

Practice Booklet



2 Queen Mary's Road
Foleshill
Coventry
CV6 5LL

Telephone: 024 76 685918
Fax: 024 76 685919

We Welcome all NHS Patients



Quality & Standards

Welcome To Our Practice

The Doctors (Partners)

Dr Kumkum Mishra (Female) MBBS, LRCP, LRCS, LRCPS

Qualified Bihar (India) 1978 Full Time

Dr Vijay Misra (Male) MBBS

Qualified Aligarh (India) 1971 Full Time

Salaried GPs

Dr Deepika Yadav (Female) DFFP, MRCP, MBBS Qualified London 2011 Full Time

Practice Nurses

Mrs Sarnjit Somal RGN

Mrs Faith Marrara RGB

Practice Staff

M A Kasem Practice Manager

Palvika Rathod Deputy Practice Manager

Harsh Joshi Placement Co-ordinator

Shafreen Akhtar Medicines Co-ordinator

Irena Johnson Receptionist

Jaswinder Mattoo Receptionist

Rachael Williams Receptionist

Jake Williams Administrator (Apprentice)

Lisa Reynolds Reception (Apprentice)

Attached Clinical Staff

Many different specialist practitioners hold clinics at our surgery – these include:

Bev Green, the Midwife, holds antenatal clinics in the surgery every week. She looks after all our pregnant ladies and if you become pregnant you will need to book an appointment when you are eight weeks pregnant (or as soon as you know). Bev will look after you throughout your pregnancy and help you to make any decisions about your care. She will also visit you at home when your baby has been born.

We also have the services of a Health Visiting Team, who look after children under the age of 5 years and visit you at home for a new birth. They also provide (along with our practice nurses) routine developmental checks in the surgery.

We have a Community Psychiatric Nurse, Counsellor, Health Trainer and Drugs Team who all support the work of the practice. Just enquire at reception if you would like to know more about these services.

From 1st January 2012 we also now have a dispensing pharmacy attached to our practice – located just inside of the waiting area. You may choose to collect your prescribed medications direct from this pharmacy – please tell a member of our practice team at the time you request your prescription and we can arrange to have your medicines available for you to collect.

During 2012 we are becoming a training practice, supporting newly qualified doctors as they begin to specialise in working as a GP. We hope that this will constantly bring new fresh ideas to our practice team



and would ask that you help us support these new clinicians. Of course, if you would prefer not to be seen by these trainees please let us know – you will never be seen by a doctor under training without your prior knowledge and consent.

The practice also participates actively in research. In the year 2012, Edgwick has already hosted a research team for a study on Blood Pressure in Ethnic Minorities. Following the success of this venture, the practice has committed to more studies. The practice recognises the value of continuous development in medicine and its commitment to research is a testament to this.

Services that we offer

As well as all the usual general medical services that you would expect from your GP, we also offer:

- Minor Injury care
- Child Health Surveillance
- Childhood Immunisation Clinics
- Contraceptive Services and Family Planning Clinics
- Travel Immunisations
- Pregnancy testing is carried out for a fee of £4
- All Chronic Disease Management Clinics (e.g. Diabetes, Asthma, COPD etc.)

Opening Hours

The Surgery Reception is open during these times, throughout the year.

Monday	8.30 am to 1.00pm – closed for lunch - reopen at 2.00pm to 7.30pm
Tuesday	8.30 am to 1.00pm– closed for lunch - reopen at 2.00pm to 7.30pm
Wednesday	8.30 am to 1.00pm– closed for lunch - reopen at 2.00pm to 7.00pm
Thursday	8.30am to 1.00pm– closed for lunch - reopen at 2.00pm to 6.30pm
Friday	8.30am to 1.00pm– closed for lunch - reopen at 2.00pm to 6.30pm

We are CLOSED at weekends and on Bank Holidays

Seeing the Doctor

We offer a full appointment system which is set-up to ensure that everyone who requests a doctor's appointment is seen as soon as is clinically necessary – sometimes that might be on the same day as they contact us, and at other times this may be at a time booked up to 6 weeks ahead. If you contact the surgery you will be offered the next available appointment with one of our doctors but please do remember that if you want to see a doctor of your choice, there may be a slightly longer wait. We do our very best to accommodate everyone's personal preferences but sometimes that does mean that patients might have to wait a little longer.

If we do not have any appointments available as soon as you would like, every day we operate a Duty Doctor system. This means that if you do not want to wait until the next available appointment and you believe that your need is more urgent, the receptionist will check your contact details and arrange for the duty doctor to return your call. PLEASE help us to provide this urgent care service by making sure that you remain in a position to take the doctor's call when they ring you. The doctors will call you back but, given



the variable practice workload and often unexpected demands on their time, we will not be able to give you an exact time of them calling you back. Generally if you call the surgery in the morning, the duty doctor will call you back before lunchtime; if you call from lunchtime onwards, he/she will call you back before the end of evening surgery.

