

EXTENDED HOURS & NHS WALK IN CENTRE

Are you having difficulty in obtaining a routine GP or practice nurse appointment due to other commitments such as work?

West Cheshire Clinical Commissioning Group has now increased its Extended Hours service to the following locations and times.

Just telephone **0300 123 7743** to get an appointment.

CHESTER 1829 building -

GP Clinics:-

Saturday and Sunday 09.00 - 14.00

Bank Holidays 09.00 - 14.00

Practice Nurse Clinics:-

Monday to Friday 18.30 - 20.00

Monday to Friday 18.30 - 21.30

Saturday and Sunday 09.00 - 14.00

Bank Holidays 09.00 - 14.00

ELLESMERE PORT COTTAGE HOSPITAL -

GP Clinics:-

Monday to Friday 18.30 - 21.30

Saturday and Sunday 09.00 - 14.00

Bank Holidays 09.00 - 14.00

Practice Nurse Clinics:-

Monday to Friday 18.30 - 20.00

Saturday and Sunday 09.00 - 14.00

Bank Holidays 09.00 - 14.00

HELBY HEALTH CENTRE -

GP CLINICS only

Monday and Tuesday 18.30 - 20.00

TARPORLEY WAR MEMORIAL HOSPITAL -

GP CLINICS only

Wednesday, Thursday, Friday 18.30 - 20.00

Saturday and Sunday 13:00 – 18:00

Bank Holidays 13.00 - 18.00

NESTON SURGERY -

GP CLINICS only

Monday and Thursday 18.30 - 21.00

LAUREL BANK MALPAS -

GP CLINICS only:-

Monday and Thursday 18.30 - 20.00

Saturday 09.00 - 12.00

The Helsby & Elton Practice

Helsby Health Centre

LOWER ROBIN HOOD LANE
HELBY, CHESHIRE WA6 0BW

Tele No: 01928 723676

Fax No: 01928 725677

Website: www.helsbyandeltonpractice.nhs.uk

Monday - Friday 8.00am - 6.30pm



Elton Surgery

SCHOOL LANE
ELTON, Nr CHESTER
CHESHIRE
CH2 4PU

Monday - Friday 8.30am – 12.30pm

LOCAL CHEMIST OPENING HOURS

Fearns' Pharmacy, Britannia Road, Helsby

☎ Telephone Number: ☎ 01928 722226

Monday – Friday 9 am - 6pm Saturday 9 am – 12.30 pm

Elton Chemist, The Parade, Ince Lane, Elton

Telephone Number: ☎ 01928 725726

Monday – Friday 9 am - 6 pm Saturday 9 am – 1 pm

Boots Pharmacy, Church Street, Frodsham

Telephone Number: ☎ 01928 733236

Monday – Friday 9 am – 6 pm Saturday 9am – 5pm

Co-Op Late Night Pharmacy, 12 Upper Northgate Street, Chester

Telephone Number: ☎ 01244 379268

Monday – Saturday 8.00 am – 9.00 pm Sunday 10.00 am – 9.00 pm

Holland Pharmacy, Hollow Lane, Kingsley

Telephone Number ☎ 01928 788559

Monday – Friday 9am – 1pm & 2pm – 6pm Saturday 9am – 12 noon

Boots Pharmacy - Broughton Shopping Park, Chester CH4 0DP

Telephone: ☎ 01244 538520

Monday – Saturday 9.00 am – Midnight Sunday 10.30am – 7.00pm

Asda Pharmacy Market Square Ellesmere Port CH65 0HW

Telephone ☎ 0151 348 6100

Monday 8.00 am – 11.00 pm Tuesday – Friday 7.00 am – 11.00 pm

Saturday 7.00 am to 10.00 pm Sunday 10.30 am – 16.30 pm

USEFUL TELEPHONE NUMBERS

AMBULANCE BOOKING – Cheshire, Warrington & Wirral 0345 425 0050

COUNTESS OF CHESTER HOSPITAL 01244 365000

COUNTESS OF CHESTER APPOINTMENTS 01244 366663

Patient Advocacy Liaison Service (PALS) 0800 195 1241 (Option 2)

ELLESMERE PORT HOSPITAL 01244 365000

EXTENDED HOURS 0300 123 7740 (3)

HALTON GENERAL HOSPITAL 01928 714567

NHS 111 111
(Telephone advice service available 24 hours a day)

OUT OF HOURS – WEST CHESHIRE 01244 385300

PATIENT ENQUIRIES – COUNTESS OF CHESTER 01244 365004

PRINCEWAY HEALTH CENTRE RECEPTION 01928 736000

STOP SMOKING ADVISOR 0800 622 6968

WARRINGTON HOSPITAL 01925 635911

YOUR CONFIDENTIAL INFORMATION

The doctors and healthcare team caring for you need to keep records about your health and any treatment and care you are receiving. The records help to ensure that you receive the best possible care and may be written down (manual records) or held on a computer. These records may include:

- basic details about you, such as date of birth, address and next of kin.
- contact we have had with you, such as doctor's appointments, visits to the Practice Nurse.
- notes and reports about your health; details and records about your treatment and care.
- results of investigations, such as laboratory tests and x-rays.
- copies of letters and details of treatment received in hospital.
- relevant information from other health professionals, relatives or those who care for you and know you well.

