

Lache Health Centre

Hawthorn Road, Lache, Chester CH4 8HX

Tel: (01244) 671991

Fax: (01244) 680729

www.lachehealth.co.uk

information for patients

Please Take A Copy

Doctors

- Macdonald
- Guinan
- Charles-Jones
- Coleman-Smith



WELCOME TO Lache Health Centre

The doctors and staff would like to welcome you to our practice. Our aim is to provide you with friendly and professional healthcare service for all the family.

More information on our services can be found within these pages or by contacting our reception on 01244 671991 during working hours.

You can help us to deliver the best possible service to all our patients by:

- Making an appointment, unless you require urgent medical attention
- Arriving promptly for your appointment
- Letting us know if you cannot keep an appointment, so we can offer it to someone else
- Telling us of any changes to your name, address or telephone number, so we can update our records
- Informing us promptly of any problems or complaints, so we can address them

Our practice area comprises the postal district CH4.

Please make yourself familiar with this information and keep the booklet in a safe place.

DOCTORS ●●●●●

Dr Suzanne Macdonald

MB ChB (Sheffield 1986) FRCGP DRCOG FP Cert

Dr Kevin Guinan

MB ChB (Leeds 1991) MRCGP DRCOG DPD

Dr Huw Charles-Jones

MA MBBS (London 1984) FRCGP DCH DRCOG MSc

Dr Iola Coleman-Smith

MB ChB FRCS MRCGP (Manchester 1977)

NURSES ●●●●●

Sister Dawn Ellis

RGN Dip Family Planning, ENB Respiratory 928,
ENB Diabetic 998, V300 Nurse Prescriber, Clinical
Diagnostic and Clinic Examination (Masters)

Sister Suzanne Berry-Smith

RGN Dip Higher Education, BSc (Hons) Professional
Practice

Practice Nurse Julie Squire

RGN, BN (Hons)

HEALTHCARE ASSISTANT ●●●●●

Alison Vass

PRACTICE STAFF ●●●●●

Practice Manager

Julia Bailey

Practice Administrator

Susan Shield

Admin Assistant/Medicine Manager

Janice Foulkes

Administrative Assistant

Stephanie Kelly

Medical Receptionist/Admin Assistant

Diane Brown

Medical Receptionist

Jean Neve

Medical Receptionist

Beryl Green

Medical Receptionist

Ann Hett

Medical Receptionist/Medicine Manager

Shirley Williams

Medical Receptionist/Med Secretary

Helen Anderson-Lea

Medical Receptionist

Gillian King

Medical Receptionist

Jacqueline Glass

For the latest information click to: www.lachehealth.co.uk

NUMARK



Putting Your Health First

Westminster Park Pharmacy

- NHS & Private Prescriptions
- Pregnancy Testing
- Surgical Appliances
- Collection & Delivery Service for Housebound People
- Residential & Care Home Service
- Unwanted Medicines Collected
- Agfa Next Day Developing & Printing Service
Also, APS, Print From Print, CVs, Enlargements
Special Offers Every Month
- Repeat Prescription Ordering & Collection Service
- Delivery Service Available
- 7 Day Self-Medication Trays Service Available - Phone for Details

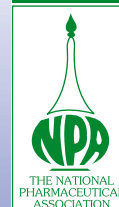
OPENING HOURS:

Mon-Fri 9.00am-5.30pm

Saturday 9.00am-1.00pm

Closed 1.00-2.00pm Daily

MEMBER



**7 Castlecroft Road
Westminster Park
Chester, Cheshire CH4 7QD**

Telephone: **01244 677000**

To feature your business in our booklet call 0800 612 1516

OWENS CHEMIST



20a Chester Street
Saltney, Chester CH4 8BJ



01244 680410

Opening Hours:

8.30am-7.00pm Monday-Friday

9.00am-6.00pm Saturdays

10.00am-3.00pm Bank Holidays

Your Local Community Pharmacy

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Pregnancy testing

Patient medication records kept for your convenience and safety

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Also APS, print from print, CVs, enlargements

Special offers every month

Repeat prescription ordering and collection service

Delivery service available

7 day self-medication trays service available - phone for details

Visit our website: www.owenschemist.co.uk

TRAINING PRACTICE ●●●●●

Lache Health Centre is an approved training practice. There will often be a GP Registrar working in the practice. He or she is a qualified doctor who is here to gain experience in general practice.

