

Practice Information Leaflet

CROFT MEDICAL CENTRE

Croft Medical Centre is a GP partnership providing NHS Services under an NHS England General Medical Services Contract.

Calder Walk
Leamington
CV31 1SA

Telephone No. 01926 421153

Email address:
cwicb.croftadamin@nhs.net

Website:
www.croftmedical.co.uk

Further information can be sought from www.nhs.uk

Opening hours - CROFT

Mon–Friday	8:00 am	6:30 pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Branch surgery – BISHOP TACHBROOK

Mon–Friday	8:00 am	5:30 pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Improved access/Extended hours -
Tuesday evenings – 5.30pm – 8.30pm

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, counselling for drug and alcohol addiction

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Teaching practice

The practice is a teaching practice and occasionally trainee GPs and medical students may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](http://www.nhs.uk).

The practice team:

Partners

Dr A Warner – GMC 4149310

Dr J Foster – GMC 6102119

Dr H Packman – GMC 6103133

Dr L Thomson – GMC 7600454

Salaried GPs

Dr J Dawes – GMC 7045929

Dr C Ellison – GMC 7151365

Dr C Imray – GMC 7456737

Dr N Madagan – GMC 3503960

Dr Q Oury – GMC 7420423

Dr A Thurlow – GMC 6121101

Dr S Whaley – GMC 7557577

Nurses

K Bick – Advanced Care Practitioner

C Tailby – Advanced Nurse Practitioner

E Thomas – Prescribing Nurse

C Thompson – Practice Nurse

L Griffin – Health Care Assistant

S Taylor – Health Care Assistant

H Stewart – Health Care Assistant

M Smith - Phlebotomist

Practice Manager

L Davis

Other management

J Cook

J Payne

B Wellbourn

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG please contact B Wellbourn who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in reception.
- By telephone – Please call the practice on 01926 421153 Option 2 between 10am – 12 noon
- Online – Please log in and order via our website www.croftmedical.co.uk

Please allow 72 working hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

All medications initiated by the hospital will be the consultant's responsibility to continue to issue until we have received written notification that you are stable.

Shared care agreements between the hospital and practice are required for prescribing certain medications. Please note – the practice is not obliged to agree to take over the issuing of these medications.

Dispensing practice

The practice at Bishop Tachbrook is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient. Details are available from reception

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a call-back after logging a call 10.00 am. A clinician will then telephone you to discuss your request.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk