

# LAPWORTH SURGERY



**Old Warwick Road  
Lapworth  
Solihull  
West Midlands B94 6LH**

**Tel: (01564) 783983 for Appointments**

**Tel: (01564) 783983 for Emergencies, visits & enquiries**

**Dr Gareth Rowland, MB BS, MRCP, MRCGP**

**Qualified London 1998 (Male) Principal**

**Dr Caron Bates, BM BS, MRCGP**

**Qualified Nottingham 2002 (Female) Principal**

**Dr James Sutton, MB Chb, DRCOG, MRCGP**

**Qualified Leicester 1994**

**[www.lapworthsurgery.co.uk](http://www.lapworthsurgery.co.uk)**

**Welcome to Lapworth Surgery. We hope this leaflet will help to explain about our Practice and the services available.**

## Our Surgery Staff

- **Specialist Practice Nurse – Jane Lobban**

Available by appointment all day Mon & Weds & Fri mornings.

Jane is also able to prescribe medication

- **Practice Manager – Julie Briney**

Available Monday, Tuesday, Wednesday & Friday 8.30am to 5.00pm should you have any matters you wish to raise with her? Julie is responsible for the administration and management of the practice.

- **HCA – Sandra**

Available by appointment

- **Receptionists – Corinne, Caroline, Ros, Janine & Laura**

- **Dispenser – Emily & Sandra**

- **Phlebotomist – Janine**

Available Thursday morning 9.30am to 11.30am

- **Secretary - Sally**

Available Wednesday and Friday Mornings

## Attached staff

- **Warwickshire Patients**

District Nurses  01926 600 828

Health Visitor  01789412 995 ext 5927

Midwife  01926 600 040

- **Solihull Patients**

District Nurses  0121 717 4333

## Access for disabled people

A ramp, automatic front door and disabled toilet are provided.

## Suggestions and complaints

If you have any suggestions, please feel free to make them in person or by writing to the Practice Manager, Ms Julie Briney, or one of the doctors.

- Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure that meets NHS criteria. A patient information leaflet is available on request at reception.

If you feel you have a problem with the NHS that you are finding difficult to resolve there are two services available to you:

PALS (Patient Advice and Liaison Services) are able to offer confidential advice, support and assistance in resolving problems and concerns quickly. The Service can explain the complaints procedure and how to get in touch with someone who can help. To contact PALS telephone 0800 212 445 (Freephone), 024 7653 6804, Email: [pals@covwarkpt.nhs.uk](mailto:pals@covwarkpt.nhs.uk) or visit [www.covwarkpt.nhs.uk/PALS](http://www.covwarkpt.nhs.uk/PALS).

The Care Quality Commission (CQC) is responsible for checking whether Hospitals, Care Homes and Care Services are meeting national standards. From April 2013 GP practices will be required to register with the CQC. If you have a concern about your care the CQC can be contacted on:

Telephone: 0300 616161

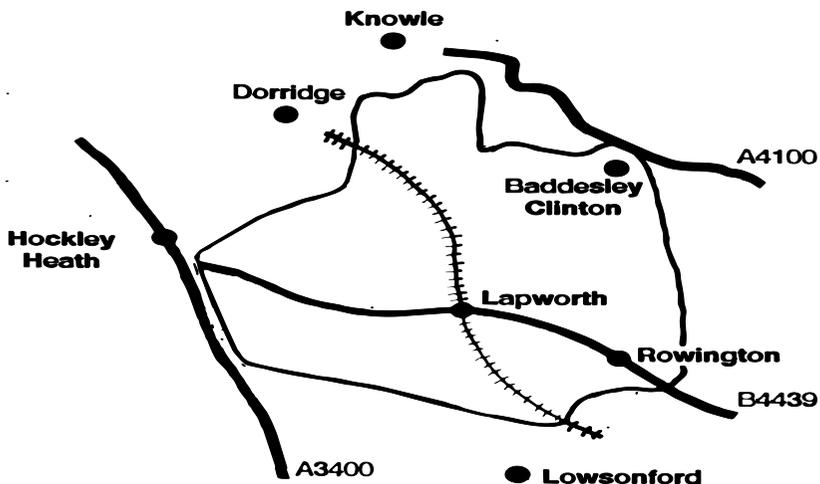
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or visit [www.cqc.org.uk](http://www.cqc.org.uk)

You can leave feedback/comments on our Practice website [www.lapworthsurgery.co.uk](http://www.lapworthsurgery.co.uk) click on the Friends & Family Test link, alternatively you can go to NHS Choices website and comment on our service.

## Patient Reference Group

This group is made up of a selection of our practice population who meet regularly to discuss our services. Please ask to speak to the Practice Manager if you require further information or wish to join the group.

## Practice area



## Practice area

We are happy to accept patients who live in the villages of Lapworth, Rowington and Baddesley Clinton. Our practice area is defined by the Warwickshire County border to the north, the A3400 to the west, the route of the M40 to the south and Ordnance Survey grid reference SP 21 688 to the east. A map depicting the practice area is available in Reception.

