



*The heart of your healthcare*

# **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**

[www.hazelwoodgrouppractice.co.uk](http://www.hazelwoodgrouppractice.co.uk)

*Please be aware that our phone lines are busy between 8.00 - 9.00am.  
For non-urgent matters please 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 four partner recognized 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 prescribing clinical practitioner, prescribing practice nurses along with disease management practice nurses and health care assistants. It is our belief that a great deal of the workload within the practice can be shared with that team. Our nurses and health care assistants 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 clinical team are experts in keeping you well!

## SURGERY OPENING TIMES

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

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

## LIST OF DOCTORS AND PHYSICIAN ASSOCIATES

<b>Dr Peter J Wildbore</b>	MBChB DObst RCOG MRCGP (Birmingham 1988) GP Partner
<b>Dr Patricia M Wildbore</b>	MBChB DCH (Birmingham 1988) GP Partner
<b>Dr Simon T Heath</b>	MBBS (London 1992) MRCGP 2002 GP Partner
<b>Dr Mehwish Qureshi</b>	MBBS (Pakistan 2002) MSc (Cardiff) MRCGP (London) GP Partner
<b>Dr Krusha Agarwal</b>	MB BChir(Cantab) MRCGP DRCOG DFSRH
<b>Dr Sarah Ajam</b>	MBBCh AKT CSA MRCGP
<b>Dr Kashif Ali</b>	MRCGP MBBS








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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.

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

**Also about "No Win - No Fee"**

5 Church Hill, Coal Hill  
Warwickshire B46 3AD  
Tel: 01675 464400

[www.evansderry.com](http://www.evansderry.com)

## 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](http://www.evansderrybinnion.com).

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

## PRACTICE NURSING TEAM

### Practice Nurses

Senior Nurse Linda Eagles	RGN Dip Asthma
Nurse Sarah Foster	RGN
Nurse Julie Houlston	RGN
Charge Nurse Peter Hodder	RGN
Mandy Monk	Senior HCA

## NON-CLINICAL STAFF

### Practice Manager

Mandy Roche

### Deputy Manager

Kelly Pallett

### Practice Secretarial

Christina Wright

### Registration/Home Visits/Lab Links

Caroline Rogers

### Prescriptions

Julie  
Mackenzie

### Insurance reports/Medical records

Katy Jones

### Admin Team

Julie Smith Anita Hobbis Vicky Barnett Claire Cadby Kelly Dack

### Reception Supervisor

Vicky Charles

### Reception team

Jeanette Howells Katie Smith Sue Davis  
Corrine Fahy Dawn Harrison Holly Robinson  
Amanda Vry Katie Nash Charlotte Birch Sarah Davies

### Dispensary Manager

Charlotte Eagles

### Dispensary team

Kylie Haldearn Sue Deaves Amanda Woodings Sarah Croskin

## INDIVIDUAL SURGERY AND VISIT TIMES

Dr P J Wildbore	Morning Surgery	Afternoon Surgery
Monday	Yes	Yes
Tuesday	Yes	Yes
Wednesday	Yes	Yes
Thursday	No	No
Friday	By Rota	By Rota
Dr P M Wildbore	Morning Surgery	Afternoon Surgery
Monday	Yes	Yes
Tuesday	No	No
Wednesday	Yes	Yes
Thursday	No	No
Friday	Yes	By Rota
Dr S T Heath	Morning Surgery	Afternoon Surgery
Monday	Yes	Yes
Tuesday	Yes	No
Wednesday	No	No
Thursday	Yes	Yes
Friday	Yes	By Rota
Dr M Qureshi	Morning Surgery	Afternoon Surgery
Monday	Yes	Yes
Tuesday	Yes	No
Wednesday	No	No
Thursday	Yes	Yes
Friday	Yes	By Rota
Dr K Agarwal	Morning Surgery	Afternoon surgery
Monday	No	No
Tuesday	Yes	Yes
Wednesday	Yes	Yes
Thursday	Yes	Yes
Friday	No	No
Dr S Ajam	Morning Surgery	Afternoon Surgery
Monday		
Tuesday	Yes	Yes
Wednesday	No	No
Thursday	No	No
Friday	Yes	Yes
Dr K Ali	Morning Surgery	Afternoon surgery
Monday	Yes	Yes
Tuesday	Yes	Yes
Wednesday	No	No
Thursday	No	No
Friday	No	No

<b>GP Registrar</b>		
Surgery times vary		

## PRACTICE TELEPHONE NUMBERS

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

When the surgery is closed and you need an urgent medical consultation, please ring Out of Hours 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 or health care assistant.

