

Whitehall Medical Practice



GP Partners

Dr. Ashok Korla, MB ChB (Leeds 1991)

Dr. Roy Marchant, BSc (Hons) MB ChB (Warwick 2006) DCH DRCOG

Morton Gardens, Rugby, Warwickshire CV21 3AQ

Telephone : 01788 542212

(Lines closed 1pm – 2pm Mon-Fri)

Website: www.whitehallmed.co.uk

Enquiries/Non-urgent Appointments: eConsult accessed via NHS App or our website

www.whitehallmed.co.uk

Prescriptions: prescriptionswmp@nhs.net

Opening hours : Monday to Friday 8.30am until 6pm

Management Team:

Practice Manager – Ms Wendy Jennings

Reception Manager – Mrs Sue Connelly

The surgery is open Monday to Friday 8.30am – 6.00pm and for extended hours appointments on Monday 6.30pm – 8.30pm. The telephone is often busy early in the morning; therefore if your call is not for an appointment, please call later in the day. Patients are seen by appointment only.

APPOINTMENTS

URGENT MESSAGE REGARDING COVID-19 (CORONAVIRUS): CHANGE TO APPOINTMENTS & ADVICE

CHANGE TO APPOINTMENTS

Further to the initial guidance for Coronavirus (COVID-19) the practice will continue to provide a digital/telephone triage first based system. This is to also ensure we continue to reduce the risk of transmission and maintain a safe environment for all patients and staff associated with the practices.

From Tuesday 12th May, we will be offering eConsult which can be accessed via downloading the NHS APP or by visiting our website and clicking on the banner. This means patients will either complete an eConsult or telephone the practice with a medical problem. If the clinician feels the problem can be dealt with via eConsult/telephone then appropriate treatment will be offered. If the problem you have needs additional face to face assessment an appointment will be offered to you by that clinician and you will be asked to come to the surgery. You can also use eConsult for Administration queries such as reordering your Fit Note or for other enquiries.

If you wish to make a routine appointment for a matter unrelated to Coronavirus

PLEASE REFRAIN FROM GOING TO YOUR GP PRACTICE TO MAKE AN APPOINTMENT IN PERSON

- DO contact the GP Surgery via eConsult or telephone. The reception teams and clinical assessment team will be asking patients a set of questions prior to making appointments to ensure patients are directed to the appropriate healthcare professional or service.
- FOR FACE-TO-FACE CONSULTATIONS will only be offered if the clinician feels this is necessary for your clinical management. You should contact the practice via eConsult or telephone to obtain advice for your medical problem.
- FOR ONLINE ACCESS TO HEALTH RECORDS AND ONLINE PRESCRIPTION REQUESTS, please download the NHS APP in order to view your record and order repeat medication.

Finally, please ensure your Practice has up to date contact details for you, including mobile telephone numbers and email addresses where available, for clinical staff and reception teams to be able to contact you urgently if needed.

We understand that this may cause you some difficulties, and thank you for your understanding during this challenging time.

HOME VISITS

If you are too ill to attend surgery then please telephone **01788 542212** before 11.30am. State clearly the name and address of the patient and provide a brief description of the symptoms. This helps the doctor to decide the urgency of the call and plan the visit list. Your visit may be undertaken by a Paramedic Practitioner who will be able to make a full assessment and advise on further treatment.

WHEN THE PRACTICE IS CLOSED

For life threatening emergencies please dial 999

- **For urgent medical help:** use the NHS 111 online service – call 111 if you need urgent help for a child under 5 or you cannot get help online.
- **For urgent dental treatment:** call your dentist or use the NHS 111 online service if you cannot contact your dentist or you do not have one.

EMERGENCY DEPARTMENT (A&E) SERVICES

PLEASE USE NHS SERVICES CORRECTLY, A&E IS FOR GENUINE ACCIDENT AND EMERGENCIES ONLY.

The nearest Emergency Department information is as follows:-

CORONAVIRUS

EMERGENCY SERVICES



IN ORDER TO FREE UP VITAL RESOURCES AND TO HELP PROTECT OUR PATIENTS, VISITORS AND STAFF, THE FOLLOWING SERVICE UPDATES HAVE NOW COME INTO EFFECT.



The Emergency Department at University Hospital Coventry is no longer treating minor injuries or illness in adults (aged 16 and over).

Coventry Urgent Treatment Centre (CV1 4FS) and Rugby Urgent Treatment Centre (CV22 5PX) will provide these essential services to the community.

