

There has been a doctor practising in the village of Long Clawson for nearly 200 years. Despite major changes in medicine and the NHS over this time, we still aim to provide a traditional family doctor service.

This leaflet provides information about how the Practice works;
please keep it for reference.

Lead Practice Staff

Mrs Susan Timberlake **Group Practice Manager**
Mr Steve Mellor **Superintendent Pharmacist**
Mrs Helen Spencer **Practice Pharmacist**
Mrs Wendy Patrick RGN **Practice Nurse (Nurse Manager)**
Mrs Joy Bateson **PA to Drs. Wooding, Rice and Clark**
Mrs Gina Cooke **PA to Drs. Dorling and Griffiths**
Mrs Elisabeth Gaunt **PA to Drs. Rathbone, Pena and Wyatt**

The Practice works with a wide range of other health professionals in the community, including the District Nursing Team, MacMillan nurses, Podiatrists, Midwives and Optician.

Telephone Extensions

To reach the surgery dial - 01664 822214

Press 1 for **Reception** (General enquiries, appointments, results and hospital transport)

Press 2 for **Prescription ordering line**

Press 3 for **PA to Drs.**

Wooding, Rice and Clark, telephone direct on - 01476 871804

Dorling and Griffiths, telephone direct on - 01476 871807

Rathbone, Pena and Wyatt, telephone direct on - 01476 871803

Press 4 for **Pharmacy** or telephone direct on - 01664 821925

To reach the **Practice Manager** direct - 01664 821920

Long Clawson Medical Practice & Pharmacy Patient Participation Group (LCMP PPG)

In January 2010, LCMP established a Patient Participation Group.

The Group is made up of patients who are registered with the Practice.

The purpose of the Group is to advise the Practice on patients' views regarding the development of the Practice and Pharmacy and allows the Practice to consider patients' views when reviewing and expanding services.

The Group has a chairman, Ellen Mell,
who lives in Stathern.

You can contact her on ppglcmp@gp-c82016.nhs.uk

Repeat Prescriptions

Repeat Prescriptions can be ordered by any of the following routes:

Internet

It assists the Practice greatly if you order your prescriptions via the Long Clawson Medical Practice website: www.lcmp.co.uk. You will receive a pin number to order your prescription on-line. This can be requested by telephoning the Repeat Prescription line or from Reception.

By phone

01664 822214 option 2

Written order

The white slip of paper that accompanies your repeat prescription should be clearly marked in the box beside your requested items and either placed in the order box (at the Reception Desk) or mailed to the Practice.

Verbally

At Reception

Order Placed

Earliest Collection

Friday 12.31pm to Monday 12.30pm 2.00pm Wednesday

Monday 12.31pm to Tuesday 12.30pm 2.00pm Thursday

Tuesday 12.31pm to Wednesday 12.30pm 2.00pm Friday

Wednesday 12.31pm to Thursday 12.30pm 2.00pm Monday

Thursday 12.31pm to Friday 12.30pm 2.00pm Tuesday

Surgery Hours

	Open Access	Afternoon/Evening Surgery <i>appointments only</i>
Monday	8.30 - 11.00am	4.00 - 5.50pm
Tuesday	8.30 - 11.00am	4.00 - 5.50pm
Wednesday	8.30 - 11.00am	3.00 - 5.40pm
Thursday	8.30 - 11.00am	3.30 - 6.00pm
Friday	8.30 - 11.00am	4.00 - 5.50pm

We do provide early morning and evening surgeries - appointments only

Open Access Surgeries

Every weekday morning 8.30 - 11.00am

No appointments are needed. You can ask to see any of the Doctors or Nurses consulting that morning.