How do we use your records to help others?

The information in your records may be used in the following ways:

- your doctor, nurse or other healthcare professional involved in your care have accurate and up-to-date information to assess your health and decide the care you need when you visit in the future.
- to help teach healthcare professionals
- to help in research and development.

How do we keep your records confidential?

Everyone working for the NHS has a legal duty to keep information about you confidential. You may be receiving care from other people as well as the NHS (e.g. Social Services). We may need to share some information about you with them so we can all work together on your benefit. We will only ever pass information about you to them if they have a genuine need for it OR we have your permission to do so. Anyone who receives information from us has a legal duty to keep it confidential.

All personal health information held by the Practice is stored securely and used only in health-related circumstances. Some of this information may sometimes be shared with other health bodies such as local hospitals etc. but only on health-related grounds. This information comprises both manual and electronic records such as details of consultations, test results, hospital letters, medication details etc.

All patients are allowed access to their personal medical records in accordance with relevant current legislation such as the Access to Medical Records Act 1990 (as amended 1998). If you wish to view your medical records, please put this in writing to the Practice Manager. If you have any questions about use of personal health information, please enquire at Reception. Any disclosure of your medical records to a third party will only be done after signed consent to a specific instruction by yourself to do so. The sharing of types of sensitive personal information is strictly controlled by law.

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WELCOME TO YOUR PRACTICE

THE DOCTORS:

Dr Branwen Martin	MBChB (Manchester 1987) DRCOG; DPD (GMC No: 3256347)
Dr Jonathan Gregson	MBChB (Liverpool 1998); DRCOG; DFFP; FRCGP (GMC No: 4524777)
Dr Matthew O'Shea	MBChB (Liverpool 1993); BSc (Hons); DRCOG (GMC No: 4070993)
Dr Shuvam Roy	MBBS (India 1998); MRCP; DCH; DRCOG; DFRSH (GMC No: 6079156)
Dr Abigail Fletcher	MBChB (Warwick 2006); BSc (Hons); MRCP; DFRSH (GMC No: 6146497)
Dr J Burton	MBChB (Hons) (Leeds 2012); MRCP (GMC No: 7271141)

Practice Manager Brian Yorke BA (Hons)

HOW TO MAKE AN APPOINTMENT - All surgeries are by **APPOINTMENT ONLY**.

The reception office is open Monday to Friday 8.00 am to 6.30 pm. Patients may pre-book an appointment with a doctor up to 2 weeks in advance **except Monday mornings & Friday afternoons which are booked on the day only**. Appointments with a practice nurse can be made up to 4 weeks in advance. There are also a number of appointments made available each day, morning and evening, but for these appointments you might be seen by any of the doctors who are consulting. We also have a daily minor illness and injury clinic which is run by our Practice Nurse. For pre-booked appointments you are entitled to ask for the doctor of your choice and we will always try to accommodate you if the doctor is available. If your condition is urgent you will always be seen on the same day by one of the doctors or nurses as appropriate. To enable us to do this it is important you do **NOT** book an urgent appointment unnecessarily.

Due to the variety of clinics that we operate when you speak to our Reception staff to book an appointment they will ask you to give them an indication of what the nature of the problem is. By doing this we can ensure that you are placed into the appropriate clinic.

As the Practice operates across two sites, patients may be given an appointment at either Helsby Health Centre or Elton Surgery. Please take care to check at which surgery your appointment has been booked before you attend.

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DOCTOR'S SESSIONS

HELSEBY – ☎ 01928 723676

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Fletcher Female GP		am			am
			pm		pm
Dr Gregson Male GP		am	am		
	pm	pm	pm		
Dr Martin Female GP				am/alternate Minor Ops	
		pm			
Dr O'Shea Male GP	am			am/alternate Minor Ops	am
	pm	pm			pm
Dr Roy Male GP	am				am
	pm		pm	pm	pm
			am		
Dr Burton Male GP					
	pm				pm

ELTON (Mornings only) ☎ 01928 723676

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Fletcher					
Dr Gregson	am				am
Dr Martin		am			
Dr O'Shea		am			
Dr Roy			am		
Dr Burton	am				am

WHAT TO DO WHEN A FAMILY MEMBER DIES AT HOME

At this difficult time you may need both practical and emotional help and support. The doctors and staff at the surgery are available to offer advice and guidance.