The GP Registrar will hold surgeries in the usual way and may sometimes sit in on the surgeries of one of the other doctors.

Video recording is sometimes used as a training aid but you will be asked for your permission beforehand if this is to be utilised. The video content is confidential and required solely for the training and assessment of the GP Registrar.

THE SURGERY ●●●●●

The surgery provides a full range of services including practice nursing, district nursing, health visitor, dietician, physiotherapy, counselling, psychiatric nursing and has close links with other health care services.

SURGERY OPENING TIMES ●●●●●

The reception desk will be staffed between 8.00am to 6.30pm Monday to Friday.

EMERGENCIES AND OUT-OF-HOURS COVER ●●●●●

Emergencies

In the event of a serious problem, avoid any delay and call an ambulance by dialling 999.

Out-of-Hours Cover

If you need urgent medical advice or attention, please call 01244 671991 and your call will be diverted to the Western Cheshire Out-of-Hours Service.

If you require information or advice which is non-urgent, you can telephone NHS Direct, a 24 hours advice line, on 0845 46 47.

SURGERY CONSULTING TIMES ●●●●●

Monday to Friday

8.00am to 12 noon

2.00 to 5.30pm

PARKING, ACCESS AND OTHER FACILITIES ●●●●●

Parking

Parking is available at the practice.

Access

The practice is at ground floor level and accessible to all disabled patients.

Toilet Facilities

Provision is made for disabled patients, with suitable access to the building and toilet facilities.

Mother and Baby Facilities

Provision can be made for breast-feeding and baby changing requirements.

REGISTERING WITH THE PRACTICE ●●●●●

We welcome new patients to the practice. Please ask for the appropriate registration forms at reception and the staff there will be happy to answer your queries and make an appointment for you.

For the latest information click to: www.lachehealth.co.uk

When registering as a new patient you will be asked to complete a questionnaire in order to ensure that our computer holds an accurate record of your past medical history. We will arrange for you to have a new patient health check with the healthcare assistant within three months of registering. Patients need to inform the practice of any change in personal details eg telephone number, address or surname. Confidentiality will remain of prime concern.

Please note that the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

APPOINTMENTS ●●●●●●

Consultations with the doctors and nurses are by appointment and can be made by telephoning 01244 671991 or by calling in to the surgery. Appointments can be booked up to two weeks in advance. The receptionists will have daily knowledge of what appointments are available. They may need to ask about your problem in order to give you an appropriate appointment time. If we cannot give you a convenient appointment with the doctor of your choice our receptionist will suggest an alternative time, or another doctor who is available. You can also register to book your appointments online. If you are interested in this facility please ask a receptionist for more details.

Please remember that one appointment is for one patient only. If other members of a family wish to be seen, additional appointments must be booked. The standard appointment time is 10 minutes.

EXTENDED HOURS ●●●●●●

If you would like a routine appointment outside of normal surgery hours the practice has a doctor available at St Martin's Clinic on Thursday evenings between 6.30 and 8.00pm, telephone number 01244 364700.

However, if this isn't convenient, you can book an appointment at one of the other Western Cheshire Extended Hours bases by telephoning 01244 364700. This can be made up to two weeks in advance, in the evenings and on Saturday mornings.

Appointments are available between 6.30 and 8.00pm Monday to Friday and 10.00am to 12 noon on Saturday mornings.

Extended Hours Bases

St Martin's Clinic, Chester - Monday to Friday and on Saturday mornings.
Ellesmere Port Hospital - Monday to Friday and on Saturday mornings.
Helsby - Monday and Tuesday.
Tattenhall - Wednesday, Thursday, Friday and on Saturday mornings.

