# 4Seasons Medical Centre Ltd

Practice information Leaflet

[**www.4smc.co.uk**](http://www.4smc.co.uk)

**Telephone: 01925 303280**

**Dr A D Malkhandi MB CHB MRCGP**

***Surgery opening times:***

**Monday to Friday 8.00am – 6.30pm**

**Extended Hours Wednesday Evening6.30pm-7.45pm**

**Practice Staff**

Doctor: Dr Anita Malkhandi

Practice Nurse: Susan Burgess

Health Care Assistant: Cath Oxley

Practice Manager: Liz Hewitt

Admin/Reception: Karen Turton & Elaine Coe

Reception: Karen Dickenson & Nicola Gee

**What you can expect from us**

Quality medical care provided by qualified clinical staff, with a referral to a hospital consultant if this is felt to be appropriate

**A Clear Explanation** of the treatment we propose to give you and an understanding response to any questions you may have.

**Courtesy and Respect** from everyone working at the surgery, especially with regards to your rights, privacy and confidentiality.

**What we ask of you**

**Cancellations** inform us as soon as possible if you will not be attending for your appointment. Telephone lines are open at 8.00am to 6.30pm. If you are late more than 10 min the GP may ask you to make another alternative appointment.

**Tell us** if you change your address or telephone number.

**Be Patient** If we are running late – on another occasion it may be you who needs the extra time.

**Don’t ask** for someone else to be seen during your consultation without prior arrangements.

**Treat everyone** at the surgery with the courtesy and respect that you would like to receive.



**Did you know….**

Across Warrington, GP’s and other health professionals will no longer routinely prescribe medications for short term minor health problems.

NHS Warrington CCG undertook a formal public consultation on these proposals which received overwhelming support. On average, 87% of people agree that, unless there are exceptional circumstances, patients will be expected to buy the medicines listed below themselves over – the- counter at a local pharmacy or supermarket.

**Medicines include:**

|  |  |
| --- | --- |
| Pain killers for minor aches and pains  | Hair removal creams  |
| Tonics, health supplements and vitamins | Moisturizers and bath additives for dry skin |
| Earwax remover | Sun creams (unless diagnosed photosensitivity as a result of genetic disorder) |
| Lozenges, throat sprays, mouthwashes gargles & toothpastes | Food and food supplements (except on the advice of a dietician) |
| Indigestion remedies for occasional use |  |
| Creams for bruising, tattoos and scars |  |

**Why?**

NHS Warrington Clinical Commissioning Group (CCG) spends approximately £1million per year on prescribing these medicines.

This money could be better spent on treating more serious conditions such as heart disease and diabetes. Many of these products are readily available, along with advice, from local pharmacies. Some are also available from local shops and supermarkets.

www.warringtonccg.nhs.uk

**Why does the receptionist need to ask what’s wrong with me?**

**Its is not a case of the receptionist being nosey!**

The reception staff are members of the practice team and it has been agreed they should ask patients “why they need to be seen” Reception staff are trained to ask certain questions in order to ensure that you receive:

* The most approriate medical care,
* from the most approriate health professional,
* at the most appropriate time.

**Receptionist are asked to collect brief information from patients:**

* To help doctors prioritise house visits and phone calls.
* To ensure that all patients receive the appropriate level of care.
* To direct patients to see the nurse of other health professionals rather than a doctor where appropriate.

**Reception staff, like all member of the team, are bound by confidentiality rules.**

* Any information given by you is treated strictly confidentially
* The practice would take any breach of confidentiallity very seriously and deal with accordingly.
* You can ask to speak to a receptionist in private away from the reception desk.
* However if you feel an issue is very private and do not wish to say what this is then will be respected.

**Once you have completed The Registration Form**

We require:

* **One form of photo ID**
* **New Patient Health Check** ( to be booked at reception)
* **Urine Health Screen Test** - The urine tests usually screens for blood sugar + proteins etc. which may show signs of infection or diabetes. These tests also screen for alcohol, amphetamines, benzodiazepines, marijuana, cocaine, PCP, and opioids (narcotics). After a drug test identifies these problems, the doctor can help you start a treatment plan.
* **Hep Screening -** You will need to give a blood sample for this screen test. No fasting required.

**eConsult**

In order to meet high demand and improve access to a GP the practice have introduced a new service that will allow you to ask for advice online from us at any time using eConsult. If you feel you need to see the doctor, require a Sick Note, need results of tests, information on travel vaccinations, or general admin queries – our 24/7 online service for advice is available. Please check the website to complete the electronic forms or for further information.

**Out Of Hours**

If you need health advice outside of surgery hours please call 111 and you will be able to speak to a health professional.

**District Nurses & Health Visitors**

The district nurses have **a treatment room and** **phlebotomy clinic** on the first floor at Orford Jubilee Park. To contact them for advice or an appointment please call 01925 251463.

Please note phlebotomy service is open between 8.30am – 14.15pm Monday to Friday but you will need to ring to make an appointment before attending.

**Child Health Surveillance Checks**

Baby Health Check 6 – 10 weeks are held by Dr Malkhandi. Checks at 7 – 9 months, 21 months and 3 years are held by the health visitor. There are also **Drop-in-clinics** were babies can be weighed and general advice, please contact the health visitor on 01925 251 520 for details and venues.