Please let us know if you cannot attend for an appointment so that we can offer someone else the chance to see a Doctor

In very extreme circumstances, if we simply have no capacity on any given day, you may be advised to contact the City of Coventry Walk-In Centre which is located on Stoney Stanton Road, Coventry CV1 4FS – their telephone number is 0300 200 0060.

Whilst we will do everything we can to support all of your healthcare needs, you should never compromise your own health or that of your family and friends. If YOU believe that your medical need is URGENT and it is a MEDICAL EMERGENCY – for instance such as chest pain, severe bleeding, loss of consciousness or breathing difficulties – you are advised to dial 999 immediately – and ask for the Ambulance Service.

Seeing the Nurse

The practice operates the same system for seeing Nurses as we do for Doctors. We make bookable appointment available each day for up to 6-weeks time and, wherever possible, you will be offered an appointment that suits you. Please do remember, each of our nurses is specially trained in different clinical areas and so you may be asked to have an appointment with a particular nurse. This simply enables us to ensure that you see the clinician who is best qualified and trained to deal with your particular medical matter.

Again, where our nurses become fully booked and you believe that the matter requires urgent attention, please ask to make use of the duty doctor system in the first instance. Remember that you still have the Walk-In Centre, A&E or the Ambulance Service to support you in times of EMERGENCY or you requiring URGENT attention.

When the Surgery is Closed

When the surgery is closed and you call the normal surgery number (024 76 685918) your call will be automatically diverted to the West Midlands Ambulance Services, where you will receive advice about the Out of Hours Services available in Coventry at that time.

Telephone Contact with the Doctor or Nurse

The reception staff are not allowed to interrupt the Doctors or Nurses whilst they are with other patients during Surgery. So if you wish to speak to a Doctor you will be asked to leave a message and contact details in order that the Duty Doctor can return your call, in the normal way explained above.

Home Visits



If possible, please try to telephone before 10.00 a.m. to request a home visit.

The duty doctor will then be able to return your call as it could be that your problem can be dealt with by telephone advice or that it would be more appropriate to send a nurse, or it may even demand arranging attendance at the hospital. Home visits are generally only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit; and there are also much better facilities for examining and treating patients in the surgery.

Disabled Access

Our practice has suitable access for disabled patients, and all the patients' areas including waiting rooms, consulting rooms, and toilets have wheelchair access. A hearing loop is in place at the front reception desk, and we also have a lift providing access to all our floors.

A designated disabled parking space is located in our car park nearest to the front entrance door.

Repeat Prescriptions

When ordering repeat prescriptions please remember that the best system is to use your attached sideslip on your last prescription, to tick the items that you require, and post it through the slot provided in the entrance lobby. If you regularly use our in-house pharmacy, and you have signed-up to have them manage your repeat prescriptions, then you can order your repeat prescriptions directly from the pharmacist. You should always allow 48 hours for your prescription request to be processed because the doctors need to check that each request and approval meets with your clinical needs.

You do not need to wait in the queue at the reception desk to hand in your repeat prescription request – please use the slot provided in the entrance lobby. If you have signed-up with our in-house pharmacy – take your prescription request direct to the pharmacy counter.

Routine Checks

If you are over 75 if you have not been seen in the surgery in the last 12 months you may like to request a routine check-up.

If you are 16 - 74 if you have not been seen in the surgery in the last 3 years you may like to request a routine check-up

Influenza vaccination

The flu vaccination is recommended EVERY YEAR for patients aged 65 and over, and for patients with diabetes, heart disease, kidney disease, asthma and other lung problems. We normally receive the vaccines towards the end of September each year; we put up posters in the surgery advising patients when the clinics are available to book your vaccination. Remember to contact us at around this time to book your vaccination and get protection against this potentially dangerous virus.

Carers



If you are looking after someone who is ill or has a disability, please let us know by filling out the carer's form which is available from reception. This enables us to identify you as a carer and to do our best to give you all the support that you may need.

The Practice Area

We have a defined practice area mainly to each side of the Foleshill Road from Harnall Lane in the south, to Windmill Road in the north. Under present NHS guidelines, we are only allowed to accept patients onto our list who live within this area – if you move away from the area you may be required to register with another practice.