Open Access Morning Surgery Rotas

Monday	Tuesday	Wednesday	Thursday	Friday
Dr. Wooding	Dr. Rathbone	Dr. Rathbone	Dr. Rathbone	Dr. Wooding
Dr. Dorling	Dr. Dorling	Dr. Griffiths	Dr. Dorling	Dr. Rathbone
Dr. Rice	Dr. Rice	Dr. Clark	Dr. Rice	Dr. Griffiths
Dr. Griffiths	Dr. Clark	Dr. Pena	Dr. Griffiths	Dr. Pena

NB: Please note this may change due to annual leave and training courses.

Appointment Only Surgeries

Afternoon/Evening Surgeries ...

are held every day (Monday to Friday).

We offer Saturday morning appointments, which are held at one of our surgery sites. Please contact Reception for details and to make an appointment.

Clinics

The Practice runs a wide range of clinics at the surgery to deal with particular medical problems which need regular reviews. These are normally held in the afternoons and need an appointment.

- Heart Disease
- Hypertension (high blood pressure)
- Asthma and chronic lung disease
- Diabetes
- Women's Health, including smear tests and HRT
- Family Planning
- NHS Health Checks
- Antenatal and Postnatal care
- Child Health
- Warfarin monitoring
- Travel
- Minor Surgery

Lifestyle advice, including:

- Stopping smoking
- Dietary Advice

For further details, or to make an appointment, contact Reception.

Special clinics are held occasionally e.g. influenza immunisations, diabetic eye screening - *we will notify you when these are being held.*

If you are unable to attend an appointment, please telephone and cancel it so that it can be offered to someone else.

Reception Hours

Monday 8.00am - 6.30pm
Tuesday.. .. . 8.00am - 6.30pm
Wednesday 8.00am - 6.30pm
Thursday 8.00am - 6.30pm
Friday 8.00am - 6.30pm

During these times prescriptions can be requested and collected, appointments made, and test results obtained. There is always a Receptionist and a Pharmacist available to answer any queries. Phone lines are closed Monday - Friday between the hours of 1pm - 2pm.

LONG CLAWSON PHARMACY

The Pharmacy is located within Long Clawson Medical Practice.

Mr. Steve Mellor is the Superintendent Pharmacist and manages the Pharmacy.

Pharmacy Hours

Monday to Friday 8.00am - 6.30pm
Saturday 9.00am - 12 noon

Deliveries

We provide a delivery service to patients who find it difficult to collect their prescriptions.

Please ask at the Pharmacy for details.



Complaints and Suggestions

If you have any comments, complaints or suggestions about the services we provide, please feel free to discuss them with your doctor or any member of staff.

There is also a Suggestions Box in the waiting room.

We operate a Practice Complaints Procedure, as part of the NHS system, to deal with any complaint or concern you may have about the service you have received from a Doctor or any of the staff employed by the surgery.

Reception can provide a leaflet explaining how this works or ask any member of staff.

If your complaint cannot be satisfactorily resolved using this procedure, or if you would prefer for your complaint to be handled by the local Healthcare Team, you can contact NHS England to investigate on **0300 311 2233**

**(Mon-Fri 8am-6pm, excluding English Bank Holidays)
Address: PO Box 16738, Redditch. B97 9PT**

To investigate it further, and if you remain dissatisfied with the outcome, you can ask the Healthcare Commission to review the case.

POhWER – NHS Complaints Advocacy Service

This is a service that supports patients who wish to make a complaint about their NHS care or treatment.

**Contact POhWER on: 0300 200 0084
email: pohwer@pohwer.net
post: POhWER, PO Box 14043, Birmingham. B6 9BL
website: www.pohwer.net**

Telephone Advice / Medication Reviews

The Doctors and Nurses are available to take telephone calls after morning surgery 12 noon - 1.00pm. However, this depends on how busy morning surgery has been and the Doctors may not be available to take calls until after 12.30pm. This can be to give advice, discuss test results, to follow up certain problems or to do a simple medication review. A telephone call may save you a visit to the surgery!

