

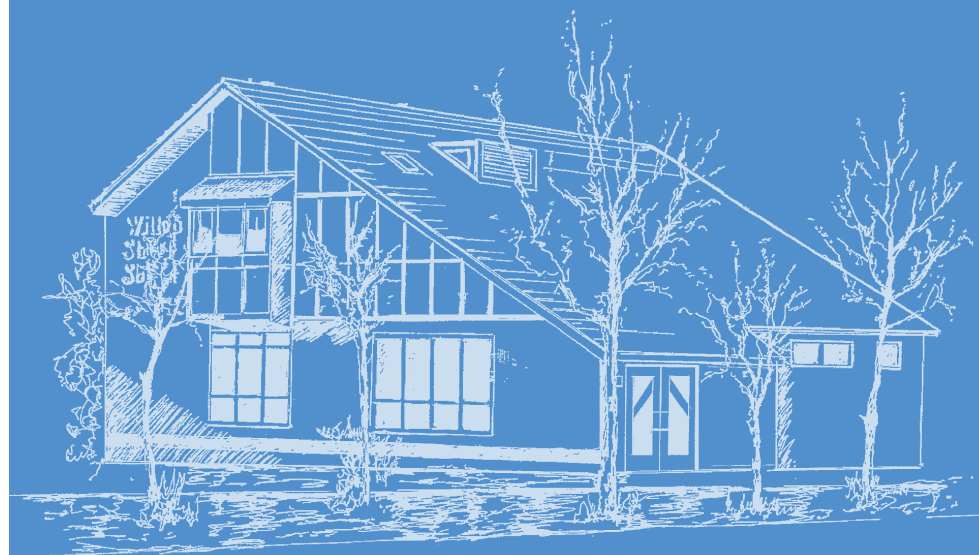
Witton Street Surgery

162 Witton Street
Northwich CW9 5QU

Tel: 01606 814670 All calls

Fax: 01606 350659

www.wittonstreetsurgery.co.uk



Important Information For Patients

WELCOME TO WITTON STREET SURGERY

We have written this booklet to inform you of the services offered by the practice. We aim to provide you with a high standard of service. To enable you to use these services effectively, please read this booklet carefully and then keep it in a safe place for future reference.

THE DOCTORS

Dr Graham SAUNDERS

MB ChB (Manchester '78) DRCOG MRCCGP

Dr Jenny PATRICK

MB ChB (Manchester '82)

Dr Nichola BISHOP

MBBS BMed Sci (Hons) MRCCGP DFFP DRCOG

Dr Ravi MINENI

MBBS MRCCGP

Dr Karen GLENTON

MB ChB (Manchester '03) BA (Hons) MRCCGP DRCOG DFFP

The doctors practise together as a non-limited partnership.

SURGERY OPENING TIMES

At Witton Street Surgery

Monday to Friday 8.00am - 6.30pm

Doctors In Attendance

Monday	am	Drs Saunders, Patrick & Glenton
	pm	Drs Saunders & Glenton
Tuesday	am	Drs Saunders, Bishop, Mineni & Patrick
	pm	Drs Bishop, Mineni & Patrick
Wednesday	am	Drs Saunders, Patrick & Mineni
	pm	Drs Saunders & Patrick
Thursday	am	Drs Saunders, Bishop & Glenton
	pm	Drs Saunders, Bishop & Glenton
Friday	am	Drs Saunders, Bishop & Mineni
	pm	Drs Bishop, Mineni & Glenton

At Weaverham Surgery, Russett Road Surgery, Weaverham

Monday 2.00 - 4.00pm Dr Mineni

Friday 9.00 - 11.30am Dr Glenton

All surgeries are by appointment only (Tel: 01606 814670).

You are also able to make appointments on-line. Please ask for more details at reception.

If you cannot keep the appointment please telephone to cancel. Appointments are for 10 minutes.

HOME VISITS TEL: 01606 814670

These are for patients who are housebound or too ill to come to the surgery. Requests for visits should be made before 10.30am when possible. Please give a clear description of the problem.

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.

OUT-OF-HOURS SERVICE TEL: 01270 273666

The out-of-hours service is provided by the N.E.W. (Nights, Evenings and Weekends) service. If you require urgent medical advice or care please contact the N.E.W. service on tel: **01270 273666**. Bear in mind, however, that this service is designed for genuinely urgent calls so please do not misuse it.