How to Register as a Patient

Registration forms are available from reception and these must be fully completed before we can register a new patient. It is helpful if you can bring in your **medical card** otherwise we will request your **passport** as identification and a **current utility bill** (or similar) as proof of you living within the practice defined boundary area. We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. You will be asked to attend for a new patient medical – this can usually be done by one of our practice nurses. If you are already on a repeat medication, you will need to see one of the doctors before you need your next prescription. It is your right to express a preference to receive services from a particular doctor and we will always do our very best to comply with your request.

Violence Statement

The practice operates a **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.

Patients' Rights and Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means that you have responsibilities, and so do we.

We will:

- Ensure our patients have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional within 48-hours of your initial contact during surgery hours, or in an urgent case, the same day
- Work in partnership with you to achieve the best medical care possible
- Involve you and listen to your opinions and views in all aspects of your medical care
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle



We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or contact telephone number. Please ensure that we have all your correct telephone numbers – including ex directory or your current mobile number.

(Our Patient Charter, which informs the patients in details of their and the practice's rights and responsibilities, is available at request.)

As patients you are responsible for your own health and that of any of your dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

Confidentiality

Information Sharing

The practice complies with the Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you (e.g. from district nurses and hospital services)
- To help you get other services (e.g. from social work departments – although this requires your consent)
- When we have a duty to others (e.g. in child protection cases)

Anonymous patient information will also be used at local and national level to help the Health Board and Government plan services (e.g. for diabetic care). If you do not wish anonymous information about you to be used in such a way, please let us know.

Complaints

We always try to provide the best possible service but there may be times when you feel that our service has fallen short of what you expect. We have a complaints procedure, which involves listening to you, investigating your complaint and correcting anything which we need to address and improve. You can request to talk to the Practice Manager (or the Deputy Practice Manager) at any time, and even if they are not available at that moment to discuss your problems, they will always call you as soon as they can. You might also choose to put your complaint in writing to the Practice Manager – who will acknowledge your complaint in writing. We will try very hard to address your concerns, provide you with an explanation and discuss any action that is needed within a reasonable time limit depending on the nature of your complaint.

Suggestions



Suggestions for improvement in our service are always very welcome and may be addressed verbally or in writing to our Practice Manager (or one of the Assistant Practice Managers) at any time. We are very grateful for the suggestions that we receive from time to time and, where possible, try to positively act upon them.

Patient Surveys

We regularly undertake surveys to assess our patient satisfaction, to help identify concerns, and to ask patients to join our patient participation group. This volunteer group of patients is consulted from time to time, in order that we can provide services which best deliver what our local patients needs from their GP practice – please consider joining in with this very important initiative. The Practice Manager (or the Deputy Practice Manager) would be very pleased to hear from you.

Coventry Primary Care Trust

NHS Coventry & Warwickshire

The doctors working in this surgery are contracted by Coventry PCT to provide their services. The PCT details are:

Coventry Primary Care Trust, Christchurch House, Greyfriars Lane, Coventry CV1 2GQ and their telephone number is 024 76 552225.

Some useful telephone numbers

Please note that we do try to keep these numbers up-to-date but they do sometimes change without our prior knowledge. We can take no responsibility for their continued accuracy!

NHS Direct	845647	Coventry Walk-In Centre	024 76 246789
Coventry & Warwick Hospital	024 76 224055	Walsgrave Hospital	024 76 602020
George Eliot Hospital	024 76 351351	District Nursing Service	024 76667216
Health Visiting Team	024 76 682241	Stop Smoking Helpline	024 76 246091
Coventry Carers Centre	024 76 632972	Samaritans	024 76 678678
Cruise Bereavement Care	024 76 670714	Alcohol Advisory Service	024 76 226619

You can access NHS Direct online at www.nhsdirect.nhs.uk

Sources of Information

Leaflets and other written information about various illnesses and conditions are available display from the main corridor leading off from the waiting area, and from practice nurses.

Obtaining Test Results

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate until or unless that person has given prior permission for the release of the results to an identifiable 3rd party, or they are not capable of understanding the results.



Please remember our reception staff are not trained clinicians and they will often not be able to give you what might seem simple test results. It is very important that our very well trained and experienced clinicians interpret test results so that patients receive and understand exactly the detail of any results.

Lifestyle Information

Smoking We are keen to give all our patients who smoke as much help as possible to help them stop. Please ask at reception or at any consultation for information and support.

Walking Even the smallest amount of effort can improve your quality of life and make you feel healthier and livelier. Walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign – and we have a free NHS Lifestyle Trainer who is in the practice every Wednesday. Ask to make an appointment with Ferdosh Begum. Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, 3-times a week regularly. When you can easily walk for an hour you are ready to move on to swimming, cycling or running!

Healthy Eating A healthy diet doesn't need to be a boring one. Health experts tell us we are all eating too much fat, salt etc but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet.