## MAKING AN APPOINTMENT

Appointments may be made by telephone. The practice offers a range of appointments with a full scope of clinicians. We can offer some face to face appointments on the day or up to four weeks in advance. We also offer telephone appointments on the day for patients to speak to a clinician and have a telephone consultation. If the clinician cannot complete the consultation via the telephone, they will arrange for you to come to the practice to be seen that day.

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, a clinical practitioner, a registrar or a nurse.

Patients have a right to express a preference of practitioner. This means that the patient can choose between the available Doctors 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.

We have a text appointment reminder service so please ensure you keep us updated on your mobile numbers.

## MINOR AILMENTS

The pharmacist at any chemist is qualified to deal with minor ailments such as coughs and cold and will be happy to help you and advise what over the counter medications are available or if you need to see a doctor.

## 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 tests can be done at George Eliot Hospital or Coleshill leisure center, please ask reception for details of where these are. Please ensure you collect your bloodform from reception to take with you.

## 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 assess 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 from the practice for first appointments only. If you think you may be pregnant, ring the surgery to make an appointment.

## 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 – 13.00pm and 14.00 - 18.00pm 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](http://www.hazelwoodgrouppractice.co.uk) and click 'Do it online'.

## CARERS

Please advise the receptionist if you are a carer so that we can keep you up to date on clinics that are being run. You can self-refer into the Carers Trust if you 18 years or over via 024 7610 1040 Option 4, Email: [carerssupport@carerstrusthove.org.uk](mailto:carerssupport@carerstrusthove.org.uk) or check out the website [www.carerstrusthove.org.uk](http://www.carerstrusthove.org.uk) for full details. Alternatively, please speak to one of our reception staff for signposting.

## ZERO TOLERANCE BEHAVIOUR

We follow the zero tolerance NHS scheme. Physical and verbal abuse will result in the police being called and immediate removal from the list.

## COMPLAINT REPORTING

Any concerns should be put in writing to the manager and marked "complaint". We will acknowledge receipt of all complaints within seven days and reply within 28 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.

## COMPLIMENT REPORTING

The practice welcomes feedback when something is going well or someone has gone that extra mile to make you feel better so that we can learn from each other's strengths.

## 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

## FRIENDS AND FAMILY TEST

The Department of Health requires GPs to conduct surveys on the service they provide. Text will be sent to you following an attendance at the practice. The survey is a structured and formal way of gathering feedback, compiled for use in general practice and targets a random sample of patients. Alternatively, you can complete a paper questionnaire and return to the reception staff.

## PATIENT PARTICIPATION (PPG)

We have an active group which meets regularly. Please see the notice board in the foyer 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 patient population. 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 including health promotion events.

## 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. The practice's privacy statement can be found on the practice website.

**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, put your request in writing to the practice. Whilst patients are entitled to see what is recorded in their records, there are exceptions. 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](http://www.warwick.ac.uk/go/PCRN)

**MOBILE PHONES**

Text Reminder Service: If we have your mobile number recorded, we will text an appointment reminder for any appointments you book with us. This also allows you to cancel an appointment just by texting back to the reminder.

**SMOKING**

In accordance with Government legislation, we operate a "no smoking" policy on our premises, this includes E-Cigarettes.

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Cuts. Strains. Itches. Sprains.	NHS Walk-in Centres
	Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Unwell? Unsure? Confused? Need help?	NHS Direct
	Hangover. Grazed knee. Sore throat. Cough.	Self-care

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## PRACTICE AREA

