

BROSELEY MEDICAL CENTRE

Bridgnorth Road, Broseley, Shropshire TF12 5EL

Telephone: (01952) 882854 (4 lines)

www.broseleymedicalpractice.co.uk

Dr M Babu

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Dr J D Bhageerutti

(male) MBChB Birmingham 1972

Dr R J Fair

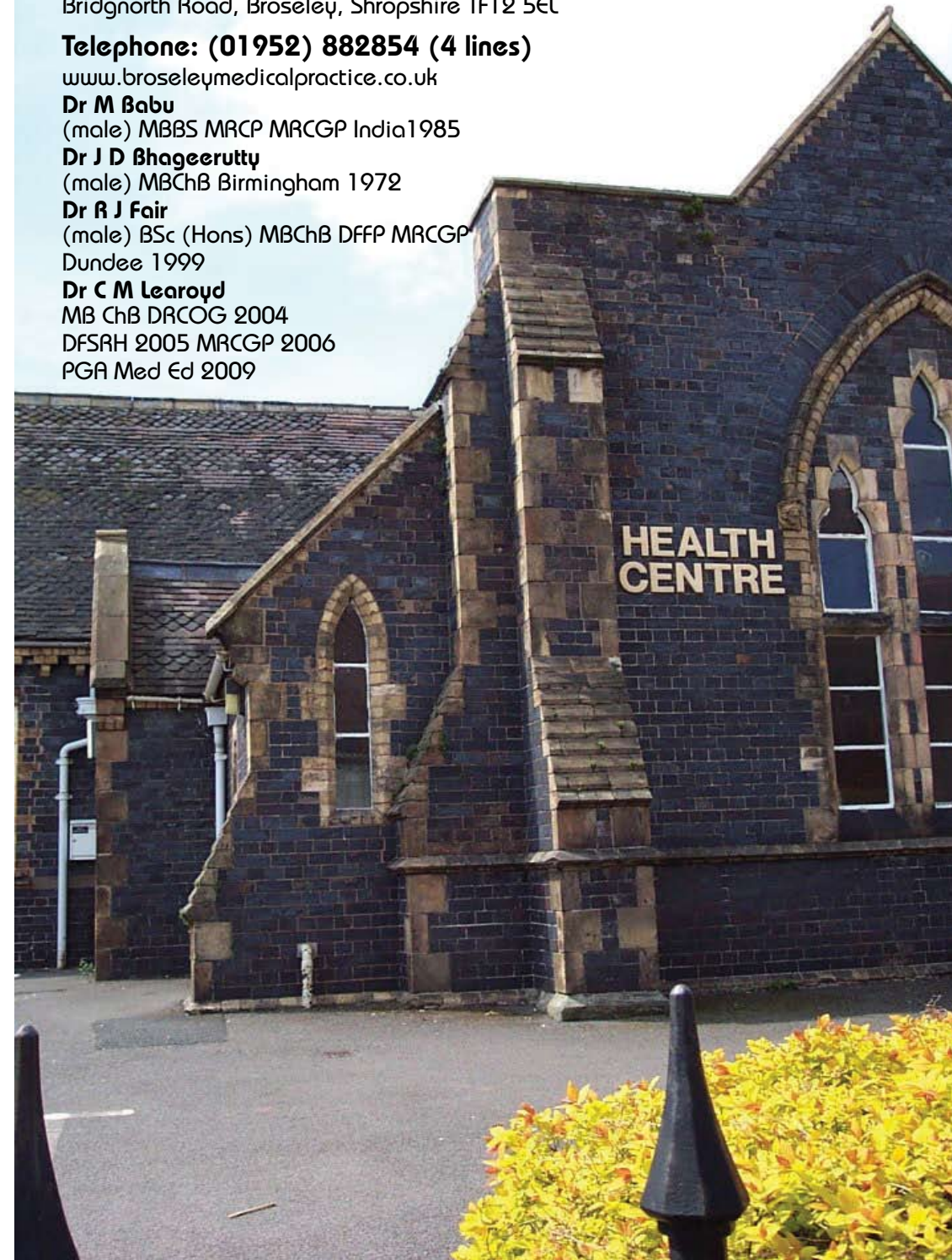
(male) BSc (Hons) MBChB DFFP MRCGP
Dundee 1999

Dr C M Learoyd

MB ChB DRCOG 2004

DFSRH 2005 MRCGP 2006

PGA Med Ed 2009



WELCOME

To The Broseley Medical Centre

PRACTICE MANAGER ● ● ● ● ●

Mrs Christine Smith oversees the day-to-day administration and smooth running of the Practice.