Patients attending University Hospital with minor injuries or illness will be re-directed to these facilities.

All other emergency services at University Hospital, including the Children's Emergency Department (ages 0 to 15), will be operating as normal.

If you have difficulty accessing NHS services you may contact the Patient Advice and Liaison Service (PALS) on 0800 389 8391.

YOUR LOCAL PHARMACY

Your local pharmacy can give you advice on minor ailments, such as hay fever, allergies, coughs & colds. All pharmacies have a qualified pharmacist on duty and some even have consulting rooms to ensure your privacy is maintained. By using your local pharmacy for minor ailments you could save yourself time and anxiety.

REPEAT PRESCRIPTIONS

Due to Coronavirus (COVID-19) we are only accepting prescription requests via NHS App, email or post. You may still post your request into our letterbox located to the left hand side of the front doors.

The request can be sent to us via the following methods:

- Via the NHS App
- Online via our website www.whitehallmed.co.uk
- By email to prescriptionswmp@nhs.net
- Post the slip via mail or post through our letterbox

Please allow two working days to process your request excluding weekends and bank holidays. Your prescription will be available from 4pm on the day of collection.

Please make sure you have enough medication to cover you over weekends and bank holidays. Should you run out **DO NOT** go to the A&E or Out of Hours. The Out of Hours Service **WILL NOT** supply medication if you run out. Please go to your usual pharmacy and they may give you sufficient supplies to see you through. They may charge you for this.

RESULTS OF INVESTIGATIONS

Please telephone after 11.00am for the results of tests, x-rays etc. To protect the patient's confidentiality results will only be given by telephone to the actual patient concerned. Please check that your results are back before attending for any follow up appointment.

REGISTERING AS A NEW PATIENT

If you wish to register at the Practice and are within the practice boundary, please download a GMS1 registration form from our website www.whitehallmed.co.uk

You will be asked to complete the registration form and a patient questionnaire. **You will need to provide photographic ID and confirmation of your address to register.** These can be scanned or photographed and emailed to rwmp@nhs.net.

This practice does not discriminate on the grounds of: race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

TEMPORARY RESIDENT

If you are on holiday or staying in the area for less than three months we can register you as a temporary resident. Please telephone reception for more information.

TREATING OVERSEAS VISITORS

If you are not ordinarily resident in the UK, you may be seen if your problem is urgent and will not wait until you return to your country.

ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records; if you wish to view your medical records please either download the NHS App <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> which will provide you with details of your medical record or download a form from our website www.whitehallmed.co.uk. We will need to have proof of your identity before sharing any information. This can be scanned or photographed and emailed to rwmp@nhs.net.

ARE YOU A CARER?

If you are for someone who is frail or has a disability, please let us know. We may be able to help you and there is a wealth of information on the NHS Choices website at www.nhs.uk/CarersDirect/Pages/CarersDirectHome.aspx

MEDICATION REVIEWS

In order to safeguard your wellbeing it is necessary for the doctors to review your medication with you regularly. If you are coming to see your GP or attending for a chronic disease health check i.e. diabetes then your medication will be reviewed then. Otherwise they may want to talk to you on the telephone or face to face. If you do not attend for a regular review it may delay the issuing of your repeat prescription.

DOCTORS DIGITAL/TELEPHONE ASSESSMENT

You may not need to see the Doctor face to face, on these occasions a message can be sent to your usual Clinician via eConsult, email or telephone to reception. The Clinician will then contact you at some point during the day. If the Clinician needs to examine you they will make you an appointment to come in or may ask the Receptionist to contact you with an appointment. Please ensure you give the receptionist an up to date telephone/mobile number that you can be contacted on when making your request.

NHS HEALTH CHECKS

These are for adults aged between 40 and 74 without a pre-existing condition. A little like a Health MOT. It checks your circulatory and vascular health, helping to prevent diabetes, heart disease, kidney disease, stroke and dementia.

CERVICAL CYTOLOGY (SMEAR) TEST

Regular screening of women aged 25 – 64 years is recommended to prevent cervical cancer. The test is simple and painless, and can be carried out in the surgery by a Practice Nurse. If you have not had a test in the last 3-5 years please discuss this with your GP or nurse during your next appointment.

