

LATCHFORD MEDICAL CENTRE



5 Thelwall Lane, Latchford, Warrington WA4 1LJ

Dr Mohamed Ali
Dr Max Levy
Dr Natalie Palmer
Dr Richard Wong

Tel: **01925 637508**

Fax: **01925 654384**

www.latchfordmedicalcentre.co.uk

WELCOME To The Surgery

Our practice has four partners working in a non-limited partnership and a team of staff who aim to provide a courteous and caring service to our patients.

This booklet tells you about the practice and the services we offer. We hope you will find it helpful and informative and we suggest you keep it in a safe place for future reference.

Latchford Medical Centre was originally based at 'Latchford House' in the village, from 1920, before the start of the National Health Service. It relocated and was renamed 'Latchford Medical Centre' in 1986 when it moved to the current site.

THE GENERAL PRACTITIONERS

Dr Mohamed Ali	(male)	MBBS DCH
Dr Max Levy	(male)	MBChB DRCOG MRCGP
Dr Natalie Palmer	(female)	MBChB MRCGP DRCOG DFFP
Dr Richard Wong	(male)	MBBS (Hons) MRCGP BSc (Hons) DRCOG DCH DFFP

PRACTICE NURSES

Mary Anne Watmough	P/N Certificate Diabetic/IHD
Sue Mathews	RGN Diploma in Asthma COPD Diabetes and Heart Disease Public Health Certificate and Certificate in Travel Medicine

THE PRACTICE STAFF

Practice Manager

Mrs Rebecca Eaton

Rebecca is responsible for the overall smooth running and organisation of the practice. She is happy to hear your comments - both good and bad. Jean Frangleton assists the practice manager

Administration

Jane Stokes Linda Curwen Sue Gwilliam

Receptionists

Cheryll Antrobus Janet McLean Elaine Meakin
Frances Critchley

Health Care Assistant

Julie Parker

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

ATTACHED STAFF

Warrington Primary Care Trust also employs district nurses, health visitors, counsellors, midwives and dieticians who work from within the medical centre.

GENERAL PRACTITIONER REGISTRARS AND STUDENTS

Our practice is a teaching practice. We are involved in teaching medical students from Liverpool University. If you do not wish to have a student present during your consultation please inform the reception staff prior to seeing your doctor.

SURGERY TIMES

We run a full appointment system. The surgery is open from 8.30am-6.00pm. Our telephone line is open from 8.00am. We close between 12 noon-1.00pm daily.

Morning surgery appointments: 9.00-11.00am

Evening surgery appointments: 3.50-5.30pm

We are closed on the last Thursday of each month in the afternoon for "protected learning time" for the medical education and development of the practice.

APPOINTMENTS

Appointments may be made by telephoning 01925 637508, calling in at the surgery, or by logging onto our website www.latchfordmedicalcentre.co.uk. Any patient wishing to use our internet facility will first need to register at reception. You will be asked to provide photo identification as part of the registration process.

We will endeavour to offer you an appointment with the doctor of your choice. However, this may not always be possible.

In some cases you may be asked for some information; this is so that we can ensure you are offered an appointment with the most appropriate person to deal with your condition. If you have an urgent problem, you will be given an appointment with a health care professional on the same day.

Extended Hours

We are now offering GP appointments outside our core opening hours. To find out more ask the receptionist.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

HOME VISITS

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

Stay in touch with our website: www.latchfordmedicalcentre.co.uk

WEEKEND AND NIGHT COVER

If you need a doctor for emergency medical help when the surgery is closed, you can telephone on the usual surgery number 01925 637508 where you will be given details on how to contact the Warrington out-of-hours service. Alternatively, you can ring them direct on 01925 650999. The Warrington out-of-hours service operates between 6.00pm and 8.00am Monday to Friday and 24 hours Saturday, Sunday and Bank Holidays.