Expected deaths

When suffering terminal illness many patients will have chosen, if possible, to die at home and will have been attended by a GP as well as the District Nurses and often a Macmillan Nurse. In the event of death:

- Telephone the doctor who will visit to confirm that death has taken place. The doctor will advise you how to obtain the death certificate. In these situations a post mortem will not usually be necessary.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

Sudden and unexpected death

In cases of sudden and unexpected death call 999. A GP may be called to confirm death. In some circumstances the patient's GP may be able to provide a death certificate, for instance, if the patient is known to have suffered from a life threatening illness and this seems the likely cause of death. The police or Coroner's Office will have to be informed and a post mortem may be needed to determine the cause of death.

In all cases of death once a certificate has been issued

- Contact the Registrar's Office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- The Register Office, Goldsmith House, Goss Street, Chester CH1 2BG
Opening Times: 9.00 am to 4.30 pm. To make an appointment please telephone ☎ 0300 123 7037.
- After your visit to the Register Office, take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

VASECTOMY

There is a vasectomy service in Western Cheshire that offers same day counselling and operation appointments. You can self-refer for this service by telephoning ☎01244 362474 to make your appointment for further information.

VIOLENT OR ABUSIVE PATIENTS

The Practice will not tolerate violent or abusive patients and fully subscribes to the NHS Zero Tolerance Policy which means removal of the patient from the practice list and the patient being allocated a specific practice by the Primary Care Trust. The practice will not tolerate swearing or abusive behavior via the telephone or in person. If this should happen the conversation will be terminated and the patient will not be dealt with. Patients who behave in this manner will be reported to the Police and de-registered from the Practice list.

WELLBEING CO-ORDINATOR – Aimee Doran

The practice has Wellbeing Co-ordinator who can assist with various issues that a patient may encounter as part of their medical condition.

The Wellbeing Co-ordinator can either see patients in their own home or offer an appointment in the practice Wednesday and Friday mornings.

To see the co-ordinator please speak to our reception staff. The Co-ordinator can help with any of the following:

- Finance Issues
- Leisure and social contact/isolation
- Managing long term health conditions
- Social care
- Information of equipment which will prolong independence
- Exercise classes
- Behavioural change
- Housing and home maintenance

CLINICAL PHARMACIST TEAM

Nikki Partington is a prescribing pharmacist who deals with prescription and medication queries within the Practice. She helps patients to manage long-term conditions, advising those taking multiple medicines and also works with hospital clinicians and community pharmacists to ensure patients continue to receive the medicines they need. She is supported by pharmacy technician, Julie Spruce

ADMINISTRATION SUPPORT STAFF

Reception Manager: Sue Dodds, Deputy Manager Nicola Bushell
Receptionists: Rebecca Burns, Cath Crowley, Allyson Davies, Kendal Hibbard Gemma Kendrick, Rebecca Kenton, Janet McNamara, Natasha Riley, Anne Scriven, Debbie Shingler Natalie Williams

Secretaries: Sue Albiston, Sue Baker, Sue Gur

Administration Manager Jackie Brennan
Administration: Debbie Jones,
Coding Team Manager Sharon Hill, Helen Dale, Kerri Uttley
Medicines Manager: Alison Cairns, Admin Vicky Gleaves

The Receptionists are your link with the rest of the practice. They will try in every way to help you. The more information you are able to give them, then the better they will be able to assist you. Our staff always aims to be courteous, and we greatly value their contribution to the smooth running of the surgeries. An area has been set aside at reception to enable conversations to take place in private. Please advise the receptionist if you wish to take advantage of this facility.

COMMUNITY MATRON

Community Matrons are highly experienced, senior nurses who work closely with patients (mainly those with a serious long term condition or complex range of conditions) in a community setting to directly provide, plan and organise their care. Community matrons see patients in their own home and in other community settings. They work as part of multi-professional and multi-agency teams. The Community Matron can be contacted on ☎ **01928 736017/18** at Princeway Health Centre, where a message may be left.

DISTRICT NURSING TEAM

A team of District Nurses offer nursing care to patients who are unable to attend the surgery. They hold clinics in the treatment rooms at Princeway Health Centre. The District Nurses have a direct line, please call them on ☎ **01928 736007** at Princeway Health Centre, where messages may be left if they are unavailable.

HEALTH CARE ASSISTANTS

Sue Dodds, Viv Robinson, Joanna Shaw

Health Care Assistants undertake duties such as blood tests and blood pressure and urine testing prior to routine medical reviews. They will perform ECGs on request from the doctors or practice nurses and also assist with minor surgery. Appointments can be made at reception.

HEALTH VISITORS

Health Visitors usually become involved with families during the late antenatal period or first two weeks of baby's life. They advise on health care of expectant mothers, babies, and young children (including children's health, breastfeeding, immunisation, and post-natal depression). The Health Visitors at Frodsham Starting Well Centre, Ship Street can be contacted on their direct line, ☎ **01606 555287**.

MIDWIFE

The midwife offers antenatal care by appointment at both surgeries and postnatal care at home. If you are pregnant please advise us at reception. We will forward your details to the midwife who will then contact you.

