INTRODUCTION

This booklet has been produced jointly with our Patient Participation Group. It is designed to provide you with essential information about the Practice and help you to access our services. We welcome any feedback you have regarding the content.

THE PARTNERS

Wellington Medical Centre is a Partnership comprising the following GP Partners.

Dr Stuart Wynne
MB CHB Leicester 1983, MRCGP

Dr Michael Michaels
MBBS London 1992 DRCOG, DFFP, MRCGP

Dr Caroline Bett
MBBS London 1992, DFFP MRCGP

Dr Kathryn Porter
CHB Liverpool 1991, MRCP, DCH, DFFP, DRCOG, MRCGP

Dr Claire Louise Jennings
MBBS 1991 St Mary’s, London, DRCOG, MRCGP

Dr Richard Griffith
MBBS London 1988, DRCOG, MRCGP

Dr Michael David Hewson Gailey
BSc, MBBS, 1996 University of London, MRCGP

Dr Sally DiMambro
MBBS, London 1993, DFFP, MRCGP

Dr Haider Alathari
MBCHB, MRCS, MRCGP, University of Baghdad, 2002

NHS ENGLAND

NHS England: Bristol, North Somerset
Somerset and South Gloucestershire
Wynford House
Yeovil
BA22 9HR 01935 384000

Somerset Clinical Commissioning Group
Wynford house
Yeovil
BA22 8HR 01935 384000
Email: enquiries@somersetccg.nhs.uk

Patient Advice and Liaison Service (PALS) 0800 0851 067
Email: pals@somerset.nhs.uk

PRACTICE AREA

The practice serves a large geographical area which extends from Wiveliscombe in the North, just short of Hemyock in the South and Burlescombe in the West to Bishop’s Hull, Taunton in the East.

Please see the catchment map on the following page.

We can only accept patients onto our list who live within this area. Please contact the practice if you need any further information or advice about the practice area.
USEFUL TELEPHONE NUMBERS

WELLINGTON MEDICAL CENTRE
Appointments, enquiries, cancellations, test results 01823 663551
Fax number 01823 660650
Community Nurses 03003 230026
Health Visitors 01823 660667

PHARMACIES IN WELLINGTON
Boots (Town Centre) 01823 662170
Lloyds 01823 662446
Superdrug 01823 662113
Boots (Medical Centre) 01823 665366

HOSPITALS
Musgrove Park Hospital-Taunton 01823 333444

SOURCES OF ADVICE & SUPPORT
Age UK, Taunton 01823 259710
Care Direct 0800 444000
Citizens Advice Bureau-Taunton 01823 282235
Dental Helpline 0300 123 7691
Podiatry(Chiropody) NHS appointments 0845 6384211
Registrar Births & Deaths- Taunton 01823 282251
Relate-Taunton 01823 275983
Red Cross –Taunton 01823 273700
Samaritans 01823 288998
Turning Point- Taunton 01823 328463
Out Of Hours Service 111

Dr Andy Moss
MB Bch BAO, BA, MRCGP, DRCOG, Trinity College Dublin, 2005

Dr Louise Dunn
MBBS Newcastle 2011, MRCGP

OPENING HOURS
The Medical Centre is open:-
Monday to Friday 8:30 am to 6:00 pm*
Saturdays, Sunday & Bank Holidays CLOSED

* We are closed every Wednesday for 1 hour between 1.00 pm and 2.00 pm to allow staff training. For medical emergencies during this hour, please telephone 01823 663551

GP AVAILABILITY
The normal days of work for each doctor are given below. From time to time there may be a need for a doctor to work at alternative times.

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Although you will be given a named GP, you may see the doctor of your choice. However in order to maintain a continuity of service it is sensible for you to consult your usual doctor wherever possible.

**PRACTICE STAFF**

The Practice Manager
The practice manager Lydia Daniel-Baker is responsible for the management of the Medical Centre. If you have any queries, problems or suggestions to improve our services, please ask to speak to her. Alternatively you can write to her.