URGENT/SAME-DAY APPOINTMENTS ●●●●●●

If you have a problem that you feel needs to be seen that day and an appointment is not available, you will be asked to speak to our nurse who will assess your problem and make you an appointment as appropriate. Please phone between 8.00 -10.00am and 2.00 - 2.30pm.

SICK CHILDREN ●●●●●●

We recognise that children may become ill very quickly. If your child becomes ill please telephone for advice.

For the latest information click to: www.lachehealth.co.uk

TELEPHONE ADVICE ●●●●●●

Sometimes you may want advice on a health problem or medication and simply wish to talk to a doctor. If the doctor is seeing patients or is not immediately available, the receptionist will allocate you a time for a telephone consultation.

It is helpful to let the receptionist know who or what is concerning you so we can have the relevant records available.

HOME VISITS ●●●●●●

Home visits are at the discretion of the doctor. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery. If the patient has a temperature or a rash, coming to the surgery will do no harm and will not endanger others, but please inform the receptionist on arrival. When the condition of the patient does require a home visit please try to telephone the surgery BEFORE 10.00AM on the same day that the visit is required.

The receptionist will ask for details of the patient and pass them through to the doctor who will contact you and decide whether or not a visit is required.

ORDERING REPEAT PRESCRIPTIONS ●●●●●●

Repeat prescriptions can be ordered by:

- Letter
- Fax: 01244 680729
- Email: lache.repeats@nhs.net
- Website: www.lachehealth.co.uk

Prescriptions will normally be available with 48 hours. Repeat medication is reviewed at regular intervals and from time to time you will be asked to see a doctor or nurse.

We do NOT take orders for prescriptions over the telephone.

TELEPHONING FOR RESULTS OF TESTS ●●●●●●

You will be given an indication of when you may expect your test results.

Please call in or telephone the surgery after 3.00pm for results of tests/x-rays. Should you require further information regarding your result, a telephone consultation with a doctor or nurse can be arranged for you.

PATIENT PREFERENCE OF PRACTITIONER ●●●●●●

Patients are registered with the practice, not an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

PRACTICE STAFF ●●●●●●

The practice is supported by reception and secretarial staff. Our receptionists are fully trained and do a very difficult job well. Please remember that if you feel you are being asked one or two irritating questions, they are carrying out our policy which is aimed at making the practice run smoothly.

For the latest information click to: www.lachehealth.co.uk

They have to judge the correct way of dealing with your request so please try to give them the necessary information. They have been trained to elicit this and are not just being nosy!

Our practice nurses, Sister Dawn Ellis, Sister Suzanne Berry-Smith and Julie Squire run our treatment room, deal with contraception, cervical smears, diabetes, asthma, epilepsy, hypertension and vaccinations and may refer you to one of the doctors if it is appropriate.

STAFF ATTACHED TO THE PRACTICE ●●●●●

Health Visitor

The health visitor is closely involved in the health care of patients, particularly children, the elderly and the physically handicapped. She can be contacted through the clinic clerk on 682991.

District Nurse

The district nurses attached to our practice are primarily available to give nursing care to patients in their homes at the request of the doctors. They may be contacted on 671366.

Community Midwives

The community midwives help look after our expectant mums and their babies and can be contacted at the Lache Children's Centre on 01244 977791 or through the hospital on 01244 365000.

Community Psychiatric Nurse

Community psychiatric nurses also help to look after our patients and are normally contacted through the doctor.

Counsellor

The counselling service is available by referral from a doctor.

Physiotherapist

The physiotherapist is available by referral from a doctor.

CLINICS AND OTHER SERVICES ●●●●●

Well-Person Clinics

We offer regular well-person screening, including smear tests for women carried out by our practice nurses.

Family Planning

Comprehensive confidential advice is available from our practice nurse, including the checking, fitting and replacement of coils. Please make an appointment.

Diabetes, Asthma, Epilepsy and Hypertension Monitoring

These are to monitor treatment and to help patients gain a better understanding of their condition. Appointments can be given to suit.

Minor Surgery

The doctors perform many minor surgical procedures at the health centre, often avoiding the need for you to go to the hospital. Please make an appointment to see your doctor for referral to this service.

