SURGERY
NORTHGATE
VILLAGE
FOUNTAINS HEALTH
DELAMERE STREET
CHESTER CH1 4DS

Dr Ian R. Minshall
Dr Robin M. Davies
Dr Rebecca H. Banks

Telephone:  01244 564319
Fax:  01244 370762

www.northgatesurgery.co.uk
northgatevillage.surgery@nhs.net

Monday - Friday
8.00am - 6.30pm

Medical Services are provided under contract with Western Cheshire Clinical Commissioning
WELCOME TO
NORTHGATE VILLAGE SURGERY

GP’S WORKING IN PARTNERSHIP
There are three doctors working in partnership at Northgate Village Surgery.

**Dr. Ian R Minshall** MB ChB (Bristol) 1987, DCH, DRCOG, MRCGP
Interests – Epilepsy, Dermatology, Cardiology and Student Training
Duty Doctor Triage- Mon, Clinics – Wed, Thurs, Fri

**Dr. Robin M Davies** MB BCh (Wales) 1984, MSc D.Occ Med, MRCP (UK), MRCGP
Interests – Diabetes, Respiratory, Rheumatology, Sport Medicine, Registrar and Student Training
Nursing Homes Mon, Tues - Duty Doctor Triage Wed & Fri pm. Clinic Thurs am

**Dr. Rebecca H Banks** MB, ChB (Liverpool) 1997 DCH, DRCOG, MRCGP
Interests – Safeguarding, Womens Health, Sexual Health and Registrar Training
Clinics Tuesday, Wed pm Duty Doctor Thurs pm, Nursing Home Friday

SALARIED GP’S

**Dr. Jeevan Crasta** MBBS, MRCS (EDIN), MRCGP
Interests – Rheumatology, Mental Health and Nursing Home Care
Clinics Mon, Thurs, Duty Doctor Triage Tues, Nursing Home Wednesday

**Dr Lisa Cooley** MBChB, BMedSci, MRCGP
Interests – Prescribing Medicine, Womens Health and Sexual Health
Clinics Mon, Tue am Wed pm Nursing Home Wed, Thurs am, Duty Doctor Triage Fri

PRACTICE NURSES
Northgate Village Surgery has a Professional Nursing Team providing Nurse Prescribing, Minor Injury Care, Phlebotomy, Health Care and Numerous Treatment Room Services.

**PRACTICE MANAGER**
Lee Jones

**PRACTICE STAFF**
IT Manager: Julie Williams
Office Manager: Pamela Jackson
Medicine Manager: Jackie Spencer

Northgate Village Surgery has a dedicated reception and administrative team who will be able to guide you through our services.
TO REGISTER AS A PATIENT

If you would like to register with us please complete and sign the registration form and questionnaire for your New Patient Medical appointment. All new patients are required to produce photographic identification and proof of their present address.

Registration can be partially completed online but we cannot accept you as a patient without proof of identity.

Acceptable documents include:

- Photographic Driving Licence
- Bank/Building Society Statement
- Passport
- Medical Card
- Papers from Home Office
- National Insurance Card
- Utility Bill - no more than 3 month old
  *(Gas, Electric, Water, or Landline – mobile telephone bills cannot be accepted)*

Please bring your identification documents with you when you register or when you attend your New Patient Medical.

An appointment for a new patient medical will be made with a nurse when you submit your registration forms. If you are currently taking any medication issued by your previous GP, please bring them with you or a list of medication (i.e. your repeat prescription slip) with you when you attend. If you are running short of any medication, please let the receptionist know so that they can arrange an appointment with the nurse or doctor to get this sorted quickly for you.

A urine sample pot will also be provided when you register. Please bring a urine sample with you when you attend your new patient medical.

This practice does not discriminate on the grounds of:

- race
- gender
- social class
- age
- religion
- sexual orientation
- appearance
- disability
APPOINTMENTS AND HOME VISITS

Appointments can be booked with our Doctors via our website using Patient Access – Please ask reception for details.

