

HOW TO FIND US

“At the junction of Brunswick Street
and Charlotte Street”



PRACTICE INFORMATION LEAFLET

Lisle Court Medical Centre
Brunswick Street
Leamington Spa
CV31 2ES

Telephone 01926 425436
Fax 01926 427257

www.lislecourt.co.uk

- *Register Online*
- *Repeat Prescriptions*
- *Book Appointments*
- *General Information*

We are situated on the corner of **Charlotte Street** and **Brunswick Street**, approximately 50 yards from the canal bridge.

The surgery is clearly signposted and easy to find.

The main entrance is from Charlotte Street.

There is ample free parking in the surgery car park.

PARTNER DOCTORS

Dr. Nigel Madagan
MB. BS. (London 1991) MRCGP (London 2010)

Dr. Tumpa Banerjee
MB. BS. (Calcutta 1993) MRCP. MRCGP

NURSE PRESCRIBER

Helen Wylie (can issue prescriptions, treat acute illnesses in adults, medication checks, chronic disease management . . .)

NURSES

Alice Laker
Vivien Fairclough
Judi Watkin

HCA

Sam Hawtin

PHLEBOTOMIST

Peggy Smith

PRACTICE MANAGER

Jayne-Anne Jolley

ASSISTANT

Zoe Grisenthwaite

FINANCE MANAGER

Keith Powell

HEAD RECEPTIONIST

Ellen

RECEPTIONISTS

Jemma, Kam, Andrea, Shan, Peggy

INTERPRETER

Herbie (Punjabi speaking)

ADMINISTRATION

Shona, Roberta

OPENING HOURS

	<u>Morning</u>	<u>Afternoon</u>
Monday	8.30 - 12.30	1.30 - 6.00
Tuesday	8.30 - 12.30	1.30 - 6.00
Wednesday	8.30 - 12.30	1.30 - 6.00
Thursday	8.30 - 12.30	1.30 - 6.00
Friday	8.30 - 12.30	1.30 - 6.00

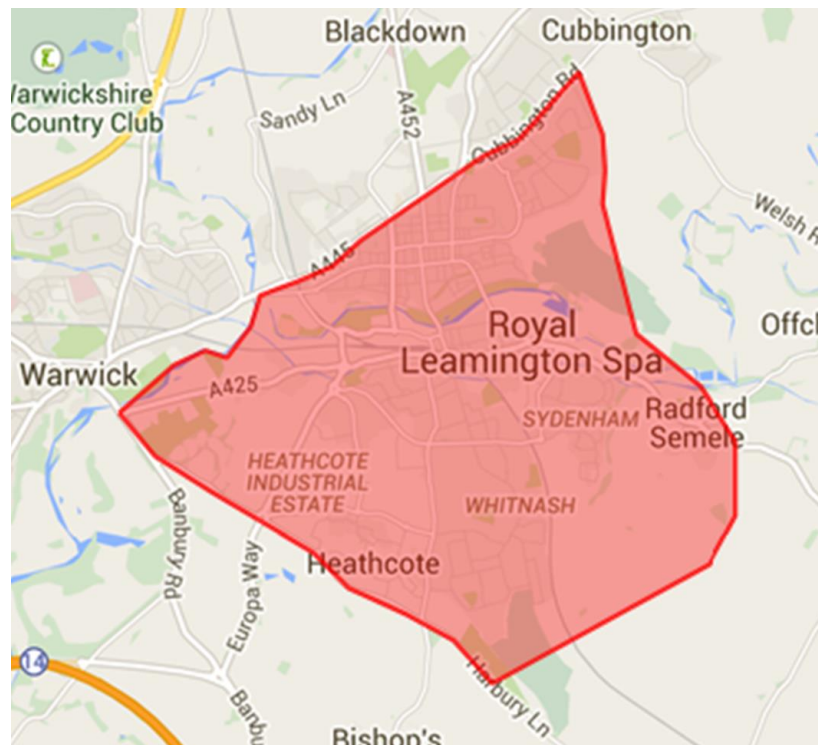
ACCESS

The Practice is fully accessible to wheelchair users. There is ample parking in the adjacent car park.

PREMISES

By law, you are not allowed to Smoke on the premises. Please also refrain from using Mobile Phones.