The Practice Nursing Team
We have an experienced and friendly team of practice nurses.

Fiona Taylor – Practice Nurse, RGN
Rachel Barbary-Sprague – Practice Nurse, Bachelor of Nursing
Judith Elstub – Practice Nurse, RGN

Helen Wilson – Healthcare Assistant
Maureen Norman – Healthcare Assistant
Sophie Wallis – Healthcare Assistant
Mary Sweet – Healthcare Assistant

The practice nurses offer appointments for a range of services including asthma, diabetes and coronary heart disease reviews, cervical smears, smoking cessation, wound dressings, removal of sutures, ear syringing, blood pressure checks, travel advice and vaccination* (including Yellow Fever), doppler tests, new patient checks, anti-coagulation monitoring and blood tests. Your doctor will let you know which tests and checks you require.

* Some travel vaccinations are not available as a NHS service so a fee is charged for these.

**PATIENT RESPONSIBILITIES**

- Please let us know if you change your name, address or telephone number.
- Please make every effort to keep appointments. Tell us as soon as possible if you are unable to attend an appointment
- Please only ask for a home visit if you are too ill to visit the surgery.

**ZERO TOLERANCE**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

**GLOSSARY OF DOCTORS’ QUALIFICATIONS**

MA BM BCh, MBBS / CHB LRCP, MRCS, MB BCh BAO

Basic medical qualifications from different universities.

MRCP

Member of Royal College of Physicians.

MRCGP

Member of Royal College of General Practitioners.

DCH

Diploma of Child Health.

DFFP / FP (Cert)

Diploma of Faculty of Family Planning / Family Planning Certificate.

DRCOG / D(Obst) RCOG

Diploma of Royal College of Obstetricians and Gynaecologists.
Personal medical information will not be released to anyone other than health professionals and staff involved in delivering patient care, unless we have the signed written consent to do so by the patient.

REQUESTS TO SEE MEDICAL RECORDS

Patients have the right to access their medical records in accordance with the Data Protection Act 1998. Requests need to be in writing and there may be a charge. Details are available from reception. You can also view parts of your medical record online using Patient Access. Please see the Online Patient Access section for details.

SUMMARY CARE RECORD

A summary care record contains information from the medical record held at the practice, namely details of medications prescribed, allergies and any adverse reactions you have previously had to medications.

Your summary care record also includes your name, address, date of birth and your unique NHS number to help identify you correctly.

Your summary care record is available nationally to other health professionals, allowing authorised healthcare staff to have access to this information when patients are being cared for in an emergency situation or when their GP practice is closed.

Please note that by default, all patients are automatically included in the summary care record unless they are specifically opt out. If you wish to opt out, please see reception.

You can telephone the HSCIC information line on 0300 303 5678 or visit their website, www.nhscarerecords.nhs.uk for more information.

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 the Practice Manager.

Practice Reception & Administration Teams

We have an excellent team of Reception and Administration staff who work either in reception or in one of the general offices but all are trained to help you. They may ask you questions in order to decide how to help you best, but all information you give is treated in the strictest confidence.

Finance Assistant & Administrator
Helen Cseri

Medical Secretaries
Judith Leonard  Joanne Brierley  Hannah Condick

IT Lead
Ali Ashcroft-Spurr

Administration
Sheena Tooze  Carla Bettinson  Fran Smith
Cath Jacobs  Helen Cseri  Lina Hellyer

Head Receptionist
Jayne Grant

Senior Receptionist
Jessica Perry

Receptionists
Lucy Light  Hannah Condick  Louise Woodcock
Anna Luxon  Shirley Richards  Alex Wright
Gemma Ball  Maria Gay  Matthew Chetter
Kate Coombes  Sarah Jefferies  Fiona Tyson

TRAINING

Wellington Medical Centre is a designated training practice and is fortunate to have GP Registrars and Medical Students attached to the practice at various times.