Medication Reviews

Medication reviews for patients on repeat prescriptions can be completed by either:

Making an appointment to see Steve our Pharmacist
or telephoning the surgery and speaking to a Doctor between
12 noon - 1.00pm Monday to Friday

Diabetic patients should make an appointment with Dr. Griffiths
Asthmatic patients should make an appointment with Wendy Patrick

Routine Blood Pressure Measurements and Blood Tests

Routine blood pressure and blood tests can be done by the Health Care Assistant, who is available during morning surgeries.

Home Visits

Please request these before 10.30am, giving the Receptionist some idea of the type of problem and the urgency. The Doctors will visit patients who are too ill to leave home but generally it is better, where possible, to be seen at the surgery, where our facilities are available for examination and investigations.

If you are feeling very unwell or think your child may have an infectious disease e.g. chickenpox, please tell the Receptionists when you arrive, so that they can arrange for you to be seen in an appropriate way.

Emergencies

A Doctor is on duty for the surgery from 8.00am - 6.30pm every weekday. If you have an urgent medical problem, ask the Receptionist if you can speak to the Doctor on call.

During these hours, if the surgery is closed, the answer phone will give you the duty Doctor's telephone number.

Emergency Calls outside normal working hours

These are handled by the PCT (Primary Health Care Trust). You can contact the Service on 111, who will arrange for your problem to be dealt with in the most appropriate way. *This telephone number is also available on the surgery answer phone.*

“Walk in” centres for minor health problems are available at Nottingham or Loughborough. *Details are provided on the back page.*

A Minor Injuries Unit is open to deal with cuts, sprains, minor broken bones, bites and stings etc:

Latham House Medical Practice, Melton Mowbray (01664 503003)

8.30am - 6.00pm Monday to Friday

and

Melton Hospital (01664 854800)

8.30am - 6.00pm weekdays only

For serious emergencies e.g. severe chest pain, major bleeding and collapse, dial 999 for an ambulance.

Freedom of Information - Publication Scheme

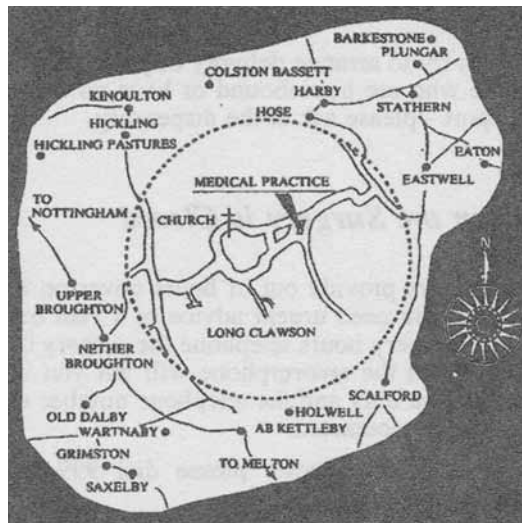
The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the Practice intends to routinely make available.

This scheme is available from the Practice Manager.

Practice Area

We are able to accept patients for registration who live in any of the villages shown on the map opposite.

The insert shows the location of the surgery in the village of Long Clawson.



Disabled Patients

There is car parking adjacent to the surgery and the building has full access and facilities for wheelchair users. A wheelchair is also available to use if you have problems walking in the building.

If you have hearing difficulty, please tell the Doctor as we have mobile hearing loops. The Practice also welcomes patients who use assistance dogs.

Carers

We are committed to addressing the specific needs of carers who have to provide long term care for anyone who is chronically ill or disabled.

We can offer help and support and put you in contact with other agencies which can assist you. Please ask for further information.

Confidentiality and Medical Information

The Practice respects your right to privacy and keeps all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment, so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see our records, please call our Practice Manager on 01664 821920.

Written consent is usually required for medical reports to insurance companies or for legal reports.

Anonymised clinical data may sometimes be used for audit within the Practice (to improve our standards of care) and it may sometimes be requested by the Primary Care Trust to monitor the performance of the Practice.

This clinical data will not be in a form that can identify any individual patient.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.