NURSE PRACTITIONER ● ● ● ● ●

Mrs Paula Hendrick BSc (Hons) in clinical practice

PRACTICE NURSES ● ● ● ● ●

Mrs Helen Workman RGN

Miss Zoe Williams EN

HEALTH CARE ASSISTANT ● ● ● ● ●

Takes bloods and blood pressure readings.

ADMINISTRATION STAFF ● ● ● ● ●

Miss Julia Foster Secretary

The Practice also employs receptionists and secretaries to deal with your enquiries.

SURGERY OPENING HOURS ● ● ● ● ●

8.00am - 1.00pm and 2.00 - 6.00pm Monday to Friday

ALL SURGERIES ARE BY APPOINTMENT ONLY.

WE DO NOT OPERATE A WALK-IN SERVICE.

BOOKING AN APPOINTMENT ● ● ● ● ●

Appointments can be made during weekday surgery hours by telephone or in person. For the appointment system to work efficiently please arrive on time, remember to book in at reception and always inform us in advance if you are unable to keep your appointment. You should be seen at or close to your appointment time in all but exceptional circumstances. If you are not sure whether you should see a doctor, nurse, health visitor or midwife, the reception staff will be happy to advise you.

In addition, registered patients aged 16-75 who have not been seen for three years and those over 75 who have not been seen in the previous 12 months may request a consultation.

Click to: www.broseleymedicalpractice.co.uk for latest practice information

Northwood & Sons FUNERAL DIRECTORS

*Family business
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TF13 6AE

Telephone: 01952 727248

Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Everything your family and friends thought about a loved one is expressed on that day. When someone dies it comes as a great shock. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what you should do next

You will need to collect the doctor's certificate as to cause of death and meet with the local registrar.

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week.

Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

Advertising Feature

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51 New Street, Wellington
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www.specsavers.co.uk

Spare Keys

NEVER leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit.

Don't make it easy for the burglar.

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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looking for your kind
of service.



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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

URGENT/EMERGENCY ● ● ● ● ●

Provision is made during morning surgery for patients who are **TOO ILL** to wait until the next available appointment. The receptionist will take the details, including a brief description of why you feel you cannot wait until the first available appointment. Someone will contact you to offer advice or give a time for you to be seen at the surgery. **Please do not request an emergency appointment unless it is absolutely necessary.**

HOME VISITS ● ● ● ● ●

Please do not ask for a home visit unless you are **HOUSEBOUND** or are **TOO ILL** to attend surgery. Requests should be made before 10.30am please.

Remember a doctor can see five patients in surgery during the time it takes to do one visit. **LACK OF TRANSPORT IS NOT A REASON FOR A HOME VISIT.**

OUT-OF-HOURS SERVICES ● ● ● ● ●

On weekdays between 6.00pm and 8.00am, and from 6.00pm on Friday night until 8.00am Monday morning and throughout bank holidays, urgent medical care is commissioned by Shropshire County Primary Care Trust.

Emergency telephone: 08444 06 8888.

Other sources of medical help or advice can be obtained from:

NHS Direct, telephone: 0845 4647.

NHS Direct Online at <http://www.nhsdirect.nhs.uk>

COMPLAINTS, COMMENTS, SUGGESTIONS AND COMPLIMENTS ● ● ● ● ●

We would like you to tell us about the service you receive at this Practice. The Practice complaints manager is Dr J D Bhageerutty, who will be pleased to hear from you verbally or in writing. If you feel you cannot speak with us directly you may seek help from the complaints manager at Shropshire County, Telford & Wrekin Primary Care Trust (01952 265163).

