

DUNCHURCH SURGERY

Partners

Dr Ian Czerniewski

MA (Oxon) BM BCh (Oxford 1988) MRCGP DRCOG

Dr Elizabeth Roberts

BM (Southampton 1988) MRCGP

Dr Kate Reynolds

BM BS BMedSci (Nottingham 1995) MRCGP

Dr Sam Chesser

MB ChB (Leeds 1997) MRCGP



**DUNSMORE HEATH
DUNCHURCH
RUGBY
WARWICKSHIRE, CV22 6AP**

Reception 01788 522448

Telephone calls may be recorded

www.dunchurchsurgery.warwickshire.nhs.uk

July 2018

USEFUL TELEPHONE NUMBERS

Dunchurch Surgery

Reception 01788 522448

Out-of-hours GP Service

111

NHS Direct www.nhsdirect.nhs.uk

0845 46 47

NHS Hospitals

Hospital of St Cross, Barby Road, Rugby 01788 572831

University Hospital of Coventry & Warwickshire 024 76964000

South Warwickshire Hospital, Warwick 01926 495321

George Eliot Hospital, Nuneaton 024 76351351

Private Hospitals

Warwickshire Nuffield Hospital, Leamington Spa 01926 427971

BMI Meriden Hospital, Coventry 024 76647000

Community Services

Age Concern 01788 330885

Blood Transfusion Service 0121 2534063

Citizens' Advice Bureau 01788 541000

Crossroads Care Attendants Scheme 01788 573653

CRUSE (Bereavement Care) 01788 521455

District Nurse 01926 600818

Drug Team 01788 555100

Family Planning and Genito-Urinary Clinic 0300 1236644

Health Visitor 01788 555147

Household adaptations 01788 533888

Midwife 01788 663184

Orchard Centre 01788 551212

PALS Patient Advice & Liaison Service 0800 0284203

Samaritans 02476 678678

Social Services 01788 541333

Transport to hospital 01926 310312

NHS Coventry & Rugby Clinical Commissioning Group

The CCG can offer information and help you access local medical and dental services. 02476 553344

Christchurch House, Grey Friars Lane, Coventry, CV1 2GQ

YOUR CONFIDENTIAL MEDICAL RECORDS

Your medical records are held on paper and on computer. All practice staff sign a confidentiality agreement before starting work. Information held on computer is safeguarded by the Data Protection Act. Anonymised data may be collected by government departments; please telephone 0300 456 3531 for further information.

Your private medical details will *not* be shared with anyone, including your family, unless you request us to do so. If you would like us to share information with a third party - such as an insurance company – we will need your written, signed consent.

You can access a summary of your records on-line, by registering for on-line services at reception. If you would like a printed copy of your medical records, please write to the Practice Manager, Mrs Emily Hughes. Your notes will be available within 1 month.

MAKING SUGGESTIONS OR COMPLAINTS

We always try to provide the best possible service, but there may be times when you feel that this has not happened. If you would like to make a suggestion or a complaint please call or write to the Practice Manager, Mrs Emily Hughes, or put a message in the suggestion box in reception. We will acknowledge any complaint within three working days, and any issue you raise will then be fully investigated, and you will receive a full response. You can also complete a 'Friends & Family' comment card.

YOUR RESPONSIBILITIES TO THE PRACTICE

Please keep the appointments you make. If you are late you may be asked to wait until the end of the surgery, or to book another appointment. If you can't attend an appointment you have booked, it is important that you let us know so that we can offer it to someone else. Appointments are limited, and if you miss several you may have to move to another surgery.

It is up to you to request your prescriptions in good time. The doctors cannot guarantee to prepare any prescription requested for sooner than two working days.

The surgery will not tolerate rude or aggressive behaviour towards our staff, or towards other patients on the premises. Telephone calls may be monitored and recorded. Any patient whose behaviour falls below the expected standard will be removed from the list forthwith.

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**IF YOU WOULD LIKE A LARGE-TYPE COPY
OF THIS LEAFLET PLEASE CALL 01788 522448**

FINDING THE PRACTICE

Dunchurch Surgery,
Dunsmore Heath,
Dunchurch, Rugby,
Warwickshire, CV22 6AP.

Reception 01788 522448
(telephone calls may be recorded)

www.dunchurchsurgery.warwickshire.nhs.uk

Dunchurch Surgery is in the centre of the village on Dunsmore Heath, off Rugby Road, just behind the Dun Cow Hotel. The Surgery has a car park with reserved parking for disabled people. It is purpose-built and easily accessible; there are no steps, and all clinical areas and the disabled toilet are on the ground-floor.



REGISTERING WITH THE PRACTICE

You can register with the practice if you live within the area outlined on the map (rough guide only). Registration is easiest if you bring your NHS Medical Card to the practice. You will be invited to attend a New Patient Review with the Nursing Team.

If you are temporarily visiting the area on the map you can see the doctor for immediately necessary treatment. Please call to make an appointment.

CHANGING YOUR ADDRESS

Please keep the Surgery up to date with any changes to your name, phone number or address. If you move out of the practice area you will need to register with another local doctor.

TO REQUEST A PRESCRIPTION

If you need to order medication you can call the practice between 9am and 6pm, drop-in a list of what you need (you can use the counterfoil of your last prescription), or order online; please contact reception for further information.

Please **allow two working days for us to prepare your prescription** – the doctor will always try to prepare *medically*-urgent prescriptions sooner but cannot guarantee to do so. Don't wait until you've run out! Remember to plan in advance for holidays and bank holidays. Even if you have been taking a medication for a long time the doctor or nurse may still need to see you from time-to-time to check how it is suiting you. Please look out for messages on the counterfoil of your prescription.

TO FIND OUT A TEST RESULT

If you are expecting a test result please call the surgery after 11am on 01788 522448, so the receptionist can pass on your doctor's comments. As with other aspects of your medical records, results can only be discussed with the patient concerned, or with the parent or guardian of children under age 16.

TO REQUEST A SICKNESS CERTIFICATE

There is no need to request a doctor's medical certificate for the first seven days of any illness, as you are entitled **by law** to self-certificate for this period (forms are available from your employer and the DWP). If you need a sickness certificate after that time, you will need to see your doctor promptly. Unfortunately doctors cannot issue certificates without seeing you, and may not be able to back-date certificates. Official doctor's sickness certificates are only valid for work and unemployment benefit, and are not required for other purposes such as school or college absence, or in duplicate if you hold multiple jobs. If you need a note in these circumstances, the doctor will charge a fee.

NON-NHS SERVICES WE CAN OFFER

Some services are not covered by the NHS and a fee will be charged. These services include prescriptions for holiday vaccinations and medications, medical examinations for insurance or employment purposes, and completion of private sick notes and certificates for gym membership, holiday cancellation and insurance claims.

A full list of fees charged for these and similar services is available in reception.

TO SEE A COUNSELLING THERAPIST

The therapist sees people with emotional difficulties for advice and support. You can request an appointment and get advice about other local counselling and support services by calling 0845 5216100. Appointments are usually on Fridays.

THE SURGERY ADMINISTRATIVE STAFF

All enquiries to Surgery staff can be made in person or by calling 01788 522448.

Practice Manager Mrs Emily Hughes AMSPAR Dip

Mrs Hughes is responsible for the management of the practice and should be contacted if you have a query, complaint or would like to raise an issue regarding the running and maintenance of the practice and building.

Secretaries Mrs Lynda Williams
 Mrs Jacquie Smith

Please contact the secretaries if you would like to discuss a referral or a letter the doctor has written for you.

Receptionists Mrs Gayle Çiğdem (Senior)
 Mrs Karen Nottage
 Mrs Jacquie Smith
 Mrs Tina Warner
 Mrs Lynda Williams
 Mrs Janice Wright
 Mrs Lesley Wright

All of our receptionists will be pleased to help with any general enquiries you may have regarding appointments, prescriptions, test results or any of the other services we have to offer.

TO SEE A DOCTOR AT THE SURGERY

Doctors' morning surgeries start from 8:40am, and afternoon surgeries from 2:30pm; the last bookable appointment is at 5:40pm (times may change to suit demand). The surgery is open every weekday of the year except bank holidays and does not close at lunchtime or in the afternoon (except for on eight Thursday afternoons per year, for mandatory training; dates of these closures are posted in advance). Appointments must be booked in advance, up to six weeks ahead, in person, by calling 01788 522448, or online at www.dunchurchsurgery.warwickshire.nhs.uk.

If you have an urgent problem and need a same-day appointment, we will always try to fit you in. Please call before 10am for a morning appointment, or after 1pm for an afternoon appointment.

Appointments are ten minutes long. If you have a particularly complicated problem, or several problems to discuss, please ask for a double appointment.