PRACTICE STAFF

Practice Manager

Mrs Ann JACKS

Reception

Mrs Nikki MORFORD

Mrs Christine JONES

Mrs Claire HOUGH

Mrs Fiona FRANCE

Mrs June POOLE

Mrs Valerie WALKER

Mrs Denise BRYNING

Mrs Patricia BROWNHILL

Mrs Auriel SCULLION

Mrs Linda TOMLINSON

Prescription Supervisor

Receptionist

Secretary

Receptionist

Receptionist

Secretary/Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

The reception is open every weekday between 8.00am and 6.30pm. All our receptionists are bound by the same rules of confidentiality as the doctors. They try to keep the patients and the doctors happy. This is a difficult job. Please be patient with them!

Practice Nurses

Tracey MOLYNEUX

Sue BREAM

Nicola HUGHES

Lynn ROBSON

Health Care Assistant

The practice nurses are available for appointments.

In addition to the health promotion clinics, they offer appointments for:

Children's vaccinations and immunisations

Diabetic care

All travel vaccinations and advice

Asthma care

Cervical smears and advice on breast examination

Ear syringing

Tetanus, influenza and pneumonia vaccinations

ECC

Blood pressure checks

Stop-smoking advice

Practice Counsellor

Mrs Patricia WELLS Dip Counselling

Dietitian

Wednesdays from 9.00am - 12 noon

Your doctor will advise you if you need to see the dietitian and an appointment will be arranged.

Other staff who are not employed directly by us but who work as part of the team to provide medical services are:

Community Nurses Tel: 01606 544097

Health Visitors Tel: 01606 544101

Our health visitors visit all families with babies and young children. They can give advice and information on many aspects of health care to people of all ages.

Community Midwives Tel: 01270 612141

Attendance at antenatal classes can be arranged by contacting the midwife.

REPEAT PRESCRIPTIONS

Patients on regular medication are able to obtain repeat prescriptions at reception after 11.00am. Repeat prescriptions require 48 hours' notice. To order a repeat prescription please use the computer slip attached to your prescription indicating with a "tick" the items required. Requests by telephone **will not be accepted**. You may post or fax (on: 01606 350659) your prescription request if this is more convenient for you. You are also able to request regular medication on-line. Please ask for more details at reception.

DISABLED

Witton Street Surgery has a ramp and toilet facilities for the disabled. There is a lift to the first floor.

NEW PATIENTS

If you wish to register as a patient you will need to fill in a form which is available at reception. You do not need the consent of your previous doctor. Medical treatment is available from the date of registration.

TEMPORARY RESIDENTS

You are entitled to see a doctor anywhere in the United Kingdom if you are away from home and in need of medical help. You can do this by asking to see the nearest doctor as a temporary resident. It is advisable to take your medical card with you as a form of NHS identification. We will be happy to see relatives or friends staying with you if they need a doctor.

CHANGE OF ADDRESS

If you change your address please inform reception as soon as possible so that our records can be updated. This may be of particular importance if you require a house visit in an emergency.

CERVICAL SMEARS

This is a check to detect changes of the neck of the womb which, if left untreated, may develop into cancer in future years. All doctors and practice nurses perform smears and strongly advise that all women between the age of 25 and 64 years attend regularly. The practice implements a recall system in line with national guidelines.

FAMILY PLANNING

We offer advice about family planning.

MATERNITY CARE

All the doctors have had postgraduate training in obstetrics. Antenatal care is provided during the normal surgeries or at special antenatal clinics.

IMMUNISATIONS

Parents will be notified of their children's appointments. Immunisations are given at the surgery. It is recommended that everyone has a tetanus booster every 10 years. Other immunisations, eg influenza and vaccination prior to foreign travel are also performed. Your doctor or practice nurse can advise you.

CHILD HEALTH SURVEILLANCE

We offer child development checks at the intervals agreed in local guidelines. Parents will be notified of their children's appointments.

DIABETIC, HYPERTENSION, ASTHMA AND MENOPAUSE CLINICS

We have clinics for people with the above complaints run by the doctors, dietitian and practice nurses.

LIFESTYLE

Health checks and counselling services are provided by the practice nurses.