Minor Injuries

Generally the 'walking wounded' will be dealt with by our practice nursing team. Minor injuries are those that do not require immediate hospital admission.

Shared Care Drug Monitoring Service

The treatment of some diseases is increasingly reliant on drugs that require regular blood monitoring.

Child Immunisation Clinic

Children will normally be called for appointments for routine vaccinations at our regular immunisation clinics. However, immunisations can be arranged at other times by appointment.

If you think your child may have missed any immunisations, please let us know, as it is important that children are fully protected.

If you have any concerns over individual immunisations, the health visitor or practice sister will be happy to discuss them with you.

CHILD HEALTH PROGRAMME ●●●●●

Recommended ages for immunisations:

2 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Hib Meningitis Pneumococcal infection	One injection One injection
3 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Hib Meningitis Meningitis C	One injection One injection
4 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Hib Meningitis Meningitis C Pneumococcal infection	One injection One injection One injection
Around 12 months old	Hib Meningitis and meningitis C	One injection
Around 13 months old	Measles, mumps and rubella (German measles) (MMR) Pneumococcal infection	One injection One injection
3 years and 4 months to 4 years old	Diphtheria, tetanus, pertussis (whooping cough) and polio Measles, mumps and rubella (German measles) (MMR)	One injection One injection
Girls 12 - 13	Cervical Cancer caused by Human Papillomavirus types 16 & 18 HPV	Course of three injections
13 to 18 years old	Diphtheria, tetanus, polio	One injection

Children who are behind with vaccinations should catch up as soon as possible. We feel it is very important to ensure that all children are vaccinated and protected against these potentially serious illnesses.

FLU AND PNEUMONIA VACCINATIONS •••••

In accordance with Department of Health guidelines we recommend an influenza vaccination every year for patients over 65 years of age or with chronic heart, lung, liver or kidney disease, diabetics and residents of nursing homes. In addition, for people with these problems, there is a pneumonia vaccine available which can be given at the same time as the influenza vaccination. Flu vaccines are usually available from October each year so please contact reception.

OTHER VACCINATIONS AND IMMUNISATIONS •••••

Adults

Routine vaccination and travel immunisations are carried out by appointment with the practice nurse.

CHILD HEALTH SURVEILLANCE •••••

Well children's health checks are held at regular intervals with either the doctor or health visitor according to local Primary Care Trust policy. Please ensure that you have signed up for our child health surveillance programme on the blue printed form.

NON-NHS SERVICES •••••

Some services provided by the practice are not covered by the NHS.

Examples include:

HGV, PSV, employment, sports or driving medical examinations
Sickness or accident insurance forms
Holiday cancellation forms
Fitness to travel certificates
Passport and other application forms
Fees for these services are based on recommendations by the British Medical Association and are available from reception.

CARERS •••••

If you are the main carer for a family member or friend, or are being cared for, please contact our Carers Link, Jean, for any extra support you feel we may be able to offer. You can also arrange to have your details placed on our Carers Register to help practice staff identify you as a carer/care receiver and aid their assistance.

STAFF TRAINING •••••

We aim to provide our patients with the highest possible standard of care. To achieve this our staff must be properly trained and kept up to date with the increasing changes in general practice. For this purpose the practice will close one afternoon every month (the date will be posted on the notice board in reception). Reception will not be open for prescription collections. In emergencies a doctor may still be contacted by telephoning the practice on 01244 671991. A recorded message will give the emergency telephone number.

SUGGESTIONS OR COMPLAINTS •••••

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area. We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can sometimes go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. The practice has an agreed procedure for handling patients' complaints which complies with the NHS complaints procedure. Simply contact the practice manager, Julia Bailey, and she will set all the necessary wheels in motion. Further written information on the complaints procedure is available from reception.

ACCESS TO MEDICAL RECORDS •••••

If you require any information regarding your medical record, please ask the receptionist who will be happy to provide you with an Access to Health Records leaflet.