If you can't attend an appointment you have booked it is important that you let us know so that we can offer it to someone else. If you do attend, but are late, you may be asked to wait until the end of the surgery, or to book another appointment.

Every patient registered with Dunchurch Surgery has a named, accountable GP who is one of the partners. Appointments are offered by at least one of the partners every morning and every afternoon, though the availability of individual partners varies with demand, leave, training and managerial requirements. Other doctors are also often available for both morning and afternoon surgeries. The Practice has been accredited for training General Practitioners since 2000, and fully-qualified doctors work here under the close supervision of Dr Czerniewski, Dr Reynolds and Dr Chesser. If you book in advance you can choose which doctor you want to see, though this may not be possible at short-notice.

The Practice offers general medical services, family planning advice, maternity care, minor surgery and child health surveillance. Most problems can be dealt with during a normal appointment, including cervical smears and joint injections, but for certain procedures such as minor surgery, freezing of warts or for child health surveillance you may be asked to book a special appointment. Please note that we now carry out fitting of contraceptive coils and implants at the surgery; please contact reception for further information.

TO REQUEST A HOME-VISIT BY THE DOCTOR

Your medical records are held on computer, so please come to the surgery if at all possible. If you are too unwell to come to the surgery and need a visit please call before 11am. The doctor may call you back or visit you at home before 4pm. If you call after 11am it may not be possible for the doctor to visit you that day unless there is pressing *medical* need.

TO CONTACT A DOCTOR OUTSIDE SURGERY HOURS

The surgery is open from 8:30am until 6:30pm, Monday to Friday, except bank holidays. Outside of these times, GP services can be contacted by **phoning 111**, and are commissioned by Coventry and Rugby CCG.

You can also contact NHS Direct online at www.nhsdirect.nhs.uk

Alternatively, you can visit the Rugby Urgent Care Centre, at the Hospital of St Cross, Barby Road, Rugby, which is open 24 hours a day. The Urgent Care Centre houses a minor injuries unit, NHS Walk-In Centre and the GP out-of-hours service (for which appointments must be pre-booked, by calling 111).

ACCIDENTS AND EMERGENCIES

If you are confronted by a serious problem such as severe chest pain, shortness of breath or bleeding, call an ambulance.

IN AN EMERGENCY ALWAYS DIAL 999

If you have had a minor injury or burn, or think you may have a fracture, please attend the Rugby Urgent Care Centre at the Hospital of St Cross, Barby Road, Rugby, as the practice does not have facilities to offer you a service for these types of problems.

DENTAL PROBLEMS

Doctors are not trained or licensed to deal with dental problems. Please contact your dentist. If you are not registered with a dentist please call NHS 111, and they will be able to arrange treatment for you.

TO SEE A NURSE AT THE SURGERY

Mrs Sarah Horton	RN BSc (hons)
Mrs Karen Hughes	RN dip HE Adult
Mrs Diana Wilcox	RGN BSC (hons) Independent Nurse Prescriber

Practice Nurses are an invaluable source of professional treatment and advice for:

Dressings	Ear syringing
Immunisation of children and travellers	Cervical smears
Family planning and contraception	Smoking cessation
Diabetes	Removal of stitches
Heart disease	Cryotherapy of warts and moles
Asthma	Blood pressure management

Our Health Care Assistant, Mrs Jacqueline Rushbrooke, provides appointments for:

New Patient checks	Dressings
ECG heart traces	Smoking cessation
Blood pressure readings	Weight monitoring

To make an appointment with a Nurse or Health Care Assistant, please telephone the surgery on 01788 522448.

TO SEE A NURSE AT HOME

Nursing care at home is provided by the local District Nursing Team. They are independent of the practice but maintain close working links. They can be contacted by calling the Warwickshire Integrated Single Point of Access on 01926 600818.

TO SEE A MIDWIFE

Midwifery staff of the University Hospital of Coventry and Warwickshire share care of expectant mothers with the doctors at the practice. They also provide care for home births and visit new mothers after delivery. Appointments at the surgery can be made by calling 01788 522448, and the midwife can be contacted directly on 01788 663184.

TO SEE A HEALTH VISITOR

The Health Visitor has responsibility for pre-school children. She holds a Child Health Clinic at the surgery on alternate Tuesday afternoons. Appointments can be made by calling 01788 522448. The Health Visitor can also be contacted on 01788 555147.