

# Fairfield Surgery

[www.fairfieldsurgery.co.uk](http://www.fairfieldsurgery.co.uk)

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DFSRH MRCGP MBBS

## Opening hours

8am-6pm Monday-Friday

## GP access

8am-6:30pm Monday-Friday

**Telephone - 01925 245 204**

**Fax - 01925 247 887**

## PRACTICE PROFIL

We are a forward thinking modern practice with old-fashioned values. We aim to provide an efficient and comprehensive range of services to satisfy our patients' needs. The doctors all have children and are receptive to parents' concerns over children's ill health. Where children are concerned we encourage full immunisations.

All genuine emergencies are seen on the day, access is available on a daily basis and routine appointments can be booked in advance. We may ask you details of your symptoms to help determine the urgency of your appointment and all information given is dealt with in strict confidence.

We support the national screening programmes and strongly encourage our patients to take part.

We run regular satisfaction surveys and would appreciate your co-operation in completing these as your feedback is very important.

## PRACTICE STAFF

### PRACTICE MANAGER

Our practice manager, Sharon Williams, is responsible for all aspects of the day to day running of the surgery. If you have any suggestions on ways to achieve an improved service, any concerns, complaints or praise then address them to her.

### RECEPTIONISTS

Our team of receptionists are very experienced and are trained to help you and are bound by the same code of confidentiality as the doctors and nurses. At times they may ask for certain relevant medical information in order to establish the urgency of an appointment or to establish the length of time an appointment may require etc. Their job is a difficult one. We expect them to be offered the same degree of courtesy and respect as they will offer you and this should help to ensure smooth running of the service.

### PRACTICE NURSE

Beverly Williams is our very experienced practice nurse and runs our treatment room services.

She runs specialised clinics in conjunction with the doctors in the management of asthma, diabetes, hypertension, heart disease and chronic obstructive airways disease. Patients with any chronic disease will be encouraged and expected to attend these clinics to ensure their conditions are optimally managed.

Travel vaccinations can be arranged by contacting the surgery in advance but the more specialised travel vaccines may have to be accessed through a specific foreign travel vaccination clinic.

She will also do the cervical smears and children's vaccinations and may do blood tests where requested by the doctors.

## ATTACHED STAFF

### DISTRICT NURSES

The district nurses can be contacted through the surgery and will provide care in the community for patients who need nursing assistance at home.

They will also see patients at the district nurse base with a view to ear syringing and wound dressings.

### MIDWIVES

Our current midwife is Jean Maloney and she is very experienced and will provide maternity services in conjunction with the doctors.

### DIETICIAN

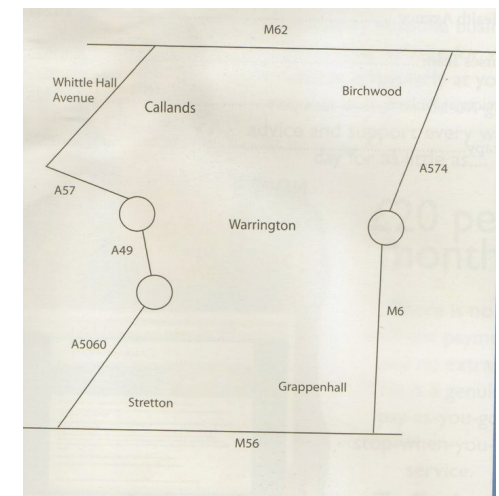
Our dietician provides fortnightly advice on medical conditions that require dietary input.

## ADDITIONAL SERVICES OFFERED BY THE PRACTICE

- Minor surgery
- Baby clinics
- Immunisation clinics
- Family Planning
- Emergency Contraception
- Joint Injections
- Foreign Travel Advice and Vaccinations
- Cervical Screening
- Antenatal Clinics
- Influenza Vaccination clinics
- Dietician Clinics

## REPEAT PRESCRIPTIONS

Repeat prescriptions must be requested in writing-never by telephone where there is the potential for error. The simplest way to request a repeat prescription is to tick the relevant boxes on the right hand sheet of your previous repeat prescription. You can then hand it in at reception, fax it to us, or send it by post.(If you enclose a stamped addressed envelope we will post the prescription back to you). Alternatively you may order online (see reception for details). Some local pharmacies operate a collection service from the surgery. Your usual pharmacist can advise you if they offer this service. Please ensure that if you do use the local pharmacy collection service that you stipulate to the pharmacist on each occasion what exactly you need as we will not issue a repeat prescription for you unless you have done this. If you are ordering your repeat prescription more than one week in advance of the due date, please indicate the reason for this (eg going on holiday).Your new prescription will be ready for collection **TWO WORKING DAYS** after we receive the request.



## **OUT OF HOURS**

During the times that the surgery is closed should you need urgent medical attention you will be directed to the Warrington Out of Hours Service. This service is staffed by experienced GP's and nurses who subsequently correspond with the surgery on the details of their contact with you. Please note this service is not for routine appointments or requesting prescriptions.

We encourage you to attend the Warrington Out of hours Service in most case where you need to see a doctor outside of normal working hours instead of attending Accident and Emergency. The GP out of hours service is staffed by GP's who are very experienced and pass back to the practice comprehensive details of these out of hours consultations.