Angela Bennett – Elton Surgery - Tuesday

Linda Collins – Helsby Health Centre - Wednesday

PRACTICE NURSES

Jessica Brown
Laura McGinty
Helen Smith

The Practice Nurses undertake a wide range of duties including the management of chronic diseases such as asthma, COPD, diabetes and hypertension. They are qualified to deal with minor ailments such as:-

- Acute Back Pain
- Chicken Pox
- Diarrhoea/Vomiting
- Headlice
- Emergency contraception
- Coughs/Colds/Sore throat/Earache
- Minor Injuries
- Skin Infections/bites/burns
- Sticky Eye
- Urinary Infection/Vaginal Discharge
- Worm infestations

They also undertake well-person checks, if desired and an appropriate appointment is booked. They do cervical smears as well as providing contraception, sexual health and HRT advice. Our practice nurses can also deal with minor injuries and removal of sutures.

TESTS AND RESULTS

Most tests (blood tests, ECG, smears) are done at the Health Centre. Blood tests are taken by our phlebotomist **by appointment only** at both Helsby and Elton surgeries. Blood Clinic times listed below:

Helsby:		Elton:	
Monday	8.50 – 11.15	Monday	No clinic
Tuesday	8.40 – 11.15	Tuesday	8.40 – 11.15
Wednesday	10.50 – 11.15	Wednesday	No clinic
Thursday	8.30 – 12.20	Thursday	No clinic
Friday	No clinic	Friday	9.00 – 11.10

The results of different tests take varying lengths of time to come back:

Most common blood tests 3 working days

X-rays, Ultrasound 2 weeks

Urine/faecal samples 7 working days

(please bring samples to the surgery before 12 noon)

Cervical smears 2 weeks

Swabs 5 working days

If telephoning for the result of a test e.g. blood, x-ray, urine, etc. please do so **after 2.00 pm**. Patients calling outside of these times may be asked to call back. The doctor or nurse who has requested the test will usually have advised you as to when the result should be available. If the test result has implications for the management of your condition, you will be asked to make an appointment to see the doctor.

To maintain confidentiality, results will only be given to the patient concerned or, if under 16 years, to a parent or guardian where appropriate

TRAINING OF GPs

Helsby & Elton Practice is a training practice and there will often be a GP Registrar working in the Practice. He or she will be a fully qualified doctor gaining experience and completing general practice training.

The GP Registrar will hold his or her own surgeries for which appointments can be made in the usual way. Occasionally the GP Registrar will sit in with one of the partners. Video recording may sometimes be used although you will be asked for your permission for this and requested to sign a consent form. Use of the video is strictly limited for training and assessment purposes and details remain confidential at all times.

Sometimes Medical Students are present in general practice. We are confident that you will understand the importance of this training of the doctors for the future and hope that you will be willing to have them present, but if you would rather see your doctor in private please let reception staff know when you arrive.

PATIENT ON LINE ACCESS TO YOUR MEDICAL RECORDS

In line with government guidelines The Helsby and Elton Practice have enabled patients to view their medical records as part of the Patient Access services. This is currently only available to patients who are over 18.

What are you able to view: 1) Your medication history 2) Your allergies 3) Your coded medical records. This does not include any text that the clinician will have documented during a consultation.

If you already have a Patient Access account you are able to view your medication and allergies. If you want access to your coded medical records then please contact reception who will then process the application. Please note that the request may be declined for clinical reasons and you will be notified of the reasons why that decision has been made.

To register for a Patient Access account please visit our Web Page or call into Helsby Health Centre.

SPEECH & LANGUAGE THERAPY FOR CHILDREN

The Speech & Language Therapy Department have a telephone advice line. The line is open **Tuesday 9.30 – 10.30 am and Thursday 3.30 – 4.30 pm.** ☎ **01244 385060**. This telephone advice line will be available for parents to have direct contact with a Speech & Language Therapist. This will give them an opportunity to discuss concerns and get advice especially if they are unsure if there is a problem and to also have an informal chat about their child's speech and language development

STAFF TRAINING

The Practice is closed one afternoon a month for staff training. Please see our website for further details.

TELEPHONE ADVICE

Rather than request an appointment, we may be able to help you with telephone advice. If so, please phone the Surgery any time between 8.00am – 6.30pm to arrange a call with a doctor or nurse. It will help them if the receptionist is given basic details of your enquiry. The doctor or nurse will phone you as arranged. If your request is **urgent** please inform the receptionist

TEMPORARY RESIDENTS

If you are holiday or staying in the area for less than three months and you need medical attention, you can register with us as a temporary resident. Please ask at reception for a temporary resident form. You will need to show to us 2 forms of identification, 1 photograph and proof of your address in our catchment area.

ADVANCED NURSE PRACTITIONERS (ANP):

We have three Advanced Nurse Practitioners working at the practice – Clare Donaldson, Stacey Oates and Jeff Pond. They have clinics scheduled throughout the week and their appointments will be for patients who are in need of on the day care for certain illnesses and injuries. They are also able to prescribe and refer in to other services should a patient have the need.