To book an appointment over the telephone

Please Ring 01244 564319
Monday - Friday 8.00am - 6.30pm

When booking a routine/review appointment, a patient can state a preference to be seen by any of the doctors. Practices are required to allocate all their patients with a named GP who will have overall responsibility for your care and support. This does not prevent you from seeing any GP in the Practice. We shall endeavour to make an appointment with the professional of your choice but this may not always be possible.

We operate a Duty Doctor Triage System daily for medically urgent matters to be triaged by our Duty Doctors over the phone and if necessary, seen on the same day. Please tell the receptionist if you feel your problem is urgent. You may need to give some details of your problem, and we will need a contact telephone number for our Duty Doctor to call you back.

Please note: The surgery often receives a high volume of calls early in the morning. Therefore, if your call is routine, please ring later in the day if possible.

Urgent Problems are dealt with on the day by the Duty Doctor

Doctor Telephone Advice - There are routine telephone consultations available with our doctors. Please ring reception to arrange these appointments. If the doctor decides that you need to be examined, they will ask you to make an appointment with reception.

Nurse Telephone Advice - There are routine telephone advice slots available with our Practice Nurse for health advice or travel advice. Please leave a contact telephone number with reception to receive a call back.

Home Visits - We encourage all patients to attend the surgery, but if you feel you cannot and may need a home visit call before 10.30am. Requests received after midday will normally be seen the following day unless medically urgent. Please give an outline of the problem to help the doctor assess its priority. Lack of personal transport will not be considered a valid reason for a home visit.

We would like to remind patients of the importance to keep appointments or to cancel in plenty of time. We would appreciate 24 hours notice of any cancellations.

Due to the nature of General Practice, our GP and Nurse surgeries do not always run to time. If you are made to wait more than 30 minutes beyond your appointment time, please inform our reception staff and we will do our very best to find an alternative.

EXTENDED HOURS SERVICE

01244 385422 between 8.00am - 6.00pm

Extended Hours is available to all patients to book a routine appointment outside of Practice opening hours:
6.30pm - 8.00pm, Monday - Friday & 10.00am to 12.00 noon Saturdays

This service is operated from The 1829 Building at Countess of Chester Health Park.
OUT OF HOURS (COUNTESS OF CHESTER)

01244 385300

There is an Out of Hours service for urgent problems between 6.30pm - 8.00am on weekdays and from 6.30pm Friday until 8.00am Monday. If you have a problem that cannot wait until your GP surgery opens.

NHS 111 SERVICE

You should use the NHS 111 service if you urgently need medical help or advice but it’s not a life-threatening situation.

Call 111 if:

• you need medical help fast but it’s not a 999 emergency
• you think you need to go to A&E or need another NHS urgent care service
• you don’t know who to call or you don’t have a GP to call
• you need health information or reassurance about what to do next

Urgent Cases - Accident and Emergency (A&E) Department

A&E departments assess and treat patients with serious injuries or illnesses.

Only call 999 or go to A&E in a genuine life-threatening emergency, such as:

• loss of consciousness
• acute confused state and fits that are not stopping
• persistent, severe chest pain
• breathing difficulties
• severe bleeding that cannot be stopped

SERVICES PROVIDED BY THE PRACTICE

GP Led:-

Epilepsy
Antenatal and post-natal care
Minor Surgery, including Joint Injections
Mental Illness

GP Led and Nurse Led:-

Chronic Disease Management: Asthma, COPD, Heart Disease, Diabetes, and Hypertension
Thyroid Disease
Contraception and Sexual Health, including Cervical Screening
Child Health Surveillance and Immunisation

Nurse Led: -

Phlebotomy
Ear Syringing
Minor Illness Clinic
Dressings, including leg ulcer management and doppler assessments, removal of sutures / clips
Learning Disability Reviews
ECGs
Spirometry
24 Hour Blood Pressure Monitoring
New Patient Medicals
Travel Advice and Vaccination
Administration of injections e.g. Prostap / Vit B12
Health Promotion including dietary, smoking and exercise
NHS Health Checks for 40-74 year olds, 5 yearly

**ELECTRONIC PRESCRIPTION SERVICE**
The Electronic Prescription Service (EPS) is an NHS Service. We use EPS to send requests to your chosen pharmacy electronically so you don’t have to collect the paper prescription from your GP. EPS gives you a greater choice of where to collect your medicines from, because they can be collected from a pharmacy near to where you live, work or shop and Electronic Prescriptions sent in advance will have been made up, ready to collect, saving you time.

Whichever way you choose to order please advise us of your choice of Pharmacy -OR- if you intend to collect the prescription from the Practice.

**REPEAT PRESCRIPTION REQUESTS**
If you regularly or continuously need repeat medication, a ‘repeat request slip’ will be generated by the computer each time an item is repeated. This slip must accompany each request to ensure that the correct medication is prescribed. If the repeat slip is mislaid, please submit a written request for the items required.

You can order your repeat prescription using any of the following methods:-

**In Person**
Drop off your prescription request either at reception on the first floor or by using the prescription drop off box at the entrance to Fountains Health

**Fax**
You can fax your prescription request to 01244 370762

Please remember to include your name, address, date of birth, and the medication you require with your prescription destination.

**Online Requests**
You can order repeat prescriptions online by registering for Patient Access. Please see our website or contact reception. Children under 16 cannot register for Patient Access.

**Post**
Send in your repeat slip, making sure to tick the items you require. If you have lost your repeat slip, you can send in a list of the items that you require along with your name, address and date of birth.

Please enclose a self-addressed envelope for your prescription to be returned to you.

*For safety and to avoid mistakes we do not take prescription requests over the phone.*

*Allow 48 hours (2 working days- excluding weekends and Bank Holidays) to process your prescription request*

Should you have any queries regarding your medication please contact the Medicine Manager who will be happy assist.
MEDICATION REVIEW
Patients on repeat medication will be asked to see either a Doctor, Nurse Practitioner or Practice Nurse at least once a year to review regular medications. Depending on the prescribed medication a review may be done over the phone.

SPECIMENS
Requested specimens can be left at the first floor reception if correctly labelled and have a completed form attached. If you are symptomatic please speak to your GP or Duty Doctor.

SICKNESS CERTIFICATES
A sickness certificate (now called fit notes) completed and signed by your doctor is only required when a period of continuous absence from work, due to illness, is longer than 6 days. Periods of absence less than 3 days do not need certificates.
Between 3 and 6 days self-certification can be used by completing a form SC1 available at our reception. Please remember you will have to discuss your problem face to face or by phone to renew a sick note or to be signed fit for work again if you are returning to work before your sick note expires. This may take 48 hours for the form to be completed.

PHARMACY FIRST
In participating Pharmacies the local Pharmacist can now give advice and treat minor ailments from coughs and colds through to worms and thrush. You do not need an appointment but will need to register initially, you can then use any pharmacy in West Cheshire. The service is free to our patients, but if you are not exempt from prescription charges, you will either pay the cost of the medication or the cost of the prescription, whichever is lowest. Many pharmacies operate extended hours on a rota basis. Details can be obtained from NHS 111, or via website: -

www.pharmacyfirst.co.uk

GENERAL PRACTICE TRAINING
This is a teaching Practice.
Registrar doctors are assigned to the surgery to gain experience in General Practice, and they take full part in all the activities of the Practice.

Medical Students observe and see patients under supervision, and nurses or other members of the team often have students working with them. If any patient would rather see their doctor or health worker alone, please do not hesitate to say so.

The Practice is closed one afternoon a month for staff training. Details can be found on our website www.northgatesurgery.co.uk

ACCESS TO MEDICAL RECORDS
Patients have the right to access their medical records. If you wish to view your medical records please contact reception and we will ask you to put your request in writing for the Dr to approve. It is not always necessary for you to see your GP but if required an appointment can be made with a Doctor for this information to be medically explained. Copies can be arranged, there is a small fee for this service.