## Data Protection and Confidentiality

The practice conforms to all the necessary Legislation with regard to the Data Protection Act 1998 and everyone working within the NHS has a legal duty to keep information about you confidential.

You have a right of access to your record, subject to certain limitations.

We ask you for information about yourself so that you can receive proper care and treatment. Sometimes the law requires us to pass on information; for example, to notify a birth. The NHS Central Register for England & Wales contains basic details of all patients registered with a general practitioner. This register does not contain clinical information. Please contact the Practice Manager, Ms Julie Briney on telephone number 01564 783983 if you wish to know how to do this.

## **Opening Hours**

The Reception and telephone lines are open on:

Monday to Friday 8.30am to 1pm

Monday to Friday 2pm to 6.30pm

## **Extended Hours**

The Surgery now offers extended hours for Routine / Non-Urgent appointments, including Telephone consultations. Please ask at Reception for further details. Evening Appointments are generally very popular, so if you can attend earlier in the day, please do so.

## **Home Visits 📞 (01564) 783983**

If you or a member of your family is too ill or disabled to come to the surgery, we can arrange for you to be visited at home.

**If possible, please telephone before 10.30am for a home visit.**

## **Enquiries 📞 (01564) 783983**

Preferably after 10.30am please telephone this number for results of investigations and general enquiries. If you wish to speak to one of the doctors, you can book a telephone call back, which, is made after 1pm.

## **Appointments 📞 (01564) 783983**

**Dr Caron Bates – Monday, Tuesday & Wednesday**

**Dr Gareth Rowland – Monday & Friday**

**Dr James Sutton - Thursday**

**Appointments can also be booked via the Internet  
please ask a receptionist for details.**

## **Out of hours 📞 (01564) 783983**

We are responsible for your medical care from 8am to 6.30pm Monday to Friday.

When the surgery is closed during these hours for example at lunchtimes a message will be left on the surgery answer phone explaining how to contact the Doctor on Call.

From 6.30pm to 8am Monday to Friday and all day Saturday and Sunday (and Bank Holidays) NHS Warwickshire is responsible for your medical care. A message will be left on the surgery answer phone giving you the contact number for this service. If you need to be seen by this Service, you will need to travel to the Out of Hours Centre which is located within the Accident & Emergency Department at Warwick Hospital. If you are too ill or disabled to travel arrangements will be made for you to be seen by an Emergency Care Practitioner.

The telephone number for the Out of Hours Service is **NHS 111**

**In life-threatening situations and heart attacks, you should telephone 999 for an ambulance.**

## **Temporary Residents**

If you are temporarily away from your normal place of residence and intend to stay in the practice area for more than 24 hours but not more than 3 months we will be happy to accept you as a temporary patient.

## **Non NHS Examinations**

The Doctors are happy to carry out medicals e.g. Insurance etc by appointment outside of surgery hours. Please ask at reception for the charges for these services

## **Online Access**

We have online access for appointments for Doctors and Nurses and you are also able to order Repeat Medication online. Please ask at reception for more information.

## Practice Charter

We are committed to providing our patients with a high standard of medical care in a friendly, comfortable environment and in an efficient and professional manner.

We aim to be able to offer an appointment with either a doctor or the practice nurse within 2 working days and an appointment on the same day for urgent problems. However, at busy times you may have to wait longer to see your preferred practitioner

We will deal with all patients politely and respectfully and in particular will respect patients' rights to confidentiality.

We will answer the telephones as quickly as possible. Patients will have telephone access to the doctors and practice nurse for advice and guidance usually at the end of surgery. Reception staff will be able to advise when it is best to telephone the surgery to speak to a doctor or the nurse.

At busy times you may have to wait longer to see your preferred practitioner

We will deal with all patients politely and respectfully and in particular will respect patients' rights to confidentiality.

We will answer the telephones as quickly as possible. Patients will have telephone access to the doctors and practice nurse for advice and guidance usually at the end of surgery. Reception staff will be able to advise when it is best to telephone the surgery to speak to a doctor or the nurse.

In return we would ask for your co-operation with the following:-

Please be courteous to staff at all times. They are here to help you. The practice will not accept violent or abusive behaviour from patients or their representatives. Violent or abusive behaviour may result in patients being removed from the Practice List.

## **Health Care Assistant (HCA)**

Please book appointments to see Sandra our HCA for the following appointments. This frees up appointments for Jane our Specialist Practice Nurse to attend to patients with long term conditions

Blood Test

ECG

New Patient Health Checks

NHS Health Checks

B12 Injections

Influenza Injections

Blood Pressure Checks

Removal of Sutures

Minor Dressing

Ear Syringe (after seeing GP/Nurse)

You are now able to view your medical records online & proxy access. Please speak to one of our receptionists for more information and forms to complete.