CLINICS & SERVICES AVAILABLE AT THE HEALTH CENTRE ADULT IMMUNISATION

- | | |
|------------------|--|
| Tetanus | We advise repeat vaccination at least every 10 years up to a maximum of five doses in a lifetime. This is particularly important for those working in an environment carrying an increased risk of infection. |
| Flu | Vaccinations are provided during the autumn/winter for 'at risk' patients e.g. those who have heart or respiratory disease, asthma, diabetes and/or aged 65 years or over. Please enquire at reception if you have some other condition that you feel may place you in the 'at risk' category. |
| Pneumonia | Usually a once only vaccination for protection against some forms of pneumonia. Recommended for those patients listed under 'Flu' above. |

(Hepatitis B vaccination required for occupational reasons is not provided by the practice)

ALCOHOL PROBLEMS

If you are concerned about alcohol consumption, advice is available from your GP practice. There are various treatment options from general information and advice available from GP practices about decreasing alcohol consumption to active interventions, which can include the work of Cheshire and Wirral Partnership NHS Foundation Trust who actively care for people who are consuming alcohol above the recommended limits. Cheshire and Wirral Partnership NHS Foundation Trust, in conjunction with Cheshire West and Chester Council, has a number of community based alcohol services across Western Cheshire. Treatment options include: 'drop in' sessions, specialist assessment, interventions, community detoxification and psychological therapies. For self referral Contact Telephone No 01244 347084, Aqua House, Boughton, Chester

ANTI-COAGULATION MONITORING

A warfarin monitoring service is available through the practice.

CERVICAL SMEARS

All women over 25 years of age are advised to have a cervical smear in keeping with national guidelines. Routine cervical screening tests should begin at age 25 and is not recommended for women under that age. The aim of cervical screening is to reduce the risk of cancer of the cervix by finding and treating cell changes that could, over time, develop into cancer. If you wish to have a smear please make an appointment with the Practice Nurse. Normal smears should be repeated every 3 years until the age of 50 and 5 yearly thereafter.

CHILD HEALTHCARE AND VACCINATION

Regular childhood immunisation clinics are held at Helsby and Elton. Parents are notified via the NHSE computer recall system when a vaccination is due. The childhood vaccinations are now given in rapid succession at 2, 3 and 4 months to protect small babies. It is very important that your child has these vaccinations. They are very safe and there are very few reasons for not giving them. If you are concerned that your child should not have a vaccination on a particular day, perhaps because the child is unwell, please speak to a practice nurse to re-arrange the appointment.

CONTRACEPTION SERVICES & FAMILY PLANNING

Sex is a normal aspect of adult life. It is very important that you know about sexual health and take seriously the responsibility of protecting yourself from unwanted diseases or pregnancies – we can advise on all aspects of sexual health. If you suspect you may have symptoms or be at risk of having a sexually transmitted infection (STI), please do make an appointment to discuss it and, if necessary, undergo appropriate investigation. We can test for common sexually transmitted infections in the surgery. The service is confidential and can be discussed with any of the doctors or nurses.

Examples of common STI's are Chlamydia, gonorrhoea, herpes and genital warts. We can also offer testing for syphilis and HIV.

Contraception services are available from the doctor or practice nurse during routine surgery hours. A doctor or specially trained Practice Nurses can provide advice on all forms of contraception including depo injection as well as the combined or mini contraceptive pill. Condoms can also be issued in conjunction with Chlamydia screening for under 25 year olds. For fitting of IUDs (Coils) and the Mirena IUS or implants Google Family Planning Service for your nearest clinic or contact City Walls Practice, St Martin's Way, Chester on 01244-357800 **Emergency contraception i.e. 'the morning after pill' can be obtained with counselling from any doctor in the surgery or independently from Elton Chemist or Fearn's Chemist. This service is free of charge.**

REPEAT PRESCRIPTIONS

Fax No 01928 725677

Repeat prescriptions need to be agreed with your usual doctor. Patients on repeat prescriptions will be seen by their doctor or nurse at regular intervals to review their treatment. Repeat prescriptions may be requested by post/fax/internet or by delivering your request to either Surgery. Please try to use the right-side of the prescription to re-order. Prescriptions ordered on a Friday will **not** be available until the following Monday.

REMEMBER TO GIVE AT LEAST TWO WORKING DAY'S NOTICE WHEN REQUESTING YOUR PRESCRIPTION.

Prescriptions can be collected from the local chemists in Helsby, Elton, Frodsham or Kingsley from Reception as they collect the prescription from us, or alternatively, may be posted to patients supplying an SAE. If you wish to in the future order your repeat prescriptions via the internet, please call into Helsby Health Centre to register and obtain your password.

N.B. Patients requesting Warfarin will need to have a copy of their yellow book taken or sent with their request.