Accident and Emergency should only be the first place to go where there is a history of significant injury, lacerations, bleeding, chest pain, difficulty breathing etc. Accident and Emergency Departments are staffed by doctors trained in Accident and Emergency medicine and do not have the experience of general practice to manage your health problems that will need future input. The correspondence we received from the Accident and Emergency Dept is far less comprehensive than that received from the Out of Hours Service.

## **APPOINTMENTS**

Appointments may be made in person or on the telephone by contacting reception. Telephones open routinely for making appointments at 08.15. We run a full appointments system and you may make an appointment up to 3 months in advance. We do however reserve a number of appointments that are only available "on the day". If you feel it is necessary that you are seen on the same day, please do ring as early as possible as these appointments tend to be taken up very quickly. If you have an urgent problem we will try to accommodate you with the first available doctor. If it is thought that your condition indicates an emergency you will be asked to dial 999 and be taken directly to hospital.

## **ZERO TOLERANCE POLICY**

The practice operates the NHS ZERO TOLERANCE POLICY. We are committed to do everything possible to protect staff, patients and visitors from unacceptable behaviour and to enforce zero tolerance of any incident that causes hurt, alarm, damage or distress. The use of bad language, shouting or violence directed at any member of staff or to other patients will not be tolerated. Anyone who offends in this manner will be asked to leave the surgery without being treated and may be removed from the practice list.

## **REGISTERING WITH THE PRACTICE**

If you wish to register with our practice please see any of the reception staff. They may ask you a few questions and will give you some forms to fill in. If you live outside our practice boundary we regret that we will be unable to accept you onto our list. Reception can provide you with precise details on our practice boundary. As a new patient you will be expected to attend a new patient health check with the nurse. This may be booked when registering.

## **PRACTICE TRAINING**

Essential practice staff training will generally take place on the last Thursday afternoon of every month and the surgery will be closed to accommodate this training. During these times Warrington Out of Hours Service will be available and the appropriate contact number will be available on the answer machine.

## **HOME VISITS**

If you believe it is absolutely necessary for you to be visited by a doctor please try to call before 10.30am. You will be asked about the nature of the complaint so that the doctor may establish the urgency of the situation and the appropriateness of the request.

## **RIGHTS AND RESPONSIBILITIES OF PATIENTS**

When you register with the practice you will be registering with the practice as a whole and not with an individual doctor.

You can be expected to be treated courteously at all times. Please be courteous to our staff.

Please keep your appointment or give the practice adequate notice if you wish to cancel it. Three missed appointments without explanation may result in you being removed from our list.

Please be punctual but be prepared to wait if your consultation is delayed by an unexpected emergency. Our staff will try to keep you informed of any delays.

Violent or abusive behaviour will not be tolerated and will result in you being removed from our list and may in certain cases lead to the police being informed.

If you change your address, phone number etc please inform us as soon as possible as it is essential with have up to date contact details for you.

## **CHAPERONES**

If you feel you would like a chaperone to be present during you consultation, please ask the receptionist in advance. The doctors may stipulate that a chaperone has to be present during an examination according to their medical defence body's guidelines.

## **CONFIDENTIALITY POLICY**

We provide a confidential service to all our patients regardless of age. This means we will not tell anyone about your visit unless you ask us to do so. This policy extends to patients who are under 16 years of age.

## **TELEPHONE ADVICE**

If you would like to speak to a doctor or nurse on the telephone, please tell the receptionist who will book a telephone consultation for you. We would however ask that these appointments are used appropriately.

## **DISABLED ACCESS**

We have full access and bathroom facilities for the disabled.

## **COMPLAINTS PROCEDURE**

We operate a practice-based complaints procedure. If you feel you need to make a complaint, or you have concerns about the day-to-day running of the practice, please write to the practice manager in the first instance. We will respond to you in the first 21 days after receipt of your complaint. If you wish to take your complaint to another authority then you should contact the Patient Advice and Liaison Service (telephone number enclosed in practice leaflet) who will be able to advise you.

## **HELPFUL WEBSITES**

The following websites may be helpful:

Information on Disability Allowance

[www.gov.uk/dla-disability-living-allowance-benefit/overview](http://www.gov.uk/dla-disability-living-allowance-benefit/overview)

Carers information on who can claim Disability Allowance

[www.carersuk.org/](http://www.carersuk.org/)

Information on Attendance Allowance

[www.gov.uk/attendance-allowance/overview](http://www.gov.uk/attendance-allowance/overview)

Information on sick pay allowances

[www.gov.uk/statutory-sick-pay/overview](http://www.gov.uk/statutory-sick-pay/overview)

Citizens Advice regarding being off work due to ill health

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Health Advice

[www.nhsdirect.nhs.uk/CheckSymptoms](http://www.nhsdirect.nhs.uk/CheckSymptoms)

Health Advice

[www.netdoctor.co.uk/](http://www.netdoctor.co.uk/)

## **PATIENT PARTICIPATION GROUP**

We have a patient participation group that meets approximately 3 monthly and the advice and input of this patient group is very helpful in the practice policy decision making process. If you are interested in joining please enquire at reception but please understand that the group is limited in size to ensure the satisfactory working of the group.