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**Graphical user interface

Description automatically generated**

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| **The practice team**  This practice operates under a GMS partnership agreement and provide services on behalf of the NHS.  **Partners;**   * **Dr A.B. Surendran** * **Dr N. Narhlya**   **Salaried GPs;**   * **Dr M. Varathodiyil**   **Nurses;**   * **Annette Rosson** * **Sarah Barlow**   **Other healthcare staff;**   * **Hannah Corbett** * **Lisa Charlesworth** * **Community Midwife**   **Practice manager: Sarah Barlow**  **Appointments and accessing practice services**  To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at [www.luciewedgwoodsurgery.nhs.uk](http://www.luciewedgwoodsurgery.nhs.uk) Should you be unable to access the website, please ring 01782 834488 and a member of our administrative staff will be able to assist you.  The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need. |  |  | **NHS England Contact**  Lucie Wedgwood Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.  Telephone: 0300 311 2233  Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  **Lucie Wedgwood Surgery assigned geographical area:** |
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| Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.  **Threats of violence or abuse of our staff**  NHS_REV_vers_B_3Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.  We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence  **Patient** **Participation Group**  We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.  Further information about our PPG is available online at www.luciewedgwoodsurgery.nhs.uk  Alternatively, contact Mrs Bindhu Babu who is the nominated point of contact for all PPG matters.  **Patient data**  All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with UK GDPR.  The patient privacy notice is available on the practice website. |  |  | **Home visits**  Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10am. A clinician will then telephone you to discuss your request. Home visits are usually carried out between 11:30am-13:30 Monday to Friday.  **When we are closed**  When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)  Alternatively you can visit the Haywood Walk in Centre which is a nurse-led service which offers convenient access to a wide range of minor injury / minor ailment services. They’re located at Haywood Hospital Walk-in Centre, Haywood Hospital, High Lane, Burslem, Stoke-on-Trent, ST6 7AG. Telephone: 01782 673500  If you need a weekend appointment or an appointment after 5pm please call the surgery and we can try to accommodate you with our extended access service that allows us to book you with a GP/Nurse elsewhere in Staffordshire who will have access to your medical records once you have agreed to the appointment.  **Teaching practice**  The practice is a teaching practice and regularly trainee GPs or doctors may, as part of their training, be required to sit in with the GP during consultations with patients.  You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP or doctor will not sit in on your consultation. |
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| **How to register at the practice**  The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.  **Patients’ rights and responsibilities**  When registering all patients will be assigned an accountable GP.  You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).  **Prescriptions/repeat prescriptions**  Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:   * In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the entrance of the surgery in the foyer. * By your nominated pharmacy – Please call your nominated pharmacy. You can set up a nomination via the pharmacy themselves or with the practice. * Online – Please log in and order via our website <https://www.luciewedgwoodsurgery.nhs.uk/about/services/repeat-prescriptions/>   **Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**  **If you have ordered your prescription with your pharmacy please be aware it will be longer than 48 hours for collection, as the pharmacy may not provide the practice with your request on the same day you have handed it in.** |  |  | **Services we provide**  Along with routine appointments, the practice offers the following services:   * **Family planning –** The practice offers a full range of family planning services. * **Immunisations –** The nursing team administers vaccines for both adult and child immunisations. We hold a set childhood vaccination clinic on Tuesdays between 09:30am- 12pm. If you are unable to attend these clinics, please discuss with a member of our administrative staff * **Minor surgery –** Your GP will advise on minor operations * **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team * **Well-Man and Well-Women clinics –** Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our practice population by encouraging patients aged 16 and upwards to have a review with the nurse if they do not normally attend the surgery for a regular review. Details are available from reception and on the practice website * **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.   We also offer the following: antenatal checks, baby checks and post-natal check. Also we can refer when requested to the smoking cessation clinic and counselling for drug and alcohol addiction  From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.  **Comments, suggestions and complaints**  If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet |
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