GP Registrars are qualified doctors training to be General Practitioners (GPs). Medical Students are undergraduates training to be doctors.
You will be informed in advance of the presence of trainees during consultations and whilst we hope that you will co-operate with us to assist their learning, if you do not want them present during your consultation your wishes will be respected.

GETTING TO THE MEDICAL CENTRE

Access to the Medical Centre site is designed to be favourable for cyclists, pedestrians and those using public transport.

Cycling
There are secure bicycle hoops near the main entrance. A bicycle pump and puncture repair kit are available at Reception.

Public Transport
There are bus stops near the medical centre on Mantle Street and regular bus service to these stops. Please contact the local bus station for more details or look for the “Moving Somerset Forward” notices at the medical centre which contain bus timetables, information on local taxi firms and any discount vouchers available.

Parking
A car park is provided for patients to use at their own risk, while in the Medical Centre only. Space is limited, so please help by not parking there at any other time. Parking for the disabled is clearly marked near the front entrance. Alternative car parking facilities are available in Wellington town centre.

DISABLED ACCESS

The medical centre is fully accessible for wheelchairs and mobility scooters and accessible toilets are available for patient use.

SMOKING

The medical centre building and site, including the car park and access road is a designated no smoking area.

CHAPERONES

For some consultations involving examinations or tests, you may prefer to have a chaperone present. If you would like a chaperone, you may bring a relative or friend with you for this purpose.

Alternatively, if you would like us to provide a chaperone, please make this known at reception.

SUPPORT FOR CARERS

If you are a Carer, help and support is available to you. If you are a patient of the practice, please let us know, as we have a register of carers.

We have a carer support group that meet monthly at the practice, and there are a number of other dedicated agencies and support organisations who may be able to assist you.

Please ask for further details when you are next at the surgery, or telephone and ask for the carers champions, who are a small group of staff with responsibility for supporting carers.

DATA PROTECTION REGISTRATION

The practice is registered under the Data Protection Act 1998.

CONFIDENTIALITY

Confidentiality is taken very seriously. The practice has a confidentiality policy in place and all employee contracts have a confidentiality clause.

A confidentiality notice is displayed in the waiting room.

ACCESS TO INFORMATION

Access to patient medical information is controlled by NHS Smart cards and passwords.
You can sign up for Patient Access at the reception desk, but please bring photographic I.D. and proof of address with you.

**COMPLAINTS & COMPLIMENTS**

The practice operates a formal complaints procedure that complies with current NHS regulations.

Minor complaints can usually be readily resolved by our staff. If you wish to make a formal complaint, a copy of our complaints procedure leaflet is available from reception, or via the website, www.welingtonmedicalcentre.co.uk

If you wish to make a comment or compliment us on our services, please write to the Practice Manager.

**EQUAL OPPORTUNITIES**

The practice believes in equality and recognises diversity, as a provider of health services and as an employer.

The practice is committed to eliminating discrimination on the grounds of:

- Age
- Sex
- Being or becoming a transsexual person
- Being married or in a civil partnership
- Being pregnant or having a child
- Disability
- Race – including colour, nationality, ethnicity or national origin
- Religion and belief or lack of religion/belief
- Sexual orientation

We aim to provide fair access and to deliver services that respect the needs of each individual patient.

**EXTENDED HOURS**

The practice offers later appointments between 6.30 pm and 7.30 pm on two evenings each week. In allocating these appointments, priority is given to patients who are unable to access the medical centre during normal opening hours e.g. patients who work

**WHEN THE MEDICAL CENTRE IS CLOSED**

When the medical centre is closed the out of hours service can be contacted by telephoning NHS 111 (Textphone 18001 111) or you can visit NHS Choices online at www.nhs.uk

**EMERGENCIES**

During Opening Hours

During opening hours emergencies will be dealt with at any time. Telephone 01823 663551 and follow the instructions.