**Home Visits**

We hope that you make every effort to attend the surgery if at all possible. Home visits are for house bound patients and those genuinely too ill to travel to the surgery. In certain emergency situations such as patients with chest pains or extreme difficulty in breathing, you may be asked to call 999. Please remember that 3 patients can be seen at the surgery in the time that it takes to do a home visit. The Doctor may telephone you to discuss your symptoms before deciding whether a home visit is appropriate. Please note that lack of transport is not accepted as a reason for a home visit. If you are too ill to come to the surgery and require a home visit please ring before 10.00am

**Protective Learning Time**

All protective learning time has been temporarily postponed.

**Blood Test & X- Ray Results**

If you require the results of any tests/x-ray you may have had, please request via the eConsult platform. We will no longer be accepting requests for test results over the telephone. The Practice will contact you if any results need urgent attention or you need to see the doctor.

It usually takes 4-5 days for a test result to come back from the hospital, and 10 – 14 days for an x-ray result.

**Compliments & Complaints**

We are always happy to receive compliments, there is a family and friends recommendation slip at reception for you to fill in and leave your response to the experience you have received from our service. You can also access the Friends & Family link on our Website.

Complaints or difficulties which you experience can be raised with the Practice Manager, Liz Hewitt or Dr Malkhandi . Please ask a member of the Reception Team for a Complaints Form. The Complaints Form should be completed and given to the Practice Manager. She will acknowledge your complaint, investigate where possible and make you aware of the conclusion by writing when completed .

**Our Nursing Team**

Our Practice nurses offer a wide range of services to our patients such as.

* Asthma Clinic
* Chronic Disease
* COPD Clinic
* Diabetic Clinic
* Cervical Smear
* Baby Vaccinations & Immunisations

**Other Services**

* Citizens Advice Bureau fortnightly Friday 2pm till 3.30pm (appointments only)
* Medication reviews by a practice pharmacist weekly Friday 9am till 1pm

**Chaperone Services**

If you would prefer to have a chaperone present during an intimate examination please tell the Doctor/ Nurse. Alternatively you can bring a friend or we will ask a member of the staff (male or female as appropriate) to be present.

**Dealing With Addictive Medication**

**Including Sleeping Tablets and Tranquilizers.**

We endeavor to help people reduce and eventually stop taking medication known as Benzodiazepines (commonly called Valium, Diazepam, Temazepam, Nitrazepam and Lorazepam) some sleeping tablets and some prescription painkillers.

These tablets can be very addictive and also have some unpleasant side effects.

**PLEASE NOTE: THIS PRACTICE ONLY PRESCRIBES METHADONE IN CONJUCTION WITH THE COMMUNITY DRUG TEAM.**

**How do I get a prescription?**

You will be offered a medical checkup with the nurse before any prescription is given. This allows us to ensure that you are physically and mentally well.

All Benzodiazepine medication is recorded (Prescribed and street) and your total daily dose calculated.

This is then converted to an equivalent dose of diazepam (Valium) as it is the easiest type to reduce down.

This will only be given in 2mg doses. You may well be offered an alternative medication to take as well if you have bad nerves.

Your prescription will be issued weekly until your full records arrive from your previous GP.

**What happens if I lose my prescription or it gets stolen? (If it is a controlled Drug)**

You must inform the loss to the surgery as soon as possible and also report it to the local police. The out of hours Doctors are informed **NOT** to issue any repeat prescriptions for the drugs mentioned previously. You will be able to contact the surgery and receive a fresh prescription once you have the crime number from the police station. You will receive daily prescriptions for one week following a lost prescription.

**Can I have my prescription early? What if I go away?**

Sorry, prescriptions are **NEVER** issued early for reducing course, even if you feel it is an emergency. You must book a routine appointment whenever you want to discuss your prescription. There are **NO EMERGENCY APPOINTMENTS**

For reducing prescriptions, If you go away, then you will have to see a GP as a temporary patient if you run out of tablets. Please remember: that some GPs will not prescribe these tablets to temporary patients, so any trip away will need careful planning.

**Repeat Prescriptions**

These may be ordered in a number of ways, by handing in or posting the tear off slip ticked from your prescription. You can also order online, please ask reception for a username and password.

Contact your pharmacy who will remember to put your request in every month.

**Please allow 48 hours after we have received your request before going to collect it**, remember to make allowances for public holidays and postal delays. Due to possibility of errors, repeat prescription request **are not taken over the phone.**

**Did Not Attend Policy ( DNA )**

4Seasons Medical Centre Ltd operates a policy that if you do not attend three consecutive appointments within a 12 month period then the practice team will meet to discuss removing you from the practice.

**A DNA** (Did not attend) is classified as you did not attend you allocated appointment.

**OR** you telephone the surgery to cancel your appointment with an hour of that appointment time.

**Zero Tolerance**

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time.  The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

* Using bad language or swearing at practice staff
* Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
* Verbal abuse towards the staff in any form including verbally insulting the staff
* Racial abuse and sexual harassment will not be tolerated within this practice
* Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
* Causing damage/stealing from the Practice's premises, staff or patients
* Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

Removal from the practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient’s interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.

# Useful Information

**4Seasons Medical Centre Ltd**

Orford Jubilee Park, Jubilee Way, Warrington,

WA2 8HE

01925 303280

Email: Warrcg.fourseasonsmc@nhs.net

District Nurses: 01925 251 485

Health Visitors: 01925 251 520

Treatment Room: 01925 251463

Stop Smoking: 0300 003 0818

Patient Ambulance: 0800 032 3240

Social Services Self Ref: 01925 444 264

NHS Direct (out of hours): 111

Ambulance: 999

**Please visit our website for more information on all our services**

www.4smc.co.uk