SMOKING CESSATION SERVICE

If you would like to give up smoking, please book first smoking cessation appointment by telephone to reception. The **NHS Smoking Helpline** number is 0800 0076653 or visit the **Smokefree Warwickshire** website <http://www.warwickshire.gov.uk/smokefree>

RECEPTION AND ADMINISTRATION TEAM

Our reception/administration team does a fantastic job in keeping the practice running smoothly and looking after the interests of our patients. The phones and reception desk can be very busy especially for the first two hours of the day from 8.30am. If you have to wait we would welcome your patience.

NURSING TEAM

Nurse Practitioners: Rachel Tate, Anna Blagg, Yvonne White & Steve Mullen
Can diagnose and prescribe for acute illness.

Practice Nurses: Jackie Cuschieri, Rebecca Warwick & Jayne Ogden
Healthcare Practitioner: Caroline Turner

Our nursing team work alongside the doctors treating chronic illness such as diabetes, COPD and asthma. Our nurses also carry out travel injections, smears, childhood injections, dressing, removal of sutures, ear syringing, smoking cessation advice and weight management advice.

MINOR SURGERY – JOINT INJECTIONS

Some of our Doctors are qualified to carry out joint injections to the heel, knee, elbow, shoulder and in some cases trigger finger. To make an enquiry please contact reception.

OCCUPATIONAL HEALTH

Dr Korias carries out medical examinations for occupational health purposes. If you need a medical for driving etc. please contact reception to leave a message for Dr Korias who will contact you back to arrange a suitable appointment.

TRAVEL CLINICS

The nurses offer a travel immunisation and health advice service. Please contact the surgery in plenty of time as some treatment can take a while to become effective.

MATERNITY CARE

The health visitor team and the Community Midwife offer all aspects of care during and after pregnancy. The midwife holds clinics in the practice every Monday, Tuesday and Wednesday.

HEALTH VISITORS

The Health Visitors can be contacted via The Orchard Centre on **01788 555145, 555146 or 555147.**

DISTRICT NURSES

We have District Nurses attached to the practice who provide nursing care for patients confined to their homes. They can be contacted on **0845 608 0275.**

DOCTORS IN TRAINING AND MEDICAL STUDENTS

The practice is keen to encourage the next generation of GPs in their education. We have Registrars (Trainee GPs) with us at the practice; they are generally here for one year so you will become familiar with them. Foundation Year Doctors (F2) will be with us for 4 month blocks. They work under the supervision of one of the GPs and are qualified Doctors. We also have medical students, some may have their own supervised surgery sessions and others who are more junior will just observe GPs. If you do not wish to have a medical student observing your consultation please advise the receptionist.

PRACTICE THERAPIST

Ian Davies is the Practice Therapist working in the practice daily. Ian works as part of the IAPT Service and offers counselling and therapy. You may be referred to the Practice Therapist following discussion with your Doctor. If you are feeling anxious, down or not coping you can also access the Big White Wall which is a safe online community at www.bigwhitewall.com

PHYSIOTHERAPY

There are two physiotherapists working in the practice weekly on Thursday and Friday. You may be referred to a physiotherapist following discussion with your GP.

FIT NOTES (Previously called Sick Notes)

A Doctor's note is not needed for the first seven days of illness. Self-certification forms are available from your employer or via the following link from the Gov.UK website:

<https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2>

If you require a fit note after this you will need to contact us via eConsult or telephone to make request if you have not been seen by a Doctor already. If you have already been assessed by a Clinician the Fit Note may be issued without a further appointment.

PRIVATE MEDICAL CERTIFICATES & EXAMINATIONS

Please note that fees are payable for non-NHS services. This includes non-clinical letters and medical reports for example.

USING OUR ONLINE SERVICES

Patients can now register to access some services via our website or by downloading the NHS App. By registering you are able to do the following:

- Consult with one of our Clinicians online
- Order repeat prescriptions
- Make telephone consultation appointments
- Cancel appointments
- Update your details
- View your medical summary

Once you have downloaded the NHS App, follow the instructions. Once you have been approved you will have full access to all available online services. Please visit www.whitehallmed.co.uk to be linked to the NHS App or visit <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> or search for the NHS App on the App Store for iPhone or Google Play for Android.

If you experience any difficulties please contact reception for assistance.

ZERO TOLERANCE POLICY

For the safety and benefit of patients and staff, the Whitehall Medical Practice 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 and may be asked to leave the list. In cases of violent behaviour it is our policy to call the Police. Please treat doctors, nurses and reception staff with the same standards of courtesy and respect that you would expect to receive. We will not tolerate rudeness or abuse of any kind.

