

HAZELWOOD GROUP PRACTICE

27 Parkfield Road, Coleshill
North Warwickshire
B46 3LD

General enquiries and requests for home visits

Telephone 01675 463165

To make an appointment

Telephone 01675 462176

Our fax number is **01675 466253**

www.hazelwoodgrouppractice.co.uk

*Please be aware phone lines are busy between 8.00 - 9.00am.
For non-urgent matters call after 9.00am.*

Welcome To Hazelwood Group Practice

This booklet is designed for all patients. We welcome new patients to the practice and hope that this booklet enables you to make the best possible use of the facilities we offer.

Hazelwood Group Practice is a six partner recognised Training Practice, which means that doctors who are looking to acquire the specialist skills of a General Practitioner (GP) can be seconded to this practice. Registrars are attached to our practice for 6 to 12 months. The benefits to patients come through the input of fresh ideas from these doctors to the practice and from the knowledge that your GPs are active in current medical and treatment developments. We also teach medical students on a regular basis. Training practices undergo regular rigorous assessment. This may involve the assessing doctors reviewing your records. They are bound by the same confidentiality rules as the partners. Nevertheless, if you are unhappy with this, please notify reception. This will not affect your relationship with your doctor.

In addition to the doctors, we have a practice nursing team. It is our belief that a great deal of the workload within the practice can be shared with that team. They are the lead personnel for the variety of clinics in place. We positively encourage patients to enquire about nurse availability for advice on diabetes, asthma, COPD, heart disease, blood pressure, contraception, vaccinations, cervical smears and medication reviews. Our nurses are experts in keeping you well!

There are car parking facilities and toilet facilities for the disabled and elderly.

SURGERY OPENING TIMES

Monday to Friday from 8.00am - 1.00pm and 2.00 - 6.00pm

The phone is covered by the surgery from 8.00am - 6.30pm.

We are open on Saturday mornings for pre-booked appointments only. This is not a walk-in service.

LIST OF DOCTORS

PARTNERS

Dr Steven D Powell-Tuck	MBChB BSc DCH MRCP (Manchester 1984)
Dr Peter J Wildbore	MBChB DOBst RCOG MRCP (Birmingham 1988)
Dr Patricia M Wildbore	MBChB DCH (Birmingham 1988)
Dr Simon T Heath	MBBS (London 1992) MRCP 2002
Mr Chris Deane	BSc (Hons) Msc (Wolverhampton 2007)
Dr Mehwish Qureshi	MBBS (Pakistan 2002) MSc (Cardiff) MRCP (London)

EDB
EVANS DERRY BINNION
SOLICITORS & ESTATE AGENTS

Experts in personal injury and employment-related disease

We offer a comprehensive range of legal services for both Private and Business Clients

- Accident Claims
- Personal Injury
- Industrial Disease
- Family & Matrimonial
- Childcare
- Probate & Wills
- Powers of Attorney
- Conveyancing
- Criminal Law
- Housing

Richard Holt is a specialist Solicitor who is a member of the Law Society's Personal Injury Panel.

Ask about "no win - no fee"

We offer a full range of Business Services, including Company & Commercial, Employment Law, Landlord & Tenant and Property, as well as dispute resolution and litigation services.

**5 Church Hill Coleshill
Warwickshire B46 3AD
Tel: 01675 464400**

www.evansderry.com

Personal Injury

A one-stop shop for Estate Agency and property transactions.

Accidents and Work-related Illnesses

According to the Health & Safety Executive, 1.2m people in the UK who worked in 2008/9 were suffering from an illness they believed was caused or made worse by their current or past work. Personal injury and illness can have a dramatic effect on the victim, as well as on family, friends and colleagues.

Accident injuries caused by slips or trips, exposure to harmful substances, defective or dangerous machinery, or on construction sites are common enough. However, every year, thousands of people also develop illnesses caused at work by such things as asbestos, chemicals, dust, fumes, noise or machinery.

