

Register with us!

If you live within our catchment area you are welcome to register with us. In order to register, please download and complete the registration form on the website or collect a registration form from reception.

If you are interested in having a say with regards to the service provided by Tudor Surgery, why not join our **Patient Participation Group**? Please contact Sarah Plant Practice Manager for further details and an information pack.



CONTACT US

Church View Primary Care Centre
Beam Street, Nantwich,
Cheshire CW5 5NX
Tel: 01270 610686
www.tudor-nantwich.nhs.uk



TUDOR SURGERY



Practice Leaflet



Providing high quality care

STAFF

DOCTORS

Dr Keith Malone (GP Partner)
Dr Jo Joscelyne (Salaried GP)

MANAGEMENT

Sarah Plant (Practice Manager)

OTHER CLINICAL STAFF

Zeshan Khan (Advanced Clinical Practitioner)
Debbie Brayzier (Advanced Nurse Practitioner)
Julie Smith (Advanced Nurse Practitioner)
Rebecca Poole (Physiotherapist)
Sister Sarah Olszewski (Practice Nurse)
Sister Nicola Ward (Practice Nurse)
Momotaz Rahman (Healthcare Assistant)
Sister Kate Williams (Community Midwife)
Gill Carter (Parkinson's Community Nurse)



RECEPTION AND ADMIN TEAM

Our experienced and dedicated team of receptionists and administrators are the first point of contact for patients and are here to help you in booking appointments, answering queries and directing you to the most appropriate service based on your medical needs. They cover a vast array of duties ranging from new patient registrations, medical summaries, insurance reports, document management and referrals.

PRACTICE POLICIES AND COMPLAINTS

We are a teaching practice and final year medical students may be working with your doctor occasionally. If you would rather they were not present during your appointment, please let us know.

Zero Tolerance Policy

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to our staff. Patients abusing this policy may be reported to the police and removed from our patient list.

Confidentiality and Medical Records

The practice complies with data protection and access to medical records legislation. All our staff adhere to a confidentiality policy, which means we respect and keep all your health information confidential and secure. To enable the multi-disciplinary team to provide you with healthcare, you should be aware that it is sometimes necessary for us to share medical information with fellow healthcare workers. You have a right to know what information we hold about you.

Complaints

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. If you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferable in writing, as soon as possible after the event, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident. Please note you will need a third-party authority form if you wish to complain about someone else's treatment. Please ask at reception for relevant forms.

CLINICS AND OTHER SERVICES

CLINICS

- **Antenatal Clinic.** The midwives run a weekly morning clinic. Please contact them directly on 01270 612184 if you would like an appointment
- **Health Visitors.** Can be contacted on 0300 123 4919 Mon-Fri: 9am-5pm.
- **Child Health.** 'Drop-in' Clinic held every Thursday, 10am-11.30am (Health Visitors)
- **Immunisation Clinic.** Please ensure that you and your family have the correct immunisations
- **Travel Clinic.** Please fill in the form on our website at least 6 weeks before travelling

ANNUAL REVIEWS

Our practice nurses monitor and care for patients with chronic conditions such as:

- Diabetes
- Heart disease
- Asthma / COPD

We use the Annual Healthcheck system, which involves an annual review of your condition, sharing the results with you and deciding your healthcare priorities for the coming year

SCREENING

The NHS offers routine screening for some of the most common cancers. Screening saves lives and we strongly recommend that patients accept invitations to screening appointments.

- Breast - women over the age of 49, every 3 years
- Cervical - women over 25 are invited for smear tests
- Cardiovascular - everyone aged 40-74 years

DISTRICT NURSES

Appts via reception.

District Nurses:

☎ 01270 278430

Mon-Fri: 8am-5pm

Outside these hours:

☎ 01270278442

NON-NHS WORK

e.g.:

- Travel immunisations
- Certain medical exams (e.g. HGV/DVLA)
- Private sick notes
- Insurance examinations and reports

As these services use both Doctor/Nurse and secretarial time, a fee is calculated accordingly, as regrettably they are not paid for by the NHS.

A schedule of our fee structure is available from reception.

APPOINTMENTS AT TUDOR SURGERY

How to make appointments

You can use our new online platform Patches to contact us and seek medical advice. You can access it from our website (<https://www.tudor-nantwich.nhs.uk/>). Once you submit your request, the most appropriate member of staff will be in contact with you.

How the system works

1. If you need to see a clinician for a medical problem, go to our website and click on the Patches banner. If you don't have access to the Internet, please call the surgery any time during normal opening hours.
2. When you submit your request, you will be asked several questions related to your problem and what is your expected outcome. This will help our receptionists to signpost your medical problem to the correct clinician, who would be the most appropriate to help you.
3. The clinician will call you back as soon as possible, within the same day.
4. The clinician will advise you of the best course of action and if you need to come in. You can usually ask for a same day appointment.

Appointment Times

Doctor appointments are offered between **11am - 12.30pm** and **4.30 - 5.30pm** daily.

Practice Nurses appointments are available:

- Sr Sarah Olszewski:
Wednesday-Friday
- Sr Nicola Ward:
Monday-Wednesday

Physiotherapist appointments are **Monday morning** and **Thursday afternoon and evening**

FAQS

- **Why does the Clinician always phone first?**

Our aim is to improve patient access, by putting you in touch with a Clinician as soon as possible. We have found that the simplest way to do this is by a phone call. Often, the medical problem can be dealt with over the phone, saving you a trip to the surgery.

- **How soon will the Clinician phone?**

The clinician will call you within the same day, during your stated available times.

- **What if I am at work? I can only take calls during breaks?**

Please explain this in your Patches request. We will do our best to phone at a convenient time. Employers welcome the system, as matters can often be dealt with over the phone which saves you missing several hours of work for an appointment.

- **When will I see the Clinician if I need to come in?**

The clinician will offer you a choice. Most patients want to come in on the same day, but you can ask for a later date and book ahead for a day that suits you.

- **Do I have to register in Patches every time I want to submit a request?**

No, once you are registered with Patches, you can log in to your account to submit a new request.

PRESCRIPTIONS AND OPENING HOURS

Repeat Prescriptions

Many medical conditions are stable over long periods of time, in which case a doctor may authorise repeat prescriptions between checks on your progress. Repeat prescriptions can be obtained by sending a Patches request or by registering with Patient Access. The Reception Team are able to help you to register for online services. Our local pharmacies also offer a collection and delivery service for housebound patients to assist you further.

Please let us have your repeat prescription at least 48 hours (not including weekends) before you need your medication. Please note that it may take a few days for the pharmacy to prepare your prescription. Please remember to ensure you have enough medication to last you over Bank Holidays!



Opening Hours

Surgery doors open from
8.30am - 6.00pm Monday to
Friday

Reception staff will be available
by telephone from **8.00am-
6.30pm** Monday to Friday.

After the Surgery Closes,
Emergency Cover is provided by
NHS 111, please dial 111.

Staff Training Days

The surgery has staff training days
once a month, excluding January,
August and December. On these
training dates the surgery will be
closed from **13:00 to 17:00**. During
this time if you need a doctor in an
emergency please dial **999** or if you
need urgent advice please dial **111**;
otherwise ring the surgery when we
re-open at 17:00.