HELP US TO HELP YOU

Please remember:

- Telephone lines and the Surgery may be very busy. To save time on the telephone please use our eConsult service. All eConsults are picked up the same day if received before 2.30pm (excluding weekends).
- If you are unhappy with any aspect of the service you receive from any member of the Surgery team please email the Reception Manager or Practice Manager via rwmp@nhs.net. They will discuss your concerns with you and explain the complaints procedure. Your feedback is always valued whether it is good or bad.

RIGHTS AND RESPONSIBILITIES

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment.

HOW WE USE YOUR MEDICAL RECORDS

- **This practice handles medical records in line with laws on data protection and confidentiality**
- **We share medical records with those who are involved in providing you with care and treatment**
- **In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill**
- **We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe**
- **You have the right to be given a copy of your medical records**
- **You have the right to object to your medical records being shared with those who provide you with care**
- **You have the right to object to your information being used for medical research and to plan health services**
- **You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the web site or speak to a member of staff about your rights**

Call recording

All incoming and outgoing telephone calls are recorded for monitoring and training purposes.

Data Sharing in the NHS

There are a number of schemes and services that run both nationally and locally within the NHS. The overall aims of the schemes and services are all very similar; they focus on improving your safety as a patient, improving your access to care and giving you a more satisfying experience overall.

It is important that you understand how each of these services will use your information to benefit the care you receive within the NHS. It is also important that you understand that taking part in any of these schemes is completely your choice—if you would like to opt out of any of the schemes at any point you can let us know at the surgery and we will make sure your preference is set in the right way.

The following pages detail each of these schemes, but more information is available in the following places:

Summary Care Record:

- **Phone the Summary Care Record Information Line on 0300 123 3020**
- **Visit www.nhscarerecords.nhs.uk**

CONFIDENTIALITY

The NHS is dedicated to protecting your information. Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people.

Information is recorded, either on paper or in computer files. However, it is all treated with the same strictly controlled confidential care.

We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data, to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

The Law strictly controls the sharing of some types of very sensitive personal information.

We are continually reviewing ways in which confidentially improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers.

Your information may be shared with other healthcare professionals to ensure continuity of care. If you do not wish for your data to be shared in this way please notify reception or your GP. We recommend that you discuss your decision with the GP beforehand.

COMPLAINTS

If you have a concern or complaint, you should email the Practice Manager or the Reception Manager. We appreciate patient feedback on all the services we provide, and if there are any problems we operate an in-house complaints procedure.

If you remain dissatisfied with the response to your complaint you have the right to ask the NHS Commission Board who is the commissioner (or purchaser) of Primary Care i.e. GPs, dentists, opticians, pharmacy and some specialised services. You can contact them at:

NHS England

PO Box 16738

Redditch

B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net. Please state: 'For the attention of the complaints team' in the subject line.

Website: www.england.nhs.uk/contact-us/complaint

INDEPENDENT ADVOCACY

Healthwatch Warwickshire will be able to assist people living in Warwickshire, including people who live in Rugby. You can contact them at:

Healthwatch Warwickshire

4-6 Clement Street

Leamington Spa

CV31 2DL

Telephone: 01926 422 823

Email: info@healthwatchwarwickshire.co.uk

Website: www.healthwatchwarwickshire.co.uk

Or visit your local Warwickshire Citizens' Advice Bureau.

HOW HAVE WE DONE TODAY—FRIENDS AND FAMILY TEST

We are always pleased to have your feedback—good and bad as feedback helps us to improve. Please select the **'Have your say'** tab on our website then select **'Friends & Family Test'** to let us know how we have done in providing your care or care to a family member or friend.

GEOGRAPHICAL BOUNDARIES

The Whitehall Medical Practice is in a purpose built modern surgery that offers access for the disabled and parking facilities. The surgery also has disabled toilet facilities. Services are available to Rugby residents who live in Rugby area.

The Practice Area also covers the following villages:

Barby	Kilsby
Churchover	Lawford Heath
Crick	Long Lawford
Draycote	Newbold
Dunchurch	Shawell
Harborough Magna	Thurlaston

Using the On-Line Services that we provide via our website will reduce the number of journeys that you may need to make to the surgery.

Please look on the website or ask at reception for information about how to register for on-line access at www.whitehallmed.co.uk