For medical advice you can contact NHS Direct, a 24-hour helpline, on 0845 4647 or visit their website www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Repeat prescriptions can be obtained by ticking the items required on the printed list given with your last prescription. This can be handed in, posted or faxed on 01925 654384 to the surgery. Please allow two complete working days before collection and make allowances for weekends and public holidays. Alternatively, it can be posted to you if you provide a stamped, addressed envelope. Some chemists offer a prescription ordering and collection service - please enquire with your local chemist.

You can also order repeat prescriptions from our website www.latchfordmedicalcentre.co.uk. Any patient wishing to use our internet facility will first need to register at reception. You will be asked to provide photo identification as part of the registration process.

CLINICS

Antenatal Clinic

Monday 1.00-3.00pm

Patients are seen by the midwife at the clinics **by appointment** and also by the doctors during surgery hours.

Baby Clinic

Tuesday/Wednesday 1.30-3.30pm

The baby clinics are run by Dr Wong and Dr Ali for child development checks. They allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor. They are by appointment only.

Asthma Clinic

This is available on Tuesday, Thursday and Friday afternoons by appointment only.

Diabetic Clinic/Heart Clinic

Wednesday afternoon

This is run by a practice nurse by appointment only.

Immunisation Clinic

Wednesday morning 9.30-11.30am

This is run by the practice nurses by appointment only.

Minor Surgery

Dr Ali, Dr Levy and Dr Palmer carry out minor surgical procedures at the surgery by appointment and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Do ask the receptionist for the charges for these services.

Counselling

A mental health counsellor/alcohol counsellor is available at the surgery. Please ask your doctor for an appointment.

Travel Immunisations

Please make an appointment at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations which are not covered by the NHS. A list of these charges is held at reception. If you have children travelling with you, please contact the practice nurse at least 48 hours before your appointment, so we can arrange for your vaccination.

Flu Vaccination

An influenza vaccination is particularly recommended for patients aged 65 and those adults and children with heart, lung or kidney disease, diabetes, and residents of nursing and rest homes.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Cervical Smears

We believe it is important for women to attend cervical smear testing. This can be done by either of our practice nurses. Please ask reception for an appointment.

Smoking Cessation

Please make an appointment with the practice nurse if you are interested in stopping smoking.

DISABLED ACCESS

Reserved car parking spaces for the disabled are marked in the surgery car park. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients' WC is provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception.

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria. Full details can be obtained by contacting the practice manager.

CONFIDENTIALITY

The Data Protection Act 1998 and the ethical codes of conduct of all healthcare professionals require that medical data be treated with great respect and confidentiality.

Confidential information held at this practice is shared with members of our healthcare team, as necessary, to ensure the best possible provision of care. All members of our healthcare team are bound by a strict duty of confidentiality.

Sometimes it may be necessary to share confidential data with individuals outside our healthcare team in order to provide you with the best possible care. For example, if the doctor refers you to another health care professional it is necessary to divulge confidential information in order to treat you properly. Information is only disclosed to those who also have a strict duty of confidentiality. Occasionally we are asked to provide information for the purposes of education, audit or research or for the purposes of health care administration. It may not always be practical to seek your consent to this on every occasion.

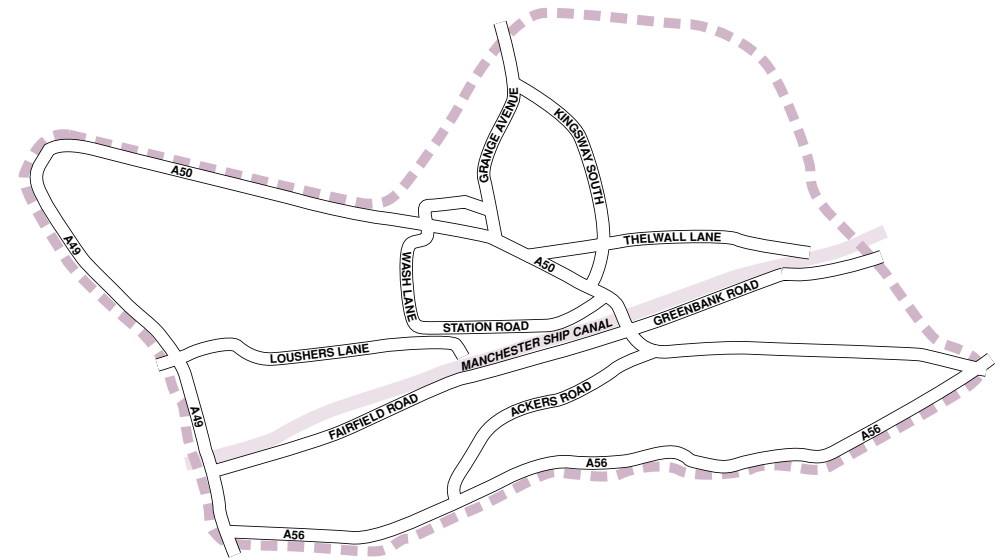
In all cases the person to whom such information is released is bound by a duty of confidentiality. The information disclosed is kept to the minimum necessary for the purpose and is anonymised where possible.