SERVICES REQUIRING A GP REFERRAL

Services which are not run by the practice but are available in the area and require a GP referral are:

Dietician	Counselling	Podiatry (Chiropody)
Physiotherapist	Mental Health	Teenagers Clinic

SICKNESS CERTIFICATION

If you are unable to work due to illness, your employer may require sickness certification. For the first week of absence you may provide a self-certificate Form SC2. These are available at reception. **You are not legally required to provide a medical certificate from your doctor unless your absence is for more than one week.**

SMOKING CESSATION CLINICS

If you would like help to give up smoking, Smoking Cessation clinics are held by the NHS.

You can self refer to quit smoking to Quit 51 by telephoning ☎ 0300-777-0033

For more information browse the internet – Quit51 You will find plenty of useful information, advice and tips, all created to help you quit and stay quit.

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PROVIDING URINE SAMPLES

Please ask at Reception at either Helsby or Elton practice, for a suitable container to provide a urine specimen in. We cannot accept specimens provided in glass jars. Any patient that provides a specimen in a glass jar will be given the appropriate plastic container to transfer the specimen into. Please ensure your name and date of birth have been written on the pot label (and if you remember, to put the date and time taken and which GP requested it).

- ◆ If possible, please obtain a specimen after a bath or shower.
- ◆ Pass a small amount of urine into the toilet, then pass enough urine to fill the pot. Pass any remaining urine into the toilet.
- ◆ Secure the lid, but not too tightly as to cause the pot to crack or give medical personnel difficulty in re-opening.
- ◆ **Bring the sample to the surgery by 11.45 am as they are collected by the Countess of Chester Hospital at 12.30.**
- ◆ Please allow 3 working days for urine results to be available and you must contact us for the results.

RADIOLOGY REFERRALS

When your Doctor refers you for an x-ray, you can choose to attend either The Countess of Chester Hospital or Halton General Hospital.

The Countess of Chester Hospital – Appointment only

No open access system) ☎ **Telephone No. 01244 363043.**

- ◆ The referral from the GP is sent electronically
- ◆ You will need to ring to make your appointment –
Monday to Friday 9.00 am – 12 noon or 2.00 pm – 4.30 pm.
- ◆ The department is open for attendance for x-rays
Monday to Friday 9.30 am – 5.00 pm

Halton General Hospital (open access system)

☎ **Telephone No. 01928 714567 Ext 3259**

- ◆ Your GP will give you a completed form at your consultation for you to take along to the X-Ray department.
- ◆ The X-Ray Department is open Monday to Friday 8.00am – 5.00 pm, Tuesday 8.00 am to 8.00 pm, Saturday 9.00 am – 12 Noon.

REGISTERING AS A NEW PATIENT

If you live within the practice area and wish to register with the Practice, please enquire at Reception. You will be asked to complete a registration form for yourself & one for each member of your family. It is important that you complete all of the sections on the form including full details of your previous GP as this will enable us to contact them and retrieve your medical notes. You will need to show to us 2 forms of identification, 1 photograph and proof of your address in our catchment area.

DIABETES, ASTHMA and RESPIRATORY CLINICS

We aim to see people with these illnesses at least once a year. Help and advice is always available regarding medication, administration of treatment technique etc. Letters – 'To Whom It May Concern' to airline companies, to enable you to carry diabetic equipment on board the plane are available. There will be a small charge for this letter. Please ask at reception for details.

PRE-CONCEPTUAL ADVICE

This is available if you are planning to become pregnant. It will ensure you are in the best possible health to conceive. Pre-conceptual advice is offered opportunistically to patients by doctors and practice nurses during routine consultations. Patients may also arrange a particular appointment with a relevant clinician to discuss pre-conceptual advice if they so wish. Relevant literature information is also available to patients as appropriate.

MENTAL HEALTH

For common mental health problems such as stress, anxiety & depression, or for any other mental health problem, please make an appointment with any of the doctors for assessment. If agreed, you may be referred to the Primary Care Mental Health Team for further assessment with a view to counselling or other psychological therapy.

MINOR SURGERY

We are equipped to undertake a number of minor surgical procedures. In the first instance you will need to make an appointment at the surgery to discuss this with a doctor. Please contact the Surgery for further advice and information.

PHYSIOTHERAPIST – PHYSIO FIRST

Physiotherapists deal with back, muscular, & joint problems. An appointment is required with the physiotherapist at Helsby Health Centre or Princeway Health Centre who will triage you and then refer you onto the relevant service for either a physiotherapy or orthopaedic referral. Appointments with the physiotherapist are available at Princeway Health Centre in Frodsham or you may be referred to a local hospital.

CHIROPODY

Patient to be referred by a GP via ERS, then be medically assessed by a Podiatrist and treated. If found to be no medical need patient will be discharged. Please state where you would like to be seen – Princeway Health Centre, Stanney Lane Clinic, St Martin's Clinic, Neston.

