

Home Visits

If you are too ill to visit the surgery, you may ask for a home visit. Please ask before 10.30 a.m. if possible. Please make it clear if you think your request is urgent. The receptionist will ask for some details to pass on to the doctor or nurse to assess the request. The doctor or nurse may then telephone back for further details, and a careful assessment will be made before deciding on a course of action.

Telephone Consultation

If you would like a doctor's advice about medications or wish to discuss test results, etc. you may request a telephone consultation. You will be given an approximate time when the doctor will telephone you and some details will be asked for. Please note that this is purely for a conversation; you will not be invited to the surgery.

Test Results

Please telephone after 2.00 p.m. for results of tests. Routine bloods, urine and swabs take about 4 working days and cervical smears 6 to 8 weeks. X-rays take 2 to 4 weeks. For confidentiality, results will be given only to the patient or to the parents of children.

Sickness Certificates

You do not need a certificate if you are off work for up to 7 days. If you are off for fewer than 7 days you should complete a self-certificating form (either SC1 or SC2, available from the DSS or your employer). You may ask your doctor to provide you with a private certificate, but a charge will be made for this service. If you are off work for 8 or more days, your doctor will, if asked, complete the appropriate Social Security form.

Patient Confidentiality and Data Protection

We ask for personal information so that you can receive care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The Practice will ensure that patient confidentiality is maintained at all times by all members of the Practice Team.

New Patients

We will invite you to attend for a consultation with our Practice Nurses within a month of your registration. You will be asked to complete a questionnaire about your past and present health, and treatment you may be taking.

Changes of Address

Please let us know promptly of any changes of address or telephone numbers – it may be important in an emergency.

Comments and Complaints

Although we always try to give our patients the best possible service, there may be times when you feel dissatisfied. We welcome suggestions on how to improve our service, which is under regular review. If you wish to make a complaint, please telephone or write to the Complaints Manager at the surgery.

Ellesmere Patients' Group (EPG)

The Ellesmere Patients' Group is a group of patients' representatives that meet with members of the practice in order to learn from each other and discover ways in which, together, a better service can be provided.

For more information contact the Chairman through the surgery or access the patient group website: www.ellesmerepatients.co.uk.

Shropshire County PCT

ELLESMERE MEDICAL PRACTICE



Trimpley Street
Ellesmere
Shropshire SY12 0DB

General Enquiries: 01691 623256

Appointments: 01691 622798

Emergency: 01691 622711

Fax: 01691 623294

E-mail: emp@nhs.net

Website: ellesmeremedicalpractice.co.uk

Dr E. A. M. Greville

Dr G. M. Willis

Dr S. J. Newton

Dr Y. Vibhishanan

An NHS Training Practice

Welcome to the Practice

Welcome to Ellesmere Medical Practice, where we work as a team to provide you with the best possible service.

Dr. E.A.M. Greville (male)
Bristol 1975 MB ChB DRCOG

Dr. G.M. Willis (male)
London 1982 MBBS FRCGP DCH

Dr. S.J. Newton (female)
Bristol 1983 MB ChB MRCGP

Dr. Y. Vibhishanan (female)
Glasgow 1994 MB ChB RCGP DRCOG

Training Practice

We are a teaching practice and we may have GP Registrars and Student Doctors working with us intermittently.

Healthy Living

Many medical conditions, even serious ones, can be prevented altogether or improved by choosing a healthy lifestyle. The doctors and nurses will always be ready to help to encourage you on health promotion issues. Together, we offer a wide range of Health Care services in the Practice.

Out of Hours

When the surgery is closed, the calls will be dealt with by

Shropdoc on 08444 068888

Patients Charter

Our doctors and staff work to ensure that:

You will be seen on the same day if you need to see a doctor urgently.

You should be seen within 20 minutes of a booked appointment or given the reason for the delay.

You treatment will be fully explained to you
You will be listened to and treated courteously
Your medical and personal records will stay strictly confidential

You can speak privately to the Complaints Manager if you would like to make a suggestion or complaint

You have the right to see a nurse within 24 hours and a doctor within 48 hours

You will have wheelchair access

We have an attitude of zero tolerance towards all violent and/or abusive patients.

Appointments

Please make it clear if you consider your request for an appointment to be urgent. You will be placed on the list for our Triage Nurse Specialist or the Duty Doctor to call you back as soon as possible. It would be helpful if you could give some details. All surgeries are by appointment. You can book to see a doctor for a routine appointment up to 4 weeks in advance.

Please remember to make a separate appointment for each person to be seen.

The standard length of an appointment with a doctor is 10 minutes. Please ask at Reception if you require a double appointment, for additional discussion.

If you are unable to keep an appointment, please inform Reception as soon as possible.

The doctors will do their best to *keep* to appointment times but they will sometimes run late. Please be patient if you are asked to wait.

By Appointment with the Doctor

General medical services

Non-NHS examinations

Maternity services

Minor operations

Child health surveillance

Cryotherapy (freezing) of warts, verrucas and skin lesions

Contraceptive and Family Planning services

By Appointment with the Practice Nurse

Tel: 01691 6622798

Well Woman and cervical smear clinic

Health checks for over-75s

Travel immunisations and advice

Repeat treatment checks

General health advice

New patient checks

Dressings and removal of stitches

Blood pressure checks

Tetanus, 'flu and other adult injections

Blood tests (when needed with other tests and treatments)

Minor injuries, ECG recordings, Asthma care, Help2quit,

Dietary advice, Diabetes care, Well Man clinic

By Appointment with the Phlebotomist

Tel: 01691 622798

The appointment is for a simple blood test, i.e. no other test at the same time.

By Appointment with the Chiropodist

Tel: 01743 277681

Appointments are usually made through the Shrewsbury office. This service is by referral through a doctor. A Diabetic Foot Screening clinic is held once a month on a Wednesday.

By Appointment with the District Nurses

Tel: 01691 623259

You can arrange to be seen by the District Nurses by contacting them directly on the number above. You do not need to be referred by a doctor.

By Appointment with the Health Visitor

Tel: 01691 623260

This Practice operates a Child Health and Development service, in conjunction with the Health Visitors. They also operate the Child Health clinics and Children's Immunisation clinics.