If you wish to register any objection to the sharing of confidential information, as outlined above, or would like further information or wish to discuss any issues of confidentiality, please contact our practice manager.

Any objection will be respected except where disclosure of information is essential to protect you or someone else from the risk of death or serious harm. Please put any objection in writing to the practice manager.

The Data Protection Act gives you the right to see your notes or have a copy of them. Please contact our practice manager for advice.

PRACTICE BOUNDARY



PRACTICE CHARTER STANDARDS

Below and over the next page you will see a statement of practice/patient responsibilities. Our Charter outlines the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you.

Access: You will have access to a doctor rapidly in case of an emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone at the end of morning surgery.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time on non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you get the best out of the services we offer.

It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

NEW PATIENT REGISTRATION

To register with the surgery please call at reception, bringing your medical card if available. To register you must reside within the practice area. All new patients will be offered an appointment for a health check with the practice nurse in order for us to complete the registration process.

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

TESTS AND RESULTS

Specimens for the hospital laboratory are collected daily at 11.00am and results are usually back within a few days; please telephone personally for your results between 1.00 and 3.00pm. Some tests take up to a few weeks; your doctor will advise.

IF YOU MOVE

Please let us know your new address as soon as you move so that we can keep our records up to date. This is very important, particularly as you may need a home visit some time in the future. If you move outside the practice area it will be necessary for you to register with a practice that covers that locality. Also, if you're on the telephone please check with reception that your telephone number is noted on your medical records.

STAFF PROTECTION

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

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.

PRIMARY CARE TRUST

Warrington Primary Care Trust

Millennium House, 930-932 Birchwood Boulevard, Warrington WA3 7QN

Tel: 01925 843600

Stay in touch with our website: www.latchfordmedicalcentre.co.uk

Cosmetic Dermatology Services

Provided by Dr Andrew Winter Dermatologist/General Practitioner

- Muscle Relaxing Injections
- Dermal Fillers
- Face Peels
- Sclerotherapy
- Fat Reducing Injections

Advice on many other aspects of dermatology



Tel: 07980 444913/01925 604159

More than skin deep

AS a very experienced dermatologist with over 20 years' experience in both the NHS and private practice, Andrew Winter is able to offer a range of skin-related treatments to clients of all ages.

"Keeping our skin feeling healthy and looking great is important to all of us, especially if we suffer from a recognised complaint such as eczema or acne, or just want to delay the signs of ageing," said Dr Winter, who is renowned for his work with the Warrington Community Dermatology Department.

Skin problems can have physical and emotional effects on all of us, often affecting confidence and self-esteem.

"I offer treatments including skin peels, dermal fillers and muscle-relaxing injections, as well as providing help and advice on all manner of skincare problems," added Dr Winter, a specialist in skin peels, which can help to rejuvenate the skin and relieve a range of skin complaints.

"As well as medical procedures designed to give people a better quality of day to day life, I also offer cosmetic dermatology from my private clinics.

"It's a service popular with people who want to keep their skin looking fresh and full of vitality for as long as possible and, with modern advances in techniques and equipment, it doesn't have to cost the earth."