When the medical centre is closed

1. In a life threatening emergency call 999
2. Otherwise telephone NHS 111

Be ready to supply:

- the nature of the problem
- the patient’s name and date of birth
- the telephone number
- the address
- simple directions if necessary

**NEW PATIENTS**

If you are a new patient we would like to meet you. Please make an appointment with a Health Care Assistant to review your present health status.

If you require any medication prescribed by your previous GP, you will need to see your new doctor.
HOW TO REGISTER

A “New Patient Registration Pack” is available from Reception which includes all you need to register with the Practice. You will need to live within our practice boundary to be eligible to join the practice and although this is not compulsory, we ask for two forms of proof of your identity to assist with reducing fraud within the NHS. A passport or driving licence with photo and a utility bill confirming your address are ideal.

You may request to be allocated to a particular named doctor and this is acceptable as long as that doctor is accepting new patients. If not, you will be allocated another doctor in the practice.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS

Practices are required to provide their patients with a named GP who will have overall responsibility for the care and support that the surgery provides to them.

As a patient, your named GP will also work with other relevant health and care professionals involved in your care, to ensure that your care package meets your individual needs. This does not prevent you from seeing any GP in the practice if you choose to.

If you would like to know who your named GP is, have any questions, or wish to discuss this further with us, please contact us on 01823 663 551 or email: reception.office@wellingtonmc.nhs.uk

MAKING APPOINTMENTS

The practice offers a mix of “same day” and “book in advance” appointments. This is for both telephone consultations and face to face consultations. Some early evening (extended hours) appointments are also available. The Practice is experiencing an increase in demand and this puts pressure on availability of appointments and access times. The doctors therefore triage all patients, which means that you will first be given a telephone consultation with a doctor. If the doctor feels your issue cannot be dealt with over the telephone, they will then arrange a face to

COMPLIMENTARY MEDICAL SERVICES

A variety of non NHS, independent health providers offer services at Wellington Medical Centre. Currently this includes a Chiropractor Podiatrist, and Physiotherapist.

Disclaimer of Liability

Wellington Medical Centre has no responsibility for the availability of these services, nor does Wellington Medical Centre endorse, warrant, guarantee or assume any legal liability for any the services provided. Please look at the notice boards in Reception and the Health Promotion Room for further information.

To access any of these services please speak to Reception for further information.

PATIENT PARTICIPATION GROUP

We welcome your comments and suggestions for improving the services we offer. The practice has a Patient Participation Group who meet on a regular basis. If you are interested in joining this group please write to the Practice Manager or Chairman of the Patient Participation Group at the medical centre. Alternatively pick up a PPG leaflet in Reception and complete the form for further information.

ONLINE PATIENT ACCESS

Beat the phone queue with access to your GP’s services on-line 24 hours a day.

Patient Access allows you secure access to do the following:

- Book appointments with a Doctor
- Cancel appointments
- Order repeat prescriptions
- Message the practice
- View parts of your medical record
• Cervical Smears
• Maternity Medical Services. Offered by all of the doctors in conjunction with the Community Midwife.
• Chaperones

ATTACHED STAFF

Community Nursing Team. Provides services to the house-bound, assessment of health needs, advice on any matters of health concern and continuing care after discharge from hospital. To contact the Community Nursing Team telephone 0300 323 0026.

There is an answerphone to leave a message if they are out of the office, and they will return your call.

Health Visitor Team Provides advice on children under 5, developmental checks and hearing assessments. To contact the Health Visitor team telephone on 01823 660667.

There is an answerphone to leave a message if they are out of the office, and they will return your call.

Community Midwifery Team In conjunction with the doctors provide a complete service of maternity and post-natal care for you and your baby. Messages can be left for the Midwife at the Medical Centre but for urgent advice from a Midwife telephone 01823 342058. If you are in labour, telephone the Labour Ward on 01823 342059 or 01823 343059

Dietician. The practice has an in house dietician who sees a limited number of patients each month. To access this service patients need to be referred by their GP.