STAFF PROTECTION ● ● ● ● ●

The National Health Service has a zero tolerance policy towards violent, threatening and abusive behaviour.

Staff in this Practice have the right to carry out their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right. If you do not respect the right of our staff, the police may be informed and arrangements will be made for you to be removed from our Practice list.

SICK NOTES ● ● ● ● ●

Patients are responsible for self-certification for the first seven days of illness using form SC1 (self/unemployed) or SC2 (employed) available from the surgery. Thereafter certificates are obtained by making an appointment with your doctor. There may be a charge for a private sick note.

REPEAT PRESCRIPTIONS ● ● ● ● ●

Please help us to help you by following the steps listed below:

- Always use the tear-off slip from your prescription to order your repeat medicines; **we do not take requests over the telephone.**
- Please tick the relevant boxes to request the medicines you need this time and post it in the box provided at the front of the surgery (available 24 hours a day) or via our website www.broseleymedicalpractice.co.uk

You can now order your repeat prescriptions online. Please enquire at reception how to register for this service.

Please do not stockpile medicines; only tick the items you need this time. Medicines not ordered will not be deleted from your list and will be there ready for next time.

- Please allow at least two working days for your prescription to be processed.

You can either collect your medication from the chemist or your prescription from the surgery by prior arrangement allowing at least two working days for processing.

Please contact reception to make an appointment if your tear-off slip states that a "medication review" is due.

RESULTS OF MEDICAL TESTS ● ● ● ● ●

These may be obtained by ringing 882854 after 2.30pm. The receptionist will either advise you of the result or ask you to make an appointment to discuss the results with your doctor. It is Practice policy only to give results to the patient who had the tests done.

DISABLED ACCESS ● ● ● ● ●

Car parking spaces are set aside for disabled use. We have wheelchair access and toilet facilities for the disabled.

CHANGE OF PERSONAL DETAILS ● ● ● ● ●

Please advise reception if you change your name, address or telephone number.

Click to: www.broseleymedicalpractice.co.uk for latest practice information

CLINICS (BY APPOINTMENT ONLY) ● ● ● ● ●

WELL WOMAN - WELL MAN

CHILD HEALTH SURVEILLANCE

CHILDHOOD IMMUNISATION

HELP TO QUIT SMOKING

DIABETIC - DIABETIC FOOT SCREENING

ASTHMA - COPD

CORONARY HEART DISEASE

FLU VACCINATIONS

TRAVEL VACCINATIONS

The Following Services Are Also Available:

COUNSELLING by referral via your GP or other health care professional.

IMPACT (Alcohol Abuse Counselling) - details available from reception.

CITIZENS ADVICE BUREAU drop-in clinic on Tuesdays 9.30 to 11.30am. By prior appointment Friday mornings 9.30 to 11.30am for completion of forms etc and SPECIALIST DEBT COUNSELLING Friday afternoons by referral from the CAB.

CHILD HEALTH CLINIC ● ● ● ● ●

Health Visitors Thursday 10.00am - 12 noon

ANTENATAL CLINICS ● ● ● ● ●

Midwives Alternate Mondays 2.00 - 4.00pm

POSTNATAL GROUP ● ● ● ● ●

Contact the health visitor for details.

PHYSIOTHERAPY ● ● ● ● ●

By appointment only, following referral by your GP/consultant.

For 24 hour information click to: www.broseleymedicalpractice.co.uk

TO REGISTER AS A PATIENT ● ● ● ● ●

You will be asked to complete a registration form and to make an appointment for a new patient medical. Although you will be registered with the Practice you do have the right to express a preference as to which Practitioner you wish to see. The receptionist should ask you if you have any preference at the time of registration. Whilst the Practice will try to comply with your preference, it may not always be possible in which case you will be offered an explanation.

PRACTICE AREA ● ● ● ● ●

The Practice covers Broseley, Jackfield and the outlying area. We are bordered by Ironbridge, Much Wenlock, Bridgnorth and Sutton Hill Medical Practices.

