

Worthen Medical Practice

Prescriptions - The Practice is a Dispensing Practice and currently dispenses to nearly all of our patients. The dispensary operates during the practice opening hours only. Dispensing is complex and time-consuming. The dispensing staff are particularly busy during surgery hours. We are not usually able to safely dispense routine repeat prescriptions at short notice or whilst surgeries are being run. PLEASE do not ask the dispensers to do this.

Repeat prescriptions - Please complete the right hand side of your repeat prescription form and either leave it at reception or post it in the box in the lobby. Prescriptions can be ordered online. See below.

Please give us 48 hours' notice of your repeat prescription requirement.

Patient Online Access - We offer our patients the facility to book appointments and order repeat medication on-line as well as being able to view a summary of your medical records. Please read our guide to booking appointments to help you get the most out of this service which is on our website or available at reception. To use this service please ask at reception for your registration letter which will give you all the information you need.

Summary Care Records (SCR) - NHS England have introduced the SCR which will be used in emergency care situations. It contains information on any medicines you are taking, allergies and any reactions that you may have to ensure those caring for you have enough information to treat you safely. You have a choice as to whether you would like to share more of your record (enriched SCR) or opt out of this service. Please ask at reception for more information.

Compassionate Communities (Co-Co) is a local voluntary organisation set up in 2012 to support patients at home helping them to maintain their independence. We provide befriending for isolated or unsupported people which helps them to maintain links between their friends and activities in the community. For more information please speak to Hannah Wass at the surgery.

Data Protection - We ask for information about you 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 which may be needed when we see you again. We only use or pass on information about you to people who have a genuine need for it in connection with your medical care. Where we can, we will remove details that identify you. Everyone working

for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. As a practice we are registered under the Data Protection Act. Patients are entitled to request to see their medical records in accordance with the Data Protection Act. Please enquire at reception for further information. Our Patient Privacy notice is displayed in the waiting room and on our website.

Patient Network - This is a voluntary group who support and advise on matters relating to the services we offer at the practice. If you would like to add your voice to this group please contact us.

Comments and Complaints - We like to receive feedback. If you are happy with the service you get, we would love to hear about it! However, if you are not happy, we won't be able to improve unless you let us know. We would prefer that you informed us face to face of any problems, but accept that this might not always feel comfortable. There is a "Suggestions/Comments" book in the waiting room where you can feedback anonymously if you wish. We will always try to answer your suggestion. If you have a complaint, please contact Dr K McCormack or the Practice Manager as soon as possible. They will try to resolve your complaint with you, and advise you of our complaints procedure, which is in line with NHS England Guidelines.

Details of primary medical services in the area can be obtained from the Patient Advice & Liaison Service (PALS) - 0800 032 1107

Violence and Abuse - If you're unhappy with the service you receive please let us know and we will always try to resolve things. Any abuse to the staff at Worthen would be considered grounds for immediate removal from the practice list.

Keeping in touch - There are many ways to keep in touch with us at the surgery - whether you are into technology or prefer a good old poster! We regularly change our displays in the waiting room and we have an interactive display screen to keep you up to date with information which you can read each time you visit. Please let us know if you have any communication needs so we can make sure we keep in touch in the best way possible. Our website has a lot of information about the practice as well as the 'latest news' page to keep you up to date. We now have a facebook account (Worthen Medical Practice) for those of you who use social media.

The Village Hall
Worthen
Shrewsbury
SY5 9HT

Tel: 01743 891401
Fax: 01743 891668

Email: worthenmedicalpractice@nhs.net
Web: www.worthenmedicalpractice.nhs.uk



Welcome to Worthen Medical Practice.

The Clinical Team

Dr Kieran McCormack BSc. MBBS FRCGP DRCOG
Dr Siobhan McCormack MBBS MRCGP DRCOG DCH
Sister Julie Dady SRN
Alison Hodgkiss Health Care Assistant

The Administration Team

The Practice Manager is Mrs Cheryl Brierley. She is responsible for managing and coordinating the day to day running of the practice along with planning for the future and dealing with the CCG. She is also the first point of contact for patients with comments or complaints.

The practice employs five staff

Mrs. Clare Bennett – Dispenser
Mrs. Alison Hodgkiss - Dispenser
Mrs. Claire Lawrence – Secretary
Mrs. Ann Wass – Dispensary Manager
Miss Hannah Wass – Practice Support Lead

Opening Times

Monday	8.30 am to 6 pm (to 7.30 pm if offering a late appointments clinic)
Tuesday	8.30 am to 6 pm
Wednesday	8.30 am to 6 pm
Thursday	8.30 am to 6 pm
Friday	8.30 am to 6 pm

Morning Surgeries – Please arrive before 10 am if you feel you need to be seen in the open clinic. Each day there are limited ‘on the day’ bookable appointments. These are for patients who feel they need to be seen that day due to their urgent medical need.

