurse operates on the same system including an afternoon at any time between 3:00pm and 5:30pm.

### **Home Visits**

If you are too ill to attend the surgery, please try to book a home visit before 10:30am. It is always best to attend the surgery when possible where we have better facilities to treat you.

### **Online appointments**

To register for Emis Access, please ask at Reception for an application form. Personal log in details will be provided on receipt of a completed form. Once registered you will be able to go online for appointment booking and repeat prescription ordering.

Please remember to cancel your appointment if no longer needed/or unable to attend and we can then offer it to another patient.

# Nights and Weekends- urgent care services



Shropshire Doctors Co-operative Ltd (Shropdoc) provides urgent medical services for patients when their own surgery is closed and whose needs cannot safely wait until the surgery is next open, i.e. evenings, weekends and bank holidays.

**If you need urgent medical attention that will not wait until your own surgery is next open, Call 0333 222 66 55.**

If your condition can not wait for 1½ hours this is likely to be an emergency Please dial 999 Eg:

- **Choking**
- **Chest Pain**
- **Blacking out**
- **Blood**

This number will put you straight through to a highly trained nurse who will assess your medical needs over the telephone. This means that:

- ❖ The nurse will be able to give you advice if you need it.
- ❖ If a further doctor consultation is required the nurse will arrange for the doctor to contact you.
- ❖ If required the nurse will arrange for you to be contacted to attend a Doctor's Surgery at local primary centre.
- ❖ In certain cases the nurse can arrange for you to be contacted to receive a home visit by a doctor, examples include the very elderly and bed bound patients and those where a move might make conditions worse.

This ensures patients receive treatment according to their needs.

## **Repeat Prescriptions**

Patients on regular medication from their GP or hospital clinic do not always need to see the doctor for a repeat of their medication. You will be issued with a computer slip attached to your prescription detailing your medication and we ask that you bring this re-order form to the surgery for your repeat medication. Please allow 48 hours working hours for collection. You may elect for the chemist of your choice or Pharmacy2U to collect your prescription. If you enclose a stamped addressed envelope it will be posted to you. You will be asked to see the doctor at regular intervals for a check up.

### **Telephone orders will NOT be accepted (Postal, fax or e-mail requests are acceptable)**

- ❖ Please request your repeat prescription in good time as sometimes delays cannot be helped
- ❖ Please remember that doctors are only human – they cannot cure all your problems and illnesses
- ❖ However, if you do have a complaint please contact the Practice Manager first, who will always be pleased to help

## **In House Complaints Procedure**

We offer a Practice Complaints Procedure to deal with comments, suggestions, and complaints about the service we provide. Our practice manager will give you further information.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. If you feel you cannot speak with us directly you may seek independent advice from the Customer Care Contact Centre:

NHS England  
PO Box 16738  
Redditch, B97 9PT  
**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)  
**Tel:** 0300 311 2233

**OR**

The Parliamentary & National Health Service Ombudsman  
Millbank Tower  
Millbank  
London, SW19 4QP  
**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
**Tel:** 0345 015 4033

**Thank you for helping your surgery provide a better service**

## Confidentiality

We ask you 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 also may be needed if we see you again.

We only pass information on about you to people who have a genuine need for it. 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.

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 provide the best possible care.

## NHS CARE DATA PROGRAMME

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

**It is important that the NHS can use this information to plan and improve services for all patients.**

The NHS would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow the NHS to compare the care you received in one area against the care you received in another, so the NHS can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers, and those planning health services, to make sure the NHS provides the best possible care for everyone. How your information is used and shared is controlled by law and strict rules are in place to protect your privacy. If you do not want information to be shared outside your GP practice, please complete the patient opt out form which is available at reception.



# Portcullis Charter

## Help us to help you



**Your doctors and their staff will always do their best for you. However they need your help to provide the best care for all their patients. Please support us by following these simple guidelines.**

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse will be available the same day.
- ❖ 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 6 rings.
- ❖ An appointment with the Practice Nurse will be available within 3 working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 working hours. Please request your repeat prescription in good time, as sometimes delays cannot be helped.
- ❖ 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 a member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make Portcullis Surgery 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.