POLICIES & PROCEDURES AT HELSBY HEALTH CENTRE

24 HOUR ONLINE BOOKING SYSTEM

This is a quick and easy way to view, book and cancel your appointments via the practice website from home, work or on the move. In fact you can book wherever you can connect to the internet. It's faster and easier and because this is a 24 hour online service you can do this in your own time, day or night. All the information that is sent to the practice in this way is secure. Your details are protected using the highest standard internet security and only you and your GP see the information. Patients wishing to use this facility need to register first by completing an Internet Registration form and instructions are available from Reception. You can also download the NHS App free via Google Play and Apple Apps Store to access your records and arrange Practice appointments.

AMBULANCE BOOKING

Patients who for physical/medical reasons are unable to use their own transport or public transport, should telephone ☎ **0345 425 0050 (Cheshire, Warrington & Wirral)** to book an ambulance at least two full working days in advance of their hospital appointment.

BRITISH SIGN LANGUAGE (BSL) INTERPRETATION SERVICES

If you or somebody you know, requires a BSL interpreter for a deaf patient with a healthcare appointment, the patient should contact an organisation such as the Deafness Support Network in Chester. The Deafness Support Network will work with the patient to book the interpreter and invoice the provider. The contact details for the Deafness Support Network are as follows. The website is available at <http://www.dsnonline.co.uk/>. The local office is located on South View Road, Chester, CH1 4JG and can be contacted on ☎ 01244 371372 (voice) or 01244 375347 (textphone).

CARERS

Are you a Carer or do you have a Carer?

- ◆ Did you know that 1 in 8 people in Britain is a carer?
- ◆ Are you one of them?
- ◆ Carers do not always recognise themselves as such.

Carers look after family, partners or friends in need of help because they have an illness, mental health problems or are frail or elderly. Carers can be of any age. If you are a Carer or you know someone who is, please let us know so that we can inform you/them of relevant services and provide useful information. Please contact Sue Dodds who is the Carer Link for more details. Please note that all carers are entitled to a free flu vaccination. Please arrange your appointment at Reception during our flu campaign.

PRIVATE FEES

The National Health Service does not cover some of the services provided by your Doctors. Fees are charged for this work. A list of the charges can be found in the waiting room or on our website. **See below for charges**

Examples of private work are:

- ◆ Sickness or accident insurance forms
- ◆ Private healthcare forms
- ◆ Holiday cancellation forms/fitness to travel certificates
- ◆ HGV, sports, driving medicals.
- ◆ Pre-Employment Medical
- ◆ Elderly Driver
- ◆ Seatbelt Exemption
- ◆ Certificate of Vaccination

Fees for non-NHS Services (Private Fees) – June 2014

Payment is required PRIOR to releasing any documentation or carrying out any examination

CERTIFICATES	
Private Sick note	£15
Fitness to Travel Certificate	£20
To Whom It May Concern Letter	£20
REPORTS	
Sickness/Accident Insurance Benefit Claim Form	£25
Holiday Cancellation Claim Form	£25
Copies of Reports for Patient under Access to Health Records Act 1990 (maximum (£50)	£50
Access to Records under Data Protection Act (computer printout)	£10
MEDICAL EXAMINATIONS & REPORTS	
Pre-Employment medical questionnaires for: Public Service Vehicles, Heavy Goods Vehicles, Racing Driving Fitness Certificate, Fitness to Attend School, Seat Belt Exemption	
Extract from records – no examination	£50
Comprehensive examination and reports (30 minutes)	£85

PRACTICE CHARTER - RIGHTS AND RESPONSIBILITIES OF PATIENTS

Anyone requesting to join the Practice will not be discriminated against on the grounds of

- race, gender, social class, age, religion, sexual orientation, appearance,
- disability or medical condition.

Patients have a right to be:

- treated courteously at all times by doctors and staff
- offered suitable necessary treatment by appropriately qualified personnel.
- offered an appropriate appointment as requested in accordance with current Practice policy.
- If a Surgery has to be cancelled we will inform you as soon as possible and offer you an alternative appointment.
- allowed access to their medical records in accordance with relevant legislation.
- informed of how to make a complaint.

Patients are expected to:

- inform the Surgery as soon as possible when unable to keep an appointment so the appointment can be offered to another patient.
- be punctual for all appointments and if we are running late please be patient.
- we ask that you treat the doctors and all the staff with the same respect and courtesy that you receive.
- observe Practice policies and procedures where appropriate
- inform the Receptionist of any changes in domestic circumstances (e.g. name, address, telephone number)

PROCEDURE FOR PRIVATE REFERRALS

For the patients own expediency they may wish to make their own appointments to see a Specialist privately that the GP has recommended. Some telephone numbers are listed below. The patients must ensure that the secretaries are informed of the date of their appointment and the name of the Consultant that they are seeing, so that a referral letter can be sent.

If an appointment is obtained at very short notice it may not be possible for the Doctor to provide a referral letter in the time available – the patient should be made aware of this.