Afternoon and Evening Surgeries

Monday	2.30 to 5.15 pm & 6.30 to 7.30 pm
Tuesday	2.30 to 5.15 pm
Wednesday	No afternoon Surgery
Thursday	3 pm to 5 pm
Friday	2.30 to 5.15 pm

If you prefer to make an appointment to see the GP these can be booked up to 3 weeks in advance through reception or on line. Please let us know as soon as possible if you are unable to keep your appointment as we will be able to offer it to another patient.

Registering with the practice - The practice covers a large rural area between Shrewsbury and the Welsh border. If you wish to register with the practice, please

come to reception where you will be provided with the necessary forms for completion. We ask that all new patients see the practice nurse for initial health screening so that we are aware of your full medical history and requirements at this initial consultation prior to receiving your medical records. Please advise us of any changes to your personal details when necessary so that we have your correct contact details.

Temporary Residents and Emergency Treatment -

Please ask at reception for advice if you think you need to see a doctor or nurse.

Out of Hours - If you need medical assistance when the surgery is closed please telephone **111** which is the NHS 111 service and is free to call. Alternatively please ring the surgery on: **01743 891401** and listen to our answer phone message. There is also a local walk-in centre next to the hospital in Shrewsbury which is open from 8am to 8pm every day of the year - Urgent Care Centre, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury SY3 8XQ **Tel: 01743 231000**. For emergencies dial **999**.

Accidents / Emergencies / Injuries - The doctor is on duty throughout the day for advice on the management of emergencies. Where possible these will be dealt with in the surgery. Please remember that this is a single-handed practice covering a wide area so the doctor may not always be able to respond to your request immediately.

If your emergency is life threatening, or you think a delay would be harmful, you should call 999.

Home Visits - If you think you are likely to require a home visit because you are too ill to attend the surgery please try to let us know as early as possible in the morning.

Speaking to the Doctor - You can ask for the doctor to ring you instead of you attending the surgery if appropriate. If you wish to use this facility please provide a telephone number where you can be contacted although we cannot specify the time the doctor will return your call.

Contacting the surgery - If you would like to contact the surgery by e-mail about issues where an e-mailed reply is appropriate then please use the practice address: worthenmedicalpractice@nhs.net Please be specific about who you are addressing your message to, and what information you require. Please do not use this system to consult the doctor or nurse about symptoms of illness, to

request an appointment or a home visit. They will always ask that you attend surgery. Please do not expect a same day response to emails. If you require a quicker response please ring the surgery.

The Practice Nurse provides Health Screening, Immunisation, and Chronic Disease Monitoring Clinics. She is available for travel advice, blood tests, cervical screening and dressings as well as other health matters.

Clinic Appointments

Monday	10 am to 5 pm & 6.30 to 7.30pm
Tuesday	8.30 am to 11.30 am
Wednesday	8:30am to 12 am
Thursday	8.30 am to 4.30 pm
Friday	8.30 am to 11.30 am

Blood tests need to be taken in the morning before 10.30 am to align with hospital transport.

District Nurses - Most of our practice area is covered by the Shrewsbury Team (Tel: 01743 792971), at the southern part of the practice area the Craven Arms team cover (Tel: 01588 676323), and for patients living in Wales, the Welshpool team will cover (Tel: 01938 558829).

Women’s Health & Screening Dr Siobhan McCormack is available for health check-ups, contraceptive services and cervical cytology. Whilst women’s health issues can be dealt with in any surgery to suit, certain procedures are not available in morning surgeries. Please ask at reception for further guidance.

Men’s Health and Screening - We are happy to provide this service within our normal surgeries.

Child Health / Immunisation - clinics are held, by appointment, on the first Thursday of the Month.

Health Visitor - is available for advice or to arrange an appointment on 01743 452300.

Antenatal Care - is provided between the Practice Team, the Midwife and the Hospital Obstetric Team. The Community Midwife runs an antenatal clinic at the practice or at RSH. Please see the GP in the first instance, and arrangements will be made to start the “Booking in” process with the midwife.

Health Checks for 40 -74 year olds are provided by appointment.

Diabetic Chiropody – The Diabetic Chiropodist provides a monthly clinic by appointment for our diabetic patients.

Chaperone - If you would like a chaperone for your appointment please let the staff know when booking.