CATCHMENT AREA FOR NEW PATIENTS (Shaded Area within bold line)



If you are not certain if you fall within our catchment area, please ask a Receptionist

CHANGE OF PERSONAL DETAILS

If you change your name, address, telephone number, or email address, please notify the surgery as soon as possible.

In accordance with CCG guidelines, if you move outside our catchment area, you will need to register with a local doctor. Any request to remain on our list will be dealt with individually.

COMPLAINTS

From 1st April 2013 anyone wishing to make a complaint about a health care related matter will have the choice of making this direct to Lisle Court Medical Centre or to NHS England, PO Box 16738, Redditch, B97 9PT Telephone 0300 311 2233 or email england.contactus@nhs.net

If you wish to write to the practice please address the complaint to the Complaints Manager or any of the Doctors. If you wish to complain verbally please contact our Practice Manager or our Head Receptionist to arrange an appointment.

If NHS England considers it is appropriate for them to deal with the complaint they will notify the complainant and the practice, and handle the complaint.

If it is appropriate for the complaint to be handled by the practice and the complainant consents to this, the practice will handle the complaint. The complaint can not be referred to NHS England for further investigation.

If your complaint involves more than one organisation we will work closely together in order to provide the complaint with a single response.

If on receiving a response to your complaint you are still unhappy you may seek an Independent Review. To seek an Independent Review write to Health Service Ombudsman.

The contact details are: www.ombudsman.org.uk
Complaints telephone number: 0345 015 4033
Fax number: 0300 061 4000
E-Mail: phso.enquiries@ombudsman.org.uk

Or write to: The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP

Independent help and support is available from the NHS Complaints Advocacy on 0300 456 2370. Please ask for a leaflet for further information or visit www.pohwer.net

A full copy of our Complaints Policy is available upon request

NHS This Practice is part of the NHS England, Wildwood Drive, Wildwood, Worcester WR5 2LG. Tel: 0113 825 3099

PATIENT GROUP

Our Patient Group meets regularly to discuss the service provided by the surgery. If you are interested in attending these meetings, please give your name and contact details to a Receptionist.

APPOINTMENTS

If your condition is non-urgent you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP.

You have the option to **book appointments up to 13 weeks in advance to see a doctor or nurse**. You can use this option to discuss ongoing or non urgent problems, and book ahead with the clinician of your choice.

Consultations, either face to face or by telephone, are by appointment only. To make an appointment, call at reception, book on-line or telephone. Ideally, please provide a landline number for telephone consultations.

Each appointment is for 10 minutes, including administration time. If you have more than one main problem, you should book a double appointment or appointments on different days

Nurse appointments are pre-bookable and vary in time depending on the treatment required

To ensure that the appointment system is managed in a fair and efficient manner, **patients who are more than 10 minutes late will be asked to rebook**.

CANCELLATION

Please help us to help you by telephoning us in advance if you are unable to keep your appointment. We can then offer it to somebody else and reduce the waiting time to see a Doctor or Nurse.

Patients who regularly do not turn up for appointments, without cancelling, may be asked to register at another Practice.

EMERGENCY APPOINTMENTS

If your problem is too urgent to wait for the next available appointment you will be seen at the end of surgery. You will be required to give the Practice Nurse some details and if necessary, you will be referred to a Doctor after the normal surgery. If your problem is not an emergency you will be asked to book a routine appointment.

HOME VISITS

Home visits are at the Doctor's discretion and are restricted to the genuinely housebound. Please telephone 01926 425436 before 10.30 am if you want to request a home visit.

DOCTOR AVAILABILITY

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Madagan (Male)	X	X		X	X		X	X	X	X
Dr Banerjee (Female)			X	X		X			X	X

X signifies when the Doctor normally has a surgery

EXTENDED HOURS

Dr Madagan offers appointments on Tuesday from 6.30pm.
Dr Banerjee offers appointments on certain Saturday mornings.
Nurse Practitioner (Helen Wylie) offers appointments on certain Saturday Mornings.