SERVICES OUTSIDE THE NHS

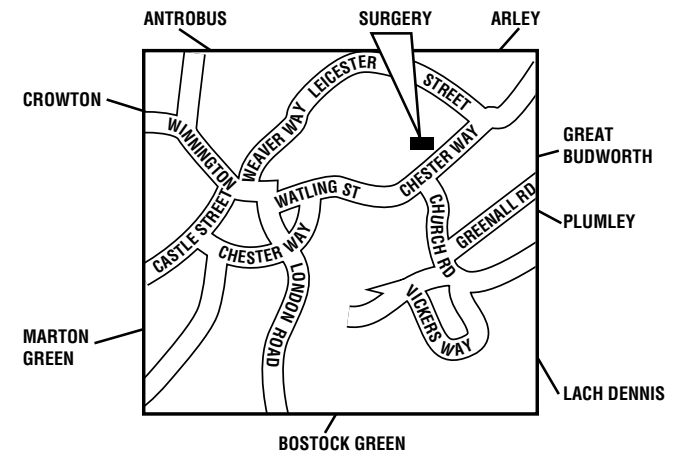
Medical examinations can be arranged for travel and insurance purposes and HGV and PSV licences. Ask at reception. A fee as recommended by the BMA may be payable for these examinations.

COMMENTS, CONCERNS OR COMPLAINTS

Our aim is to provide you and your family with the standards of care and service you expect. Your views, good or bad, are always welcome as they help us to keep our standards high. If you want to comment, if you are concerned about any aspect of the service you have received from us or if you want to make a complaint, you are welcome to do so. Ask to speak to Mrs Ann Jacks.

Please note, we welcome constructive comments and suggestions about our service and have a suggestion box in reception.

MAP SHOWING PRACTICE AREA AND LOCATION



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.

VISIT OUR WEBSITE - www.wittonstreetsurgery.co.uk

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

ACCESS TO PATIENT INFORMATION

In order to provide you with the best possible health care, some services require us to share information with other health care agencies. You have a right to be fully informed of the uses to which information about you may be used. Anyone who receives information from us, about you, is under a legal duty to keep it confidential.

HOW TO ACCESS YOUR RECORDS

You have a right to access your health records, subject to certain conditions. If you want to see information that is kept about you, please make a written request to the practice manager.

TRAINING

From time to time in this practice we are responsible for the supervision of various students who are involved in training for their respective professions. This means that during consultations there may be additional people present and they may be performing relevant clinical tasks as part of their training. You will be informed if there is to be a trainee present at a consultation. If you have any objections at all to the presence of students during your consultation, then please make your views known to the supervising member of staff or to the receptionist prior to your appointment.

COMPUTERISATION

The practice keeps some of your medical records on computer and we take all reasonable action to maintain the **confidentiality** of all data within the practice. We are registered as a computer user with the Data Protection Act.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Patients At This Practice Are Entitled To:

- Be provided with services in a courteous, civil and co-operative manner.
- A clear explanation of, and advice on, the patient's medical condition and any proposed treatment.
- A referral for specialist medical opinion or other second opinion in appropriate circumstances.
- Receive information via the practice notice board/website/newsletter of any relevant health promotion exercise and preventative medicine initiatives.
- Absolute confidentiality of medical records maintained by the practice subject to any provisions for disclosure imposed or allowed by law.
- Access their own personal health records, in accordance with the Data Protection Act (please contact the practice manager if you wish to view your records).
- Have any formal complaint against the practice investigated and dealt with fairly, and according to the practice complaints procedure.
- Request (either in writing or verbally) to be seen by a particular doctor. We shall endeavour to comply with this request, but need not do so if the preferred doctor is not able to, or has reasonable grounds for refusing.
- A health check, on request, if they are aged 16 - 74 and have not been seen at the practice for three years.
- An annual health check, on request, if they are aged over 75.
- Ask or arrange for a chaperone to be present during intimate examinations.

The Practice Is Entitled To:

- Receive co-operation, civility and courtesy from its patients at all times.

The Practice Will Not Accept:

- Rudeness, threats or aggressive behaviour directed towards practitioners, staff or other patients, or repeated abuse of its facilities including emergency or out of hours service. The practice may remove from the list anyone who is violent or abusive.

Patient Responsibilities

- Please inform the practice if you change your telephone number or name and address (remember to add your postcode).
- Please make appointments that you know that you can keep and arrive on time. If for some reason you are unable to keep your appointment please inform the practice as soon as possible.
- Be patient if your doctors are running late - on another occasion it might be you who needs the extra time.
- Don't ask for another member of the family to be seen at your appointment without making prior arrangements.
- Ask for a GP home visit only if you are too ill to go the surgery. If possible telephone before 10.30am.
- Read your practice booklet. This will help you get the best from the service available.