## **Contraception**

Your doctor and nurse can give you advice on all aspects of family planning: -

- ❖ Natural methods
- ❖ Barrier methods (e.g. Condom, Cap)
- ❖ The Pill and Minipill
- ❖ The coil (+ fitting)
- ❖ Sterilisation and Vasectomy

## **Cervical Smears**

We recommend ALL women from the age of 25 have a cervical smear every 5 years, as problems detected this way can usually be cured. Appointments can be made with your doctor during normal surgery, provided you request a 'smear' appointment. Our nurses are also fully trained to perform smears and can do so during any nurse surgery. We request you make an appointment for this to be done.

## **Antenatal Care**

The Midwives look after your pregnancy and delivery. This will be arranged with the local midwife at Ludlow Maternity Unit. The **antenatal clinic** is on Wednesday between 10.00am and 12.00pm at Ludlow Hospital.

## **Child Surveillance**

Your doctor is trained to care for your child during his/her development. He will examine your child shortly after birth and again at 6 weeks. Please bring your baby with you when you attend your 6-week postnatal check. The health visitor will work closely with your doctor and will perform many of the developmental checks required on your child.

## **Immunisations**

We strongly recommend your child has all pre-school immunisations to protect him/her from preventable diseases. You will be sent an appointment to see our nurse, if you are unable to attend please cancel your appointment. Your doctor will discuss with you any worries you have about these injections.

## **Medicals**

Your doctor is available to perform pre-employment, HGV, PSV and insurance medicals. This service is not included on the NHS and a fee maybe payable. Our receptionists can book these for you and advise you of a fee.

## Carers Group

Do you care for someone at home? We run a Carers Group from the surgery. For more information ask at reception.

## Compassionate Communities Co Co

Help wanted... Can you spare a couple of hours each week? We are looking for people in and around Ludlow to use a little spare time to help a frail & vulnerable person maintain links within our community.

No personal care, but perhaps, phoning regularly or calling in for a chat, helping with little tasks of daily living such as accompanying to the shop, paperwork, dog walking. Full training & support given. If interested please contact-

Judith Sharod at Portcullis Surgery. **01584 872939**

## Practice nurses

There is a nurse available every day during surgery hours to help you with any problems not requiring a doctor. Our nursing team consists of:-

- ❖ **ACP Joy Godding** RGN nurse practitioner BSc (Hons)
- ❖ **Sister Amanda Robinson** RGN
- ❖ **Sister Stephanie Brereton** RGN

## Nurses surgery times (by appointment)

### **Morning appointments:**

- Monday - Thursday 8:30am -11:50am

### **Afternoon appointments:**

- Monday – Thursday 3:00pm – 5:40pm
- Friday 2:00pm – 4:50pm

## They can help you with: -

Child immunisations	Cervical Smear
Removal of Sutures	Dressings
Dietary advice	Family Planning
Ear Syringing	Counselling
Travel advice and injections	Help to Quit
Coronary Heart Disease	Help to Slim
Impact / Alcohol services	

## Phlebotomist

Our Health Care Assistants/Phlebotomists **Angie Runicles and Linda McMahon**, are also available to help you. They are able to take blood, test urine and check blood pressure. They also run Help to Quit and Help to Slim, New Patient Health Check Clinics, 40-74 year old Health Checks.

For any tests carried out by our nursing staff it is advisable to ring the Practice a few days later after 2:00pm, for any results. Please quote your **personal** number that you will have been given during your consultation.

This is in line with Practice confidentiality and the Data Protection Act, as any information cannot be disclosed to a 3<sup>rd</sup> party, which also includes other family members.

## Reception staff

**Pam | Pat | Marlene | Karen | Carmel | Jenny | Debbie | Sue | Annette | Lila | Siri | Sarah** are here to help you. They answer the phones; deal with enquiries and various administration tasks. Their job is very demanding so please be patient.

## Secretaries/Admin Staff

**Jodie** and **Debbie** are our secretaries, and they will help you with any queries you have related to hospital appointments or information. **Suzanne** analyses medical records and data input.

## Practice Manager

Our Acting Practice Manager, **Rachel Shields** and Office Manager, **Mrs Angela Martin**, will be able to help you with any administrative problems that you may have. Or with any queries on the way our practice is run.



**Portcullis Surgery  
Portcullis Lane  
Ludlow  
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