PATIENT RIGHTS AND RESPONSIBILITIES •••••

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

The practice staff will respect your privacy and dignity. They will be sensitive, and respect your religious and cultural needs at all times.

You will be treated fairly by the practice staff according to your healthcare needs, regardless of age, sex, disability or sexuality.

It should be possible to see a GP within 48 hours and a health care professional within 24 hours.

We would remind you to let us know if you intend to cancel an appointment or are running late.

Due to the nature of general practice, our GP and nurse surgeries do not always run to time. When this happens we would ask that:

- If you have been waiting for more than 30 minutes please advise our reception staff and we will do our very best to find an alternative.
- If you have arrived more than 10 minutes late, rebook the appointment to another day.

Although we understand that patients may be upset we would ask that they be courteous to all members of the practice team.

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 reception.

CONFIDENTIALITY •••••

We ask you for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information. You have a right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. There will be some circumstances where we will not need consent, for example, where doing so would:

- place a child at increased risk of significant harm; or
- place an adult at increased risk of serious harm; or
- prejudice the prevention, detection or prosecution of a serious crime; or
- lead to unjustified delay in making enquiries about allegations of significant harm or serious harm.

Anyone who receives information from us is also under a legal duty to keep it confidential.

Electronic data kept on computer complies with the Data Protection Act.

PATIENT PARTICIPATION GROUP •••••

Our Patient Participation Group is a very active and effective group. Any patient interested in joining the group should contact Mrs Susan Shield, Practice Administrator on 01244 671991 for more details.

PRIMARY CARE TRUST •••••

Further information of primary care medical services in the area is available from:

NHS Western Cheshire
1829 Building
Countess of Chester Health Park
Liverpool Road
Chester CH2 1HJ
Tel Chester (01244) 650300/650400
www.wcheshirepct.nhs.uk

For the latest information click to: www.lachehealth.co.uk

ZERO TOLERANCE POLICY •••••

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

USEFUL TELEPHONE NUMBERS •••••

Dispensing Chemists

Owens Chemist - S Anand	Saltney 680410
Westminster Park Pharmacy	Chester 677000
J M Pott.....	Hoole 325965
Royal House Pharmacy.....	Chester 379268
Boots The Chemist	Chester 328421

Other Services

Alcoholics Anonymous.....	0161 236 6569
Ambulance Service Enquiries	Chester 365000
Cheshire Police	Chester 350000
Cheshire Carers Centre Helpline.....	0800 085 0307
NHS Western Cheshire	Chester 650300
Citizens Advice Bureau.....	Chester 320808
CRUSE Bereavement Care	020 8940 4818
Dental Hospital, Liverpool	0151 709 0281
Samaritans.....	Chester 377999
NHS Direct.....	0845 4647

www.nhsdirect.nhs.uk

Hospitals

Clatterbridge Hospital	0151 334 4000
Grosvenor Nuffield Hospital	Chester 680444
Countess of Chester.....	Chester 365000
Maternity and General Wing	Chester 365000
Ellesmere Port Hospital	Chester 365000

For the latest information click to: www.lachehealth.co.uk

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Chester • CH4 8DQ

Specialist advice from The Roland Partnership

The Roland Partnership is your local specialist firm of Personal Injury solicitors.

We deal with all types of Personal Injury compensation claims and guarantee that clients will keep 100% of their damages.

The Roland Partnership has a core of highly experienced staff, enabling them to offer specialist knowledge and advice and your claim will be conducted by a fully qualified specialist solicitor.

The Roland Partnership has panel membership of the Law Society's Personal Injury Accreditation scheme and holds a Legal Services Commission Quality Mark in Personal Injury - a standard only achieved by firms who can demonstrate exceptional ability in their chosen field. We are also members of APIL (Association of Personal Injury Lawyers) and AvMA (Action for Victims of Medical Accidents).

Browse our website (www.therolandpartnership.com) for full details of our services and examples of how other clients have benefited from our services.

Call us on Freephone 0800 085 7777.

NOTES •••••

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

for Drs Macdonald, Guinan, Charles-Jones & Coleman-Smith of Lache

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A Plan Of Our Practice Area