Symptoms may develop quickly or may only become apparent later in life. Common types of illness include mesothelioma, asbestosis and related conditions, dermatitis and occupational asthma. Sometimes a claim can even be made through the insurers where a company involved has ceased trading or after the loss of a loved one.

EDB specialists deal with cases in all these areas, both locally and nationally. They will talk to you free of charge at the first interview to establish whether you have a viable claim for compensation. If so, they will discuss methods of funding, which can include a "No Win, No Fee Agreement".

Richard Holt, Partner of EDB, is a Law Society Personal Injury Specialist Panel Member, with many years' experience of claims of all values, including high value and complex cases. Speak to him on 01675 464400 or visit www.evansderrybinnion.com.

Attract more business by placing your advert here. Simply call 0800 0234 196.

PRACTICE NURSING TEAM

PRACTICE NURSES

Sister Linda Eagles	RGN Dip Asthma
Sister Sarah Foster	RGN
Sister Carol Phillips	RGN
Charge Nurse Peter Hodder	RGN
Mrs Ruth Channing	HCA
Mrs Mandy Monk	HCA

NON-CLINICAL STAFF

MANAGER

Miss Leah Hart

PRACTICE SECRETARIAL TEAM

Miss Shauna Dunne Mrs Kelly Dack

REGISTRATION/HOME VISITS/LAB LINKS

Mrs Caroline Rogers

NON-DISPENSING PRESCRIPTIONS

Mrs Kay Wood Miss Sarah Baker
Miss Charlotte Eagles Mrs Christina Wright

INSURANCE REPORTS/MEDICAL RECORDS

Mrs Gail Baker-Jones

SCANNER/SUMMARISERS

Mrs Sarah Baker Mrs Julie Smith Mrs Anita Hobbis

QOF Co-ORDINATOR

Miss Shauna Dunne

RECEPTION MANAGER

Mrs Kelly Pallett

RECEPTION TEAM

Miss Cheryl Freeth Miss Vicky Charles Miss Natalie Yates
Mrs Katrina Allen Mrs Jeanette Howells Mrs Julie Mackenzie
Mrs Becky Westwood

DISPENSARY MANAGER

Miss Lisa Jones

DISPENSARY TEAM

Miss Kylie Haldearn Mrs Sue Deaves Mrs Amanda Woodings

INDIVIDUAL SURGERY AND VISIT TIMES

The following times are subject to change to cover leave requirements etc

Dr S D Powell-Tuck

Monday	8.10 - 11.30am	2.00 - 5.30pm
Tuesday	Not in	Not in
Wednesday	Not in	Not in
Thursday	8.10 - 11.40am	2.00 - 5.30pm
Friday	Not in	pm - by rota
Saturday	am - by rota	

Dr P J Wildbore

Monday	8.10 - 11.35am	2.00 - 5.30pm
Tuesday	9.00 - 11.50am	2.00 - 5.20pm
Wednesday	8.10 - 11.35am	3.00 - 5.30pm
Thursday	Not in	Not in
Friday	8.10 - 11.35am	pm - by rota
Saturday	am - by rota	

Dr P M Wildbore

Monday	8.30 - 11.30am (8.30 - 10.40am gynae surgery)	2.00 - 5.30pm surgery
Tuesday	Not in	Not in
Wednesday	8.30 - 11.30am	2.00 - 5.30pm
Thursday	Not in	Not in
Friday	8.10am - 12.30pm	pm - by rota
Saturday	am - by rota	

Dr S T Heath

Monday	8.10 - 11.30am	2.30 - 6.00pm 6.30 - 7.30pm
Tuesday	8.10 - 10.30am	2.30 - 5.30pm 6.30 - 7.30pm
Wednesday	Not in	Not in
Thursday	8.10 - 11.30am	2.00 - 4.20pm
Friday	8.10 - 11.30am	pm - by rota
Saturday	am - by rota	