CHILDHOOD INFECTIONS

Chickenpox

On the first day a rash develops primarily on the head and body with small red spots approximately 3-4mm across. Within a few hours small blisters appear in the centre and during the following three or four days further patches will appear and the earlier ones will turn crusty and fall off. Cool baths may relieve the severe itching. The most infectious period is from two or three days before the rash appears and until the last crusts have formed dry centres, usually 10 days after the rash first started.

Children may return to school when new spots have stopped forming. Do try to avoid the temptation to pick at them. Patients over the age of 12 with chickenpox should see the doctor.

German Measles

The rash appears during the first day of the illness and usually covers the body, arms and legs in small pink flat spots. The affected areas do not itch and there are usually no symptoms apart from the occasional aching joints.

The condition is infectious from two days before the rash appears until it disappears, within four or five days. (The only danger from this illness is to unborn babies and it is important to avoid contact with ladies who are pregnant.) There is no specific treatment. Fever and joint pains should be treated with paracetamol.

Measles

The rash is blotchy, appearing on the face and body on about the fourth day of feeling unwell and is often accompanied by a cough. It is most infectious from two to three days before the rash appears until up to 10 days afterwards.

Children are unwell and may develop a high temperature. This can be treated with paracetamol but if you are concerned please contact your doctor.



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Tel: 01606 330444

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Fantastic deals at Oakmere Motor Group on Motability vehicles

Oakmere Motor Group in Northwich are offering a range of fabulous deals on Toyota and Mazda cars, especially suitable for Motability customers and their families.

Customers at the Northwich-based dealerships can take advantage of zero advance payment* when purchasing many of the Toyota and Mazda models through the Government's Motability scheme, including the Toyota Auris TR* and the all new Mazda 2.

Motability is a national UK charity that helps disabled people achieve greater mobility on the road. The scheme offers a worry-free car leasing package with a 60,000 mile allowance over 36 months and gives customers the opportunity to enjoy a brand new car every three years.

Customers interested in the Motability scheme are invited to take a test-drive at the Mazda dealership on Chester Way, or the Toyota dealership on Manchester Road where they have the full range of vehicles available. Oakmere Motor Group are a Motability Premier Partner and there is an experienced Motability Specialist available at each dealership ready to discuss your motability needs.

To see all the latest nil advance payment offers from Oakmere Motor Group go to www.oakmeremotorgroup.co.uk/offers

*Motability sales only, subject to availability. Nil Advance Payment is available on selected Toyota and Mazda models and payments may be subject to change.

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Email: info@cnhclinic.co.uk

HOMEOPATHY is a gentle, holistic system of healing, suitable for everyone young and old. It is used to treat everything from acute fevers, sore throats and toothache to chronic illnesses such as arthritis, eczema, asthma, anxiety and insomnia.

Focusing on you as an individual, homeopathy concentrates on treating your specific physical and emotional symptoms. It works with your body's own healing powers to bring health and well being and treats all your symptoms, mental, emotional and physical.

Homeopathy has been used in the UK for over 200 years but has a traditional dating back to ancient Greece.

Your homeopath understands that establishing good health involves treating both mind and body, so time is taken to listen to you and discuss your emotional and physical symptoms. To stimulate your body's own healing process, a remedy closest to your individual symptom picture is prescribed. Healing begins from within your body, strengthening your health and immune system, without any danger of side-effects.

Homeopathic remedies are drawn from the plant, mineral and animal worlds. They work by gently boosting the natural energy of the body and are safe, even for pregnant and/or sensitive patients.

ADVERTISING FEATURE

ADVERTISING FEATURE

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Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise your business in our booklet call 0800 612 1516

ADVERTISING FEATURE

Mumps

The symptoms are swelling of the salivary gland in front of an ear, often followed a day or two later by a similar swelling in front of the other ear. It is infectious for two or three days before the swelling starts until 10 days afterwards.

If the pain is severe please do consult your doctor.

Whooping Cough

Whooping cough is very infectious and can cause long, distressing bouts of coughing and choking. These bouts are very exhausting and frightening and can happen up to 50 times a day. The illness itself usually lasts about three to four weeks, though the coughing may go on for much longer. You should consult the doctor for advice.

HOW TO HELP YOUR GP TO HELP YOU

Is Your Visit Really Necessary?

There are many sources of good advice available as well as this booklet. There is the information rack of leaflets in the main reception of the surgery and there are also information leaflets that you can obtain from hospitals. The BMA *Guide To Family Health* is an excellent reference book. NHS Direct is keen to offer advice either through their booklet *Not Feeling Well?*, or on the telephone (0845 4647).