From 1st April 2015 all patients will have the ability to view their own medical records on-line. In order to do this please complete the relevant questionnaire available from our website or from reception.
PATIENT CAR PARKING
Underground patient parking is available on two levels. Please take a green ticket from the green ticket machine. This ticket will need to be validated at our first floor reception before you leave for the concession charge of £1 to be applied. Once validated you have 20 minutes to exit the car park. Please note this car park is managed by Cheshire West and Chester Council.

WHEELCHAIR USERS
Fountain Health Building has suitable access for all wheelchair users. Disabled Parking is available on Levels - 2 and - 3.

OVERSEAS VISITORS
If you do not hold a British passport please refer to our leaflet ‘Treating Overseas Visitors’ for further information about accessing our service.

TEMPORARY RESIDENTS
If you are on holiday or staying in the area for less than 3 months you can register as a Temporary Resident. Ask at our reception.

COMPLAINTS AND SUGGESTIONS
The Practice strives very hard to ensure that all our patients receive high quality care. We welcome any suggestions or comments from you as to how we could improve the service we offer which can be directed to the Practice Manage or Office Manager. Please ask for our Complaints and Comments leaflet at reception.

THE NHS FRIENDS AND FAMILY TEST
The Friends and Family Test (FFT) provides vital feedback opportunity to people who use NHS services. It highlights both good and poor patient experiences by asking would patients recommend the service they have used and offers a range of responses. Patients can leave their feedback by one of the following methods: at reception by completing a short questionnaire; via the website www.northgatesurgery.co.uk

PATIENT PARTICIPATION GROUP
The Patient Participation Group (PPG) is group of patient volunteers who attend meetings to promote health and to help support and improve the planning, provision and delivery of local NHS services. The group aims to support the highest quality of care for all patients by representing the views of the patients. This is achieved by working in partnership with the Surgery and their staff.

Any patient registered with the surgery can become a member of the PPG. All you need is a positive attitude and an interest in supporting best practice for patients and staff. If this sounds like you, and you have any ideas, opinions or suggestions for improvement and are interested in joining the PPG, you can join online through our website, or contact the surgery and speak to the group secretary Grace.
ZERO TOLERANCE POLICY
For the safety and benefit of patients and staff alike, Northgate Village Surgery operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In cases of violent behaviour it is our policy to call the Police.

Patients are required to accept the terms and conditions, policies and procedures as detailed in this Practice Leaflet. Patients that decline to accept these terms and conditions may not be accepted on to the Practice list or, regrettably, be asked to leave the list where agreements cannot be reached.

DISTRICT NURSES
The team provides assessment and home nursing and an agreed plan of care to patients with limited mobility or severe illness resulting in the patient becoming confined to their home. Care of terminally ill patients and their families is also carried out by the District Nurse Team. Patients are referred to the District Nursing Team by hospital or their doctor.

HEALTH VISITORS
The team work with families at home and in the community, promoting good health with particular attention on young children by implementing the "Child Health Promotion Programme" together with other Primary Health Care Practitioners. A Drop in Well Baby Clinic is held at Victoria Childrens Centre on Wednesdays, 9.30am - 11.30am.

MIDWIVES
Midwives provide antenatal and postnatal care to all pregnant women. As soon as your pregnancy is confirmed collect a self-referral pack from our reception. Antenatal clinics are held at various Children Centres across the city for you to attend.

MENTAL HEALTH TEAM
The team consist of a number of Mental Health Professionals, each with different skills. Access to the Mental Health Team is usually by referral from a doctor. Patients activate their appointments over the telephone. Your assessment appointment will be sent to you, following which, treatment options will be offered.
GETTING HERE

Fountains Health is very close to the bus station and numerous bus stops. For more information on bus routes and timetables please visit www.cheshirewestandchester.gov.uk and choose 'Bus timetables', or alternatively this information will be available from the local bus station.

For bicycle routes please visit www.itravelsmart.co.uk/travel-smart/cycle. There will be dedicated cycle stores, however please remember to lock bicycles at all times.