Mr Chris Deane - Physicians Associate

Monday	8.10 - 11.30am	2.00 - 5.00pm
Tuesday	8.10 - 11.30am	2.00 - 5.00pm
Wednesday	8.10 - 11.30am	2.00 - 5.00pm
Thursday	8.10 - 11.30am	Not in
Friday	8.10 - 11.30am	pm - by rota
Saturday	Not in	Not in

Dr Mehwish Qureshi

Monday	8.10 - 11:30am	2.00 - 5.00pm
Tuesday	Not in	Not in
Wednesday	8.10 - 11.30am	2.00 - 5.00pm
Thursday	8.10 - 11.30am	2.00 - 5.00pm
Friday	8.10 - 11.30am	pm - by rota
Saturday	am - by rota	

GP Registrar

Surgery times vary

PRACTICE TELEPHONE NUMBERS

Appointments.....	01675 462176
Dispensary	01675 461780
Fax	01675 466253
General Enquiries	01675 463165
Secretary.....	01675 461786
Medical Reports	01675 463165
Manager.....	01675 461770
Test Results.....	01675 463165
Home Visits	01675 463165

When the surgery is closed and you need an urgent medical consultation, please ring Care UK on 0300 130 3040 or NHS 111 on 111. If you ring when the surgery is closed, the message advises that you dial Out of Hours on 111.

DISABLED PERSONS' ACCESS

There are designated spaces in the car park with easy access to the main entrance. Toilet facilities are also available on the surgery premises.

REGISTERING WITH THE PRACTICE

Check the map on the back cover of this booklet to ensure your home address is within our practice area. If possible please bring your medical card to the surgery. If you cannot find your card, if possible bring proof of identity, proof of address and your NHS number. You will then be given an application form and a medical questionnaire to fill in. An appointment will be made at the time of registering for you to attend a new patient health check with the nurse.

MAKING AN APPOINTMENT

Appointments may be made by telephone. The practice operates a telephone triage system where patients requesting same day appointments are contacted by telephone first. We offer 'book on the day' and advance bookings up to four weeks ahead. If they feel your problem cannot be dealt with over the phone, they will make arrangements for you to be seen.

The only time you will not be able to consult with a doctor on the day is if you specify a particular doctor and that person has no appointment available. This practice operates a "shared list" policy so all the doctors have access to your medical records. Saturday morning surgery is for pre-booked appointments only. The receptionist is under instruction to ask why an appointment is required. This enables the clinician to assess the urgency of the telephone call back and to also ensure patients are seen by the relevant member of the clinical team, who may be a doctor or a nurse.

Patients have a right to express a preference of practitioner in accordance with clause 185 of the GMS Contract and the means of expressing such preference. This means that the patient can choose between the available Drs for their appointment, under the proviso that there is an appointment to suit the patients' needs. It is the responsibility of the patient to keep and attend their appointments. If you are unable to attend for an appointment it is important that the practice is notified about this before you are due to attend for the appointment.

MINOR AILMENTS SCHEME

The pharmacist at any chemist is qualified to deal with minor ailments. If your local chemist has signed up to the scheme, they can also issue prescription only medication. Ask for a leaflet from reception. This will give you information on all the ailments covered. Ensure the leaflet has the practice stamp on it, to inform the chemist which practice you are registered with. When the pharmacist has provided you with a service, the practice will be sent a written account of what has been provided to you.

REVIEW APPOINTMENTS

If, after seeing you, the doctor wants to see you again to review your condition, the doctor will either make the appointment themselves or ask you to make a further appointment with reception.

BLOOD TEST APPOINTMENTS

Blood test appointments are available to book at the practice for patients who are elderly or infirm only. Please ensure that a blood form has been issued and collected before attending George Eliot Hospital for your blood test.

A Phlebotomist from George Eliot Hospital attends the practice twice a week to carry out blood tests on Warfarin/INR patients only.

MEDICAL STUDENTS AND GP REGISTRARS

As this is a training practice, you will sometimes be asked if you will allow a medical student to be involved in your consultation or for a registrar to video the consultation. This will not be done without your consent.