NON NHS SERVICE CHARGING POLICY

Work that is not provided by the NHS, e.g. medicals, insurance claims & proposals, signing of certificates, can be provided on a private basis. A fee is payable to the practice for all private work. A list of charges for private services is displayed in reception and on our website, www.wellingtonmedicalcentre.co.uk

face consultation. If your problem or issue is not urgent so does not need to be dealt with the same day, you will be offered the next available routine appointment which may be in a few days time.

Appointment slots are for 10 minutes. If more than one family member needs to see the doctor, a separate appointment needs to be made for each person. If you have a genuine urgent medical problem, a doctor will always be available to see or speak to you the same day. This may however be the “emergency” doctor rather than your preferred doctor.

There are now three ways to make an appointment: online through Patient Access, by telephone or face to face at the reception desk.

For more information on the appointment system please refer to the Patient Information Leaflet “Making An Appointment”.

ALTERNATIVES TO AN APPOINTMENT

The leaflet ‘Choose Well’ is available to signpost patients to the care options available locally.

Choosing the right service will enable you to get the best treatment for your symptoms in a timely way.

Pick up a leaflet from the medical centre or download from our website: www.wellingtonmedicalcentre.co.uk

CANCELLATIONS

Please let us know in good time if you are unable to keep an appointment so that it can be offered to another patient. If for any reason you think you may be late for your appointment, please let us know.

HOME VISITS

If possible, please try to come to the Medical Centre. Home visits are time consuming but more importantly we have better facilities for examining and treating you at the medical centre. If you are too ill to attend the surgery, and require a home visit, please telephone before 10.30 am.
Please give the Receptionist an idea of the problem. This will enable the doctor to give priority to urgent issues.

**REPEAT PRESCRIPTIONS**

Repeat prescriptions can be ordered in the following ways:
- By hand at Reception, filling out a repeat prescription slip.
- By post, by ticking the right hand side of your last prescription.
- By email
- Electronically via the internet, using your Patient Access account providing you have registered to use that service.

**Please note we do not accept orders for repeat prescriptions over the telephone.**

Please allow 2 working days for the medical centre to process your prescription before collection.

**COLLECTING YOUR PRESCRIPTION**

You can collect your prescription in person from reception, or arrange for it to be sent directly to a pharmacy of your choice.

The pharmacy will either collect your prescription from us directly or retrieve it electronically via the national Electronic Prescription Service (EPS) – please note that there are a small number of medications that cannot be processed electronically.

Please liaise with your chosen pharmacy regarding the number of days they require to issue you medication, which will be in addition to the two days we require to produce your prescription.

**TEST RESULTS**

Whilst some test results are received fairly quickly others can take a week or more.

The practice will contact you if further action or advice is required as a result of your test.

Although we will normally contact you if you need to be seen following receipt of test results, if you have not heard from us it is your responsibility to check the result of your test.

In order to comply with patient confidentiality, we will only release test results to the patient themselves and may ask for additional forms of identification.

Please telephone after 2pm for your test results. You can also view your test results and other parts of your medical record online using Patient Access. Please see the Online Patient Access section for details.

While some tests may take longer than others, please allow the following times:
- Blood – 5 working days
- Urine – 5 working days
- X-ray – 5 working days
- Smear – 1-2 weeks
- Stool – 1-2 weeks
- Sputum – 1-2 weeks

**SERVICES OFFERED**

It is difficult to list every service provided by the medical centre but some of the most frequently used services include the following:
- New patient health checks
- Chronic Disease Management. The practice nurses run clinics for long term conditions including asthma and COPD, diabetes, chronic heart disease
- Family Planning advices and contraception including the contraceptive pill, coil, contraceptive injections and Nexplanon implant fitting and removal
- Childhood Vaccination and Immunisation
- Other vaccination and immunisation including Flu & Pneumococcal, Travel (including non NHS), Tetanus
- Minor Surgery which all of the doctors provide. Information regarding days and times of clinics is available from Reception.