Is Your Illness Self-Limiting?

Most coughs, colds and sore throats only require treatment of troublesome symptoms; antibiotics are of no value. Having symptoms is normal: we will all get muscular aches and pains, backache and spots from time to time; these will usually settle without treatment.

Is Your Request Reasonable?

GPs have no training in either dentistry or law. You would not ask a plumber to fix your car!

What Do You Need From Your GP?

While you are waiting to see your GP, think about what questions you are going to ask and what is important on this occasion. GPs cannot provide a good service when they are swamped with a large list of complaints to deal with. Limit your problem list to one or two, the most important. Resist the temptation to add: "and whilst I am here, Doctor...". Your GP will ask whatever further questions are necessary to establish a diagnosis.

Dress Appropriately

For instance, if you have a tummy problem and an examination is likely then do not arrive wearing your best corset! If you have a leg problem, wearing the latest tight jeans is not helpful. A recently washed foot is much more pleasant to examine than an unwashed one. Coats and hats can be safely removed and put on whilst in the waiting room.

If you are not able to attend an appointment then please telephone as soon as possible to cancel. Wasted appointments cause unnecessary delay for others, as does arriving late. Patients may not be seen if they are late, as the consultation remains at the discretion of the GP.

Only by you being thoughtful in your use of GP services will it be possible to provide a good service. Increase in demand will inevitably produce a decline in the quality of the service we can offer to our patients. This is not in the interest of the GPs or you, the patient.

Please help us to help you.

For 24 hour information click to: www.wittonstreetsurgery.co.uk

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

KEEP THEM IN A BOX OR CUPBOARD WITH A LOCK OR STORE THEM WELL OUT OF THE REACH OF CHILDREN.

Soluble Aspirin Tablets

For adults and children over 16 years of age. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture (Calpol)

For relief of pain or fever in young children.

Paracetamol Tablets

For relief of pain in adults.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also for children with stuffy noses or dry coughs. Rub on the chest and nose.

Otrivine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

Antiseptic Cream

For treating septic spots, sores and grazes.

Plasters

For minor cuts.

Cotton Wool

For cleaning cuts and grazes.

Dioralyte/Rehidrat

For children with gastroenteritis.

REMEMBER THAT YOUR LOCAL CHEMIST CAN GIVE YOU ADVICE ABOUT MEDICINES.

HERE IS SOME GENERAL ADVICE

Look After Yourself!!!

Do not eat and drink to excess. You need a moderate, well balanced diet.

Try to take some exercise three times a week.

Give Up Smoking - Or Don't Start

Just add up all the money you will save and think of what you could spend it on. Smoking is the biggest cause of heart, lung and stomach disorders in adults and passive smoking causes chest and ear infections in babies and children.

Learn To Relax

Too much stress is bad for you and causes tension, headaches, indigestion and bowel and heart trouble. Ask for advice.

Please help us by coming to the surgery whenever possible - we can treat three people at the surgery in the same time as one visit and the equipment to hand is better.

Most young children with a temperature can safely be brought to the surgery if properly wrapped up.

We often give advice on how to get better without medication - please do not be alarmed if you do not always get a prescription. Children under 16 years should usually come with a parent or other adult; children under 14 years WILL NOT BE SEEN ALONE, EXCEPT IN EMERGENCIES.

USEFUL TELEPHONE NUMBERS

Witton Street Surgery	01606 814670
Surgery Appointments	(line open from 8.00am) 01606 814670
Russett Road Surgery	01606 852169
N.E.W. Service	(Out of hours) 01270 273666
NHS Direct.....	0845 4647
District Nurse	01606 544097
Midwives.....	01270 612141
Health Visitors	01606 544101
Integrated Care Centre.....	01606 564127
Social Services.....	01606 814900
Hospitals: Halton General	01928 714567
Leighton.....	01270 255141
Warrington General.....	01925 635911
Countess of Chester.....	01244 365000
Victoria Infirmary.....	01606 564000
Citizens Advice Bureau.....	01606 42393
Police.....	01606 48000
GUM Clinic.....	01270 612255
Central Cheshire Drug Service.....	01270 216118
Cheshire Health Agency	01244 650400

Manchester Airport NHS Walk-in Centre

Terminal 1, Manchester Airport plc, Manchester M90 1QX

Opening hours: Monday- Friday 8.00am - 4.00pm

Central and Eastern Cheshire Primary Care Trust

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NOTES

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