HOME VISITS

This service is only available for patients who are too ill to attend or are diagnosed as being housebound. Please ring 01675 463165 before 10.00am and give your details. A doctor will process your request.

MINOR SURGERY

Minor surgical procedures are carried out but only after you have consulted with one of the doctors.

CLINICS RUN BY THE PRACTICE NURSING TEAM

Asthma, baby, COPD, diabetic, NHS health checks, family planning, shingles, rotavirus, flu and pneumococcal, foreign travel, gynae, health promotion, phlebotomy, smear testing, smoking cessation and spirometry. For any of these clinics please book an appointment through reception.

CLINICS RUN BY OTHER STAFF

The antenatal clinic is run on a Wednesday morning for first appointments only. If you think you may be pregnant, ring the surgery to make an appointment.

Blood test clinics, including the anti-coagulation clinic, are only run by phlebotomists from George Eliot Hospital on Tuesday mornings and Thursday afternoons. Book through our reception. Alternatively, collect the blood request form and go to the Pathology Laboratory at George Eliot Hospital.

The counselling clinic is run by a counsellor employed by the Warwickshire North Clinical Commissioning Group.

Continence Advisory Clinics are run by a Continence Nurse from the Continence Team North once a month.

DISPENSARY

We have been dispensing since 2002 to our Warwickshire patients who live more than one straight mile (as the crow flies) from any pharmacy. Repeat prescriptions will be dispensed in accordance with our standard policy. Prescriptions given to you by a doctor will either be dispensed while you wait or within 48 hours depending on availability of stock. Opening hours are 8.30am - 12.30pm and 2.00 - 6.00pm except when staff absence forces closure.

In accordance with the Dispensing Services Quality Scheme, dispensary staff will be carrying out compliance and concordance reviews on dispensing patients.

REPEAT PRESCRIPTIONS

Patients on 'repeat' medication will have to attend regular medication reviews, as agreed with the doctor, BEFORE further 'repeats' can be issued. Make sure you book your appointment two weeks before your medication runs out. If you fail to book an appointment in time, you could delay access to your medication.

If your condition is stable on your repeat medication, you may be issued with six months' prescriptions in the form of one authority plus six repeat prescriptions. You need to give ALL the paperwork to the pharmacy of your choice and then collect the medication from that same pharmacy each month. When you are down to three weeks' medication, make another appointment with a doctor for a medication review and order another six months of prescriptions from the surgery when you have seen the doctor.

For those patients who are issued with monthly prescriptions by the surgery, please order a further month using the computer-generated repeat request form attached to your last prescription. You must allow two working days from ordering the prescription to picking it up. If you wish to order your repeat prescription online, please go to the practice website www.hazelwoodgrouppractice.co.uk and click 'Do it online'.

CARERS

A noticeboard is maintained in our waiting room by Guide Post. Please feel free to read through the information. If you then identify yourself as a carer, and you feel you need additional support to carry out your role, you can refer yourself for an assessment by the Social Services Team. The contact telephone number is 01926 410410. Please also inform the practice team that you are a carer.

ZERO TOLERANCE BEHAVIOUR

We do not tolerate behaviour in the form of physical violence or verbal abuse from patients. Violent behaviour will result in the police being called and immediate removal from the list, as may continued verbal abuse. A condition of remaining on the list must include an apology to all concerned.

COMPLAINT REPORTING

Any concerns should be put in writing to the manager and marked "complaint". We endeavour to acknowledge receipt of all complaints within seven days. If you have not received any acknowledgment within two weeks please contact the manager to ensure your complaint has been received. If you are not satisfied with the way your complaint has been dealt with or you feel unable to deal with the practice, an alternative point of contact is Warwickshire North CCG Complaints Team, 2nd Floor, Heron House, Newdegate Street, Nuneaton CV11 4EL.

