

Useful Information

4Seasons Medical Centre Ltd

Orford Jubilee Park, Jubilee Way, Warrington,
WA2 8HE
01925 843 843

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

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

www.4smc.co.uk

4Seasons Medical Centre Ltd

Practice information Leaflet

Dr A D Malkhandi MB CHB MRCCP

Practice Nurse Angela Dewhurst

Practice Nurse Ann Wilson-Baig

Health Care Assistant Cath Oxley

Surgery opening times:

Monday to Friday 8.00am – 6.30pm

Appointment times:

Monday to Friday 9.00am – 6.00pm

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 minutes 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.

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

It 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 appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionist are asked to collect brief information from patients:

- To help doctors prioritise who gets seen and when.
- To ensure that all patients receive the appropriate level of care.
- To direct patients to see the most appropriate health care professional, sometimes this isn't the GP!

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 confidentiality 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.

Appointments

Appointments may be booked ahead by telephone, via our website or app. If you require an urgent appointment you will be asked for a telephone number & the GP will call you back to triage your condition. This is to ensure that serious or critical medical cases are seen early or referred to hospital in a timely manner. Please note we do not see urgent appointments for sick note requests.

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 – 1.45pm Monday –Friday no appointment is required.

Child Health Surveillance Checks

Baby Health Check 6 – 8 weeks are done by our GP. Checks at 7 – 9 months, 21 months and 3 years are held by the health visitor. There are also **Drop-in-clinics** where 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 Dr 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

The surgery will close from 12.30pm on the **last Thursday of every month** for training and education of staff and Doctors. If you urgently need to be seen by a doctor the please ring 111 after 12.30pm

Blood Test & X- Ray Results

These are given out after 2pm Monday to Friday. 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. Reception staff will inform you of any results that need urgent attention. If you wish to discuss any results, a telephone appointment can be booked for you or an online message sent to discuss these.

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. Complaints or difficulties which you experience can be raised with any of the Doctors or the Practice Manager. A formal complaint should be made in writing to the Practice Manager who will acknowledge your complaint. Investigate where possible and make you aware of the conclusion by writing to you.

Our Nursing Team

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

- An Asthma Clinic
- Chronic Disease
- COPD Clinic
- A Diabetic Clinic
- Cervical Smear Clinic
- Baby vaccinations
- Heart clinics for patients with diagnosed heart disease.

Other Services

- Midwife every Tuesday 9.15am till 2pm
- Citizens Advice Bureau fortnightly Wednesday 2pm till 3.30pm (appointments only)
- Medication reviews by a practice pharmacist fortnightly Wednesday 1pm till 4pm

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.

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

Our Policy On Violence And Aggression

4Seasons Medical Centre Ltd pledges to treat patients with dignity and respect. Our staff have the right to be treated with dignity and respect in return. We will not tolerate violence in any form, including foul language towards our employees.

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 CONJUNCTION 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.