TRAINING PRACTICE

Lisle Court Medical Centre is involved in the teaching of senior students from Warwick Medical School. Students will be present in GP or nurse consultations on Tuesdays and Wednesdays during certain months of the year. We would hope that you would allow these students to be involved with or undertake your consultation, under the direct supervision of your GP. If you would prefer not, we would ask you to advise the receptionist and make an appointment at an alternative time.

OUT OF HOURS

If you have a medical emergency which cannot wait until the surgery re-opens telephone the surgery on 01926 425436 and listen carefully to the answer phone message. It will tell you how to contact an emergency Doctor.

For medical emergencies:

- Between 6.00pm and 8.00am
- Any time on Saturday s, Sundays and Bank Holidays

Please call 111 which will connect you directly to the **Out of Hours Service**.

ACCIDENT & EMERGENCY

All GPs in this area are no longer funded for minor injuries

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess all injuries and provide emergency treatment.

5. Please do not ask for a home visit unless it is strictly necessary. The less time the Doctor spends travelling, the more time that is available for the patients at the surgery.

6. Please do not call out of hours or visit A&E except in real emergencies.

7. If you are unhappy with us or our service please do tell us. We welcome suggestions and constructive criticism. Please speak to the Practice Manager.

8. Please do read the Practice booklet, newsletters and notices displayed in the surgery.

THE PROTECTION AND USE OF PATIENT INFORMATION

We ask you for information about yourself so that you can receive proper care and treatment. We keep information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons; for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions.

Sometimes the law requires us to pass on information; for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a General Practitioner. This register does not contain clinical information.

You have the right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it and it is in your and everyone's interest. Whenever we can we shall remove details that identify you. Law strictly controls the sharing of some types of very sensitive personal information.

Anyone who receives information from us is also under a legal duty to keep it confidential.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

We comply with the terms and conditions of the Freedom of Information Act. We are required by the NHS Freedom of Information Act 2000 to provide a Publication Scheme. This is a guide to the 'classes' of information routinely made available to the public.

DISCRIMINATION

The Practice does not discriminate on the grounds of gender, social class, age, race / ethnic origin, religion, disability, sexual orientation, medical condition or appearance when patients request to be added to the Practice list.

PRACTICE CHARTER

What You Can Expect From Us

1. Confidentiality

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated with complete confidentiality in matters relating to your health. We are obliged to keep medical records which will be used by those involved in your care. These records may be seen by other members of staff who are also bound to confidentiality by their Contract of Employment.

Due to protection of patient confidentiality we are only allowed to give results personally to the patient concerned.

2. Standards Of Care

It is our intention to carry out audits and patient satisfaction surveys and monitor and evaluate our service. All Doctors and staff participate in appropriate training and continuing education.

3. Availability

You will be able to see a Doctor within two working days. In an emergency you will be able to see a GP the same day. Appointments are available with a Practice Nurse without first seeing a Doctor. We will try and see you within 30 minutes of your appointment time. However, our work is unpredictable; you will be offered an explanation when we cannot do this. We will visit you at home if you are too ill or infirm to be brought to the surgery. Please phone on 01926 425436 prior to 10.30am whenever possible. A Doctor will give you advice, see you at the surgery or visit you outside normal surgery hours for emergencies if the Doctor assesses that this is necessary.

4. Telephones

During working hours we will endeavour to answer the phone as soon as possible. However, delays may occur during busy surgery times.

5. Medication

We will explain the likely effects of any drugs and review your long term medical needs at agreed times. If you require repeat prescriptions, please give 48 hours' notice.

6. Complaints and Suggestions

If you have any comments, complaints or compliments about any aspect of the Practice please contact our Practice Manager or one of the Doctors. Complaints will be handled according to our established procedure, a copy of which is available at the reception desk.

Please Help Us To Achieve Our Standards

1. Please be courteous and polite when dealing with members of the Practice team.
2. Please make routine appointments well in advance wherever possible
3. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot attend so that your appointment can be offered to someone else.
4. Phone lines are very busy in the morning. It is easier to get through between 11.00am to 12.30pm and 2.00 to 2.30pm. Please use the correct phone number.

REPEAT PRESCRIPTIONS

Please use your computer repeat prescription list. Tick only the items you require and send it to us.

You can register for on-line services, and request your repeat prescription on-line.