In fact, many people are often surprised to find out just how competitive Dr Winter's prices are. "I pride myself on offering value for money that doesn't cut back on quality or personal attention," he said.

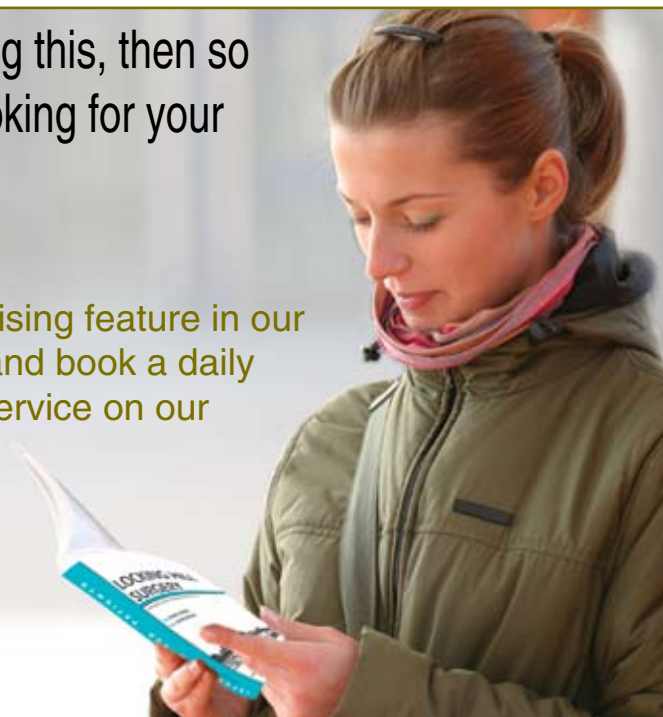
For more information or to arrange a consultation, call 07980 444913/01925 604159 or email andrew.winter@ntlworld.com

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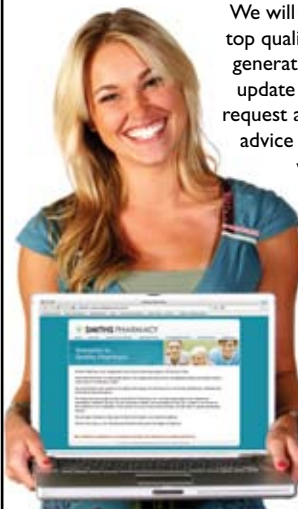
To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



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USEFUL TELEPHONE NUMBERS

CAB (Citizens Advice Bureau).....	01925 246994
Chemists - Co-op Pharmacy.....	01925 633041
- Hughes.....	01925 262401
- Orford Pharmacy.....	01925 634550
- Corkers Pharmacy.....	01925 632079
- Click Chemist.....	01925 601663
District Nurse Evening Service.....	01925 822622
District Nurse.....	01925 251485
Garven Place Clinic.....	01925 644202
Garven Place Family Planning Clinic.....	01925 644217
GP Out Of Hours.....	01925 650999
GUM Clinic.....	01925 662476
GUM Clinic Confidential Line Outside Clinic Times.....	01925 636911 Ext 2733
Health Visitor.....	01925 251520
Hospitals - Warrington.....	01925 635911
- Hollins Park.....	01925 664000
- Whiston.....	0151 426 1600
- Fazakerley.....	0151 525 5980
- Halton.....	01928 714567
- Alder Hey.....	0151 228 4811
- Royal Liverpool.....	0151 709 0141
- Labour Ward.....	01925 662334/662059
Housing/Homeless Section.....	01925 442419
Independent Living Centre.....	01925 240064
Macmillan Nurse.....	01925 217211
Rape Crisis.....	01925 245444
School Health Adviser.....	01925 261488
Social Services Reception Team.....	01925 444239
Social Services Mental Health.....	01925 631061
Social Services Mental Health Team Out of Hours.....	01925 444400
Speech Therapy.....	01925 651188
St Rocco's Hospice.....	01925 575780
Women's Aid.....	01925 417138
Westy Surestart.....	01925 570870