NHS WARWICKSHIRE NORTH CCG

The GPs hold a contract with NHS Warwickshire North CCG to provide medical care for patients living within the practice area. Warwickshire North CCG, 2nd Floor, Heron House, Newdegate Street, Nuneaton CV11 4EL. Tel: 024 7632 4399

PATIENT REFERENCE GROUP (PRG)

We have an active group which meets quarterly. Please see the notice board in the waiting room for contact names etc. Membership consists of representatives from each Parish Council, from the Town Council and the Women's Institute plus representation from the practice. The aim is to raise issues or concerns and explore them in depth within the group; look at provision of new services; investigate ways of raising funds for new equipment and generally contribute towards the improvement of services to the patients within the practice's catchment area.

PATIENT SATISFACTION SURVEYS

The Department of Health requires GPs to conduct surveys on the service they provide. The survey is a structured and formal way of gathering feedback, compiled for use in general practice and targets a random sample of patients. If you are handed a questionnaire, please complete it and return it to reception.

DONATIONS

Funding is always required to buy new equipment and replace existing equipment to keep up with the latest technology and to improve services to our patients. Cheques should be made out to Hazelwood Group Practice and posted to the manager.

FREEDOM OF INFORMATION

All information at this practice is held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual classes are subject to exemptions, the main reasons are, for example, the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the publication scheme.

PALS - PATIENT ADVICE AND LIAISON SERVICE

If you require information about local services, or advice on your rights as a patient, then please contact PALS on 024 7631 6198.

CONFIDENTIALITY

All members of the practice team are bound by the rule of professional confidence to refrain from voluntary disclosure of any information to a third party learned directly or indirectly in the doctor's professional capacity as a registered medical practitioner. This duty of professional confidence extends beyond the patient's death. All staff are issued with and sign a contract which includes a confidentiality statement.

CHAPERONES

If you would like a chaperone present during your consultation, please advise the receptionist when booking your appointment or when checking in.

ACCESS TO MEDICAL RECORDS

If you wish to read through your medical records or have a copy, make an appointment with the doctor you normally see and discuss the request with them. Whilst patients are entitled to see what is recorded in their records, there are exceptions. For copies, there will be a photocopying charge depending on the size of the records. Records will only be copied to a third party with the written consent of the patient/guardian.

DRUGS TRIALS/CLINICAL TRIALS

You may be asked to participate in a drugs trial and/or clinical trial. Your personal details remain confidential and your consent is required throughout the trial.

This practice is an active member of the Primary Care Research Network in West Midlands South, based at Warwick Medical School. Patients may be invited to take part in studies from the National Institute of Health Research portfolio, all of which are ethically and scientifically approved and identified to have significant potential benefit for patients. To find out more about research opportunities please either contact your own GP, call the PCRN Office directly on 024 7657 5767 or visit www.warwick.ac.uk/go/PCRN

MOBILE PHONES

Requests to ring patients on their mobile phones are accepted. Use of mobile phones by patients on the premises is not permitted.

SMOKING

In accordance with Government legislation, we operate a "no smoking" policy on our premises.

TREATING A FEVER

If your child has a fever, it's important to keep them hydrated by giving them plenty of cool water to drink.

Babies should be given plenty of liquids, such as breast milk or formula. Even if your child isn't thirsty, try to get them to drink little and often to keep their fluid levels up.

If the environment is warm, you could help to your child to stay at a comfortable temperature by covering them with a lightweight sheet or opening a window.

However, they should still be appropriately dressed for their surroundings and sponging your child with cool water isn't recommended to reduce a fever.

When to seek urgent medical advice

Contact your GP or health visitor urgently if your child:

- is under three months old and has a temperature of 38C (101F) or above
- is between three and six months old and has a temperature of 39C (102F) or above

You should also see your GP if your child has other signs of being unwell, such as persistent vomiting, refusal to feed, floppiness or drowsiness.

If it isn't possible to contact your GP, call your local out-of-hours service or NHS 111.

If your child seems to be otherwise well – for example, if they're playing and attentive – it's less likely they're seriously ill.

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

PRACTICE AREA