Allow 2 working days for preparation. Include a stamped addressed envelope if you would like us to post it back to you. Electronic Prescribing (EPS) is available, with prescriptions being sent directly to your nominated pharmacy.

TEST RESULTS

You may phone for results after 10.00 am but please remember the following points

- 1) Results will only be given to the specific patient to whom they apply. In the interest of confidentiality please be prepared to identify yourself
- 2) Please do not phone for results for friends/relatives without prior arrangement (written consent may be required)

HOW TO REGISTER

The practice only accepts new patients whose permanent residence is an address within our catchment area (see map)

Prospective patients need to complete a New Patient Questionnaire and a GMS 1 form. These are provided in the surgery and can be completed either in the surgery or at home.

You will be asked to supply your NHS Number and a valid form of Photo ID e.g. Passport, Driving Licence, plus proof of address.

We also accept Online Pre-Registration if you have an existing NHS number. Visit www.lislecourt.co.uk for details. You will be required to bring ID and complete a new patient questionnaire when you first visit the surgery.

All patients will be allocated a named GP.

You will need an appointment with the nurse if you have a chronic condition such as diabetes, hypertension or asthma, or you are on repeat medication.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. No abuse of GPs, staff or other patients, be it verbally, physically or in any threatening manner whatsoever is acceptable. In extreme cases we may summon the police to remove offenders from surgery premises. The Doctors have the right to ask for patients to be removed from the practice list.

CLINICS PROVIDED AT THIS SURGERY

- BLOOD TESTS** When requested by a Doctor, please book an appointment with one of our trained Phlebotomists. Samples are taken most mornings.
- SMEAR TESTS** These are carried out by our Nurses and Dr Banerjee (female Dr), whom are all skilled at this procedure, by appointment.
- HEALTH PROMOTION** It is important for patients with diabetes, asthma and heart conditions to be seen regularly so their condition can be monitored. A reminder will be sent to you when your check is due.
- MINOR SURGERY** Minor operations can be undertaken in our treatment room. Please discuss with your doctor who will then arrange for you to be given an appointment
- STOP SMOKING** Please book an appointment with the Nurse responsible for Smoking Cessation, or with the Health Care Assistant
- FAMILY PLANNING** A comprehensive contraception service is provided by all of the Doctors and by the Nurses, by appointment.
- PREGNANCY** Antenatal Care is shared between the Midwife and the Doctors. The Midwife is in the surgery on Tuesday mornings.
- CHILD HEALTH SURVEILLANCE**
Child Health Surveillance (baby checking) is carried out by appointment with the Doctors.
- CHILD HEALTH & IMMUNISATION**
This is provided by the Practice Nurse by appointment
- ADULT/TRAVEL VACCINATIONS**
Please book an appointment with the Nurse at least 8 weeks before you travel.
- NHS HEALTH CHECKS** For patients aged 40-74 years with no chronic diseases
- OVER 75s CHECKS** A full MOT with the nurse and signposting to additional services if required
- CHAPERONE** This Practice has a Chaperone Policy (available on request). If you would like a Chaperone present during your consultation, please advise the receptionist when booking your appointment or checking in.

NHS DIRECT

Call NHS Direct on 111 – for free expert NHS health advice and information 24 hours a day (calls are free from both landlines and mobiles) Or log onto www.nhsdirect.nhs.uk

LOCAL NHS SERVICES

Coventry NHS Walk in Centre

Stoney Stanton Road,
Coventry,
CV1 4FH

Telephone: 0300 200 0060

Information - The centre is open seven days a week Monday-Friday 8:00 to 22:00, including Weekends and Bank Holidays 07:00 to 22:00

Warwick Hospital (including Accident & Emergency Unit)

Lakin Road
Warwick
CV34 5BW

Telephone 01926 495321

USEFUL NUMBERS

Citizens Advice Bureau, Leamington Spa	01926 457900
The Recovery Partnership, Leamington Spa (Alcohol Advice, Drugs Advice)	01926 885000
CRUSE - Bereavement Care, Leamington Spa	0845 090 8044
Department of Social Services, Warwick	01926 410410
Registrar – Births and Deaths, Leamington Spa	01926 428807
Age UK	01926 458100
RELATE (Marriage Guidance), Warwick	01926 403340