☎ Telephone Numbers:

- | | |
|---|---------------|
| ◆ The Grosvenor Nuffield Hospital, Chester | 01244 684325 |
| ◆ Spire Cheshire Hospital, Stretton, Warrington | 0845 602 2500 |
| ◆ Spire Murrayfield, Wirral | 0151 929 5181 |
| ◆ BMI The Alexandra Hospital, Cheadle | 0161 428 3656 |

COMPLAINTS

Our Practice Manager and staff will do their best to help resolve any problems and to answer general enquiries. If you have any suggestions as to how we may improve our services, or if you have a complaint, please inform the Practice Manager. Helsby & Elton Practice is part of Western Cheshire Primary Care Trust. Relevant details are: The Patient Experience Manager, Western Cheshire Primary Care Trust, 1829 Building, Countess of Chester Health Park, Liverpool Road, Chester CH2 1HJ

If you still consider that your complaint or feedback has not been dealt with satisfactory by ourselves or the local Primary Care Trust, you will be advised to take your complaint to the Health Service Commissioner (Ombudsman).

CONFIDENTIALITY

Your right to confidentiality will be respected – please ask if you wish to speak with a receptionist in a private area.

CHANGE OF ADDRESS, NAME, TELEPHONE NUMBER

It is important that you inform us of any change of personal details as soon as possible. This helps us to maintain our records and to avoid errors. Please make these amendments known to our reception staff either by telephone or in person. You will need to complete a change of details form.

CHAPERONE POLICY

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. Sometimes you may wish to be accompanied by a family member or friend. At other times you may wish to have a formal chaperone present i.e. a trained member of staff. Wherever possible, please make this request at the time of booking your appointment so that we can make the necessary arrangements. Whilst we will always do our best to provide a chaperone, if requested, this may necessitate us re-scheduling your appointment for a time when a chaperone can be present. Your healthcare professional may also require a chaperone to be present, for certain consultation, in accordance with our chaperone policy.

E-REFERRAL SYSTEM VIA NHS

E-Referral is a service that has been introduced across England that allows you to choose which hospital you would like to be referred to and book an appointment with a specialist. You can find out more information at www.nhs.uk/yourrightstochoice. Your referral may be triaged by a Clinician who will contact you by telephone or letter asking you to contact them to make the appointment. You can then choose the date and time convenient to you. Confirmation of this appointment will be sent to you in the post from the hospital of your choice.

FREEDOM OF INFORMATION ACT

This practice complies with the requirements of the Freedom of Information Act. For further information please ask our Practice Manager.

HOME VISITS

If you are too frail or too ill to attend the surgery you may ask for a home visit by telephoning before 10.00 am. Your doctor may phone to discuss your request and may offer advice rather than visit, if this is appropriate. In the case of a medical emergency, you may contact the surgery at any time.

GP home visiting makes clinical sense and is the best way of giving a medical opinion in cases involving:

- those who are terminally ill
- those who are housebound, for whom travel to premises by car would cause deterioration in their medical condition or unacceptable discomfort.

But often to visit would not be the best use of a GP's time, for instance in cases of:

- common symptoms of childhood fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are usually well enough to travel by car. Remember, it is very rarely harmful to take a child with a fever outside. If you have no transport and a child is not fit to walk or travel by bus then please arrange appropriate transport from friends, relatives or taxi firms. We cannot arrange transport for you.
- adults with common problems, such as a cough, sore throat, influenza, back pain and abdominal pain, are also readily transportable by car to a doctor's premises.

except for those truly house-bound, common problems in the elderly, such as poor mobility, joint pain and general malaise, would also best be treated by consultation at a doctor's premises where the facilities are available for full examination and investigations.

MACMILLAN NURSE

Macmillan Nurses provide support and information for people and their families and carers affected by cancer. They are there to help from the time of diagnosis right through the illness if needed. The Support & Information Centre is found at Countess of Chester Hospital. Monday to Friday 9.30 am to 4.30 pm. Drop in or make an appointment. Contact Manager on ☎ 01244 364948. For more details of the Macmillan Support Charity to go onto www.macmillan.org.uk or call ☎ 0808-808-0000

MEDICAL EMERGENCIES

In cases of medical emergency it may be in your best interests to arrange for immediate admission to A&E without a visit from your GP. This can be done by dialing 999 either on your own initiative or after first discussing it by telephone with your doctor or nurse. **Please tell the receptionist if you think it is an emergency. Medical emergencies include:**

- Suspected heart attack or severe chest pain
- Severe difficulty breathing, shortness of breath or choking
- Severe bleeding from any cause
- Sudden loss of consciousness, convulsions or suspected stroke.

OUT OF HOURS SERVICE – NHS 111

Available 24 hours a day for reassurance and expert health advice and information. It is staffed by nurses and professional advisors.

NHS 111 is a service that's been introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When To Use It - For immediate, life-threatening emergencies, continue to call 999.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. ☎ **Call 111** if:

- ◆ You need medical help fast but it's not a 999 emergency
- ◆ You think you need to go to A&E or need another NHS urgent care service.
- ◆ You don't know who to call **or** you don't have a GP to call
- ◆ You need health information or reassurance about what to do next

For less urgent health needs, contact your GP practice or local pharmacist in the usual way.