:-

## **Text Message Service**

Please sign up to receive text messages for appointments and reviews. You will receive a text one week before your appointment and also one day before. Forms available from reception

## **The Dispensary**

Most patients who live more than a mile from a pharmacy can choose to have their prescriptions dispensed at the surgery. Our dispensary is open from 9am until 1pm and during afternoon/evening surgeries. Most prescriptions issued during a consultation can be dispensed before you leave the surgery. All dispensed items are checked by a doctor before issue.

**Please note that, unlike a Pharmacy we are not permitted to sell "over the counter" items**

## **Repeat prescriptions**

If you need medication regularly, we will give you a computerised prescription request form. You will need to indicate on the form which items you require. Repeat prescriptions may then be ordered in one of the following methods:

- by placing the completed repeat request form in the box outside the front door of the surgery;

**PLEASE ALLOW TWO FULL WORKING DAYS FROM THE TIME OF YOUR REQUEST BEFORE COLLECTION.** Previously requested repeat prescriptions may be collected at any time during the surgery opening hours.

**We do not take Medication requests over the Telephone**

## **How to register with the Practice**

To register with the practice as a patient you should contact reception in person and you will be given a New Patient Registration Pack which contains the following: -

- Form GMS1 - New Patient Registration Form.

This should be completed and returned to reception. It will then be used to enter you onto our practice database. You can also use your medical card as a registration form. (Downloadable from our website).

## **Services provided**

In addition to essential services the practice is able to offer the following additional services to its patients.

### **Contraception**

A full range of contraceptive services is available by appointment including pills, injections, implants and coil fitting. Routine pill, depo injections and coil checks are available with the Practice Nurse.

### **Maternity Services**

Our Community Midwife Hub holds Clinics at Westgate Children's Centre ('Antenatal' means before birth.)

### **Childhood vaccinations and immunisations**

'By appointment' with the Practice Nurse. All routine childhood vaccinations are available. Advice on Child Health.

### **Cervical Smears (Nurse Appointments)**

These are recommended every three years for women between the ages of 25 and 50 and every 5 years up to the age of 65.

### **Minor Surgery**

Dr Gareth Rowland is able to undertake minor surgical procedures.

### **Teenagers**

Teenagers may make appointments on their own with either of the doctors or the practice nurse about any health-related matter including contraception, smoking, drugs and alcohol. As for all patients, confidentiality is guaranteed

### **Mammography**

Women in the 50-65 age groups are automatically invited for a mammogram every three years. There is good evidence that this kind of check continues to benefit women over 65, who may ask to stay in the screening programme by telephoning 02476 967200 ('Mammography' is breast examination by X-ray.)

Alternative, particularly if the service you require is nurse-led or provided by only one doctor

## **The Surgery is an approved yellow fever vaccination centre.**

Note: A charge will be made for certain travel vaccinations - please ask the reception staff for details when booking your appointment.

### **Specialist Practice Nurse**

- **Health promotion - well person checks**

It is recommended that both men and women over the age of 40 attend for a health check every 3 years. More frequent checks are recommended for patients with asthma, diabetes, coronary heart disease, blood pressure, dietary and weight problems.

- **Vaccinations**

Vaccination against Influenza & pneumococcal pneumonia is recommended for all over the age of 65. Both are recommended for those with chronic heart, lung or kidney disease and those with reduced immunity such as after removal of their spleen.

- **Travel vaccination and advice on malaria prevention**

Please make an appointment with the Practice Nurse who will be able to advise you on the appropriate vaccination schedule for your intended destination.

### **Our Practice Nurse can also undertake the following:**

- Minor illnesses e.g coughs, colds, ear or eye infections
- Routine contraceptive pill & coil checks and depo injections
- Blood pressure checks
- Hormone replacement checks
- Smoking cessation advice
- Advice on weight reduction
- Dressings etc

# Useful telephone numbers

- **Local Hospitals**

|  |               |
|--|---------------|
| Warwick Hospital                             | 01926 495 321 |
| Stratford Hospital                           | 01789 205 831 |
| St Michael's Hospital                        | 01926 496 241 |
| University Hospitals Coventry & Warwickshire | 02476 964 000 |
| Solihull Hospital                            | 0121 424 2000 |
| Heartlands                                   | 0121 424 2000 |
| BUPA Parkway                                 | 0121 704 1451 |
| Priory                                       | 0121 440 2323 |
| Edgbaston Nuffield                           | 0121 454 6331 |
| Warwickshire Nuffield (The Chase)            | 01926 427 971 |
| Woodbourne Clinic                            | 0121 434 4343 |

- **Social Services**

|  |               |
|--|---------------|
| Warwick (Older people and Physically Disabled) | 01926 476 687 |
| Warwick  | 01926 410 410 |
| Stratford                                      | 01789 269 391 |
| Solihull                                       | 0121 704 6755 |
| South Warwickshire Care Commissioning Group    | 01926 493 491 |
| NHS Warwickshire Arden Team                    | 02476 246 057 |

- NHS Out of Hours NHS 111

Updated September 2019

A large print version of this leaflet is available on request