PRIMARY CARE TRUST ● ● ● ● ●

The Practice is part of the Shropshire County NHS Primary Care Trust, William Farr House, Mytton Oak Road, Shrewsbury, Shropshire SY3 8XL. Tel: 01743 261300.

SERVICES ● ● ● ● ●

A contract to provide general medical services is held with the Shropshire County NHS Primary Care Trust. Services are available from 8.00 am to 6.00 pm.

Core Services

- * General management of medical conditions
- * Health promotion advice
- * Emergency care if appropriate
- * Referral to other services, if appropriate
- * Urgently required care for temporary residents

Additional Services

- * Cervical screening
- * Contraceptive services
- * Vaccinations and immunisations
- * Child health surveillance
- * Maternity services

Enhanced Services

- * Childhood immunisations
- * Anticoagulation testing
- * Minor surgery
- * Influenza vaccinations - aged over 65 and at risk groups
- * Intra-uterine device fitting
- * Minor injuries
- * Near patient testing
- * Pneumococcal vaccinations

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PATIENTS' RIGHTS AND RESPONSIBILITIES ● ● ● ● ●

You have a right to expect a high standard of medical care from our Practice; we will try to provide the very best care possible within the resources available.

In order to assist us to provide a high standard of care we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep booked appointments and follow the medical advice given. We do not operate a walk-in service. If you no longer need an appointment already booked, please let us know so that the appointment can be given to someone else.

Very occasionally, a patient/Practice relationship breaks down completely. If this does happen the patient may choose to register with a different Practice. The Practice also has the right to remove a patient from its list.

PROTECTION AND USE OF YOUR INFORMATION -

YOUR RECORDS ARE SAFE WITH US ● ● ● ● ●

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

We ask for information about yourself so that you can receive the best possible care and treatment. We will not use or tell others any confidential information obtained during a consultation, for any purpose other than your clinical care.

The only exceptions are:

- a) With the written consent of the patient, eg for the completion of an insurance form.
- b) If the law requires it, eg notification of certain illnesses.
- c) If there is an overriding duty to society.

ACCESS TO PATIENT INFORMATION ● ● ● ● ●

Confidential patient data may be required for the broader purpose of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and will be anonymised whenever possible prior to disclosure.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

You are entitled to register an objection, which will be respected if this is possible.

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.

For 24 hour information click to: www.broseleymedicalpractice.co.uk

TRANSPORT ● ● ● ● ●

Do you have problems getting to medical appointments? If so, there are approved volunteer driver schemes that may be able to help you.

Hospital Appointments

This service is free but you must meet the strict criteria for eligibility. Ask the receptionist, or whoever makes the appointment for you, if you can have a hospital car. If you are not eligible for a hospital car but have no-one to take you and you cannot use the bus, then your local community car scheme might help.

Other Medical Appointments

If you have no alternative transport, your local community car scheme can take you to the surgery, dentist, optician etc. Please try to give 48 hours' notice. There is a charge for this service, which goes towards the driver's expenses.

The Friendly Bus can transport you (and your wheelchair, if you have one). The Friendly Bus brings people into Broseley (including to the surgery) every Thursday morning. There is a small charge. To book a car or minibus, for further details or for information about taxis and local bus times, ring The Friendly Transport Service on 01952 881145 or call in at the Friendly Bus Shop, 57 High Street, Broseley.

USEFUL TELEPHONE NUMBERS ● ● ● ● ●

Telford Hospital.....	01952 641222
Bridgnorth Hospital.....	01746 762641
Royal Shrewsbury Hospital.....	01743 261000
Oswestry Orthopaedic	01691 655311
New Cross, Wolverhampton	01902 307999
Registrar	01746 762589
Health Visitor.....	01746 711946
District Nurses.....	01952 728254
Physiotherapy	01952 882854
Chiropody	01743 492254
Shropshire County NHS Primary Care Trust.....	01743 277500

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NOTES ● ● ● ● ●

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PRACTICE AREA MAP ● ● ● ● ●

