

Repeat Prescriptions

Requests for repeat prescriptions may be made in person at the surgery, by letter or online via our website. Please note we do not take requests over the telephone. Please allow two working days (48 hours) before collecting your prescription.

Patients on repeat medication will be asked to see a healthcare professional once a year to review their regular medication, your date of review for the month will appear on your prescription.

For your convenience and to reduce the number of patients waiting unnecessarily in a queue, we have a clearly marked dedicated box, prior to entering the waiting room, where you can post your repeat prescription requests. The box is checked twice daily.

The Health Care Team

Doctors

Dr. E Clark qualified at University of Wales College of Medicine in 1992 and completed her Vocational Training in Burnley.

Dr. I Evans qualified at University of Birmingham in 2008 and completed her Vocational Training in Stafford.

Dr D Gray qualified at University of Leicester 2009 and completed his Vocational Training in Stafford.

Dr Ramond-Stokes qualified at University of Sheffield 2005 and completed her Vocational Training in 2011.

How to Register

You can register online via the website, or come into the practice. You will be asked to provide two forms of ID when returning your completed application form. A new patient health check will be required and you should make an appointment with one of our Healthcare Assistants or the Practice Pharmacist if you have regular medication.

How to See the Doctor

Appointments to see the Doctor can be made online, by calling into or ringing the surgery. Booked appointments can be made between the hours of 8.00 am and 6.30 pm Monday to Friday.

Chaperones are available; please advise the reception team when making your appointment.

We can also offer additional appointments throughout the week and weekend through the Primary Care Extended Access Scheme – please refer to our website, or poster within the waiting area.

Telephone Consultation (Triage Calls)

This service is offered for those people who feel their problem can be managed via a telephone conversation, possibly saving a visit to the surgery. Triage is available to book on the day at 8.30am, or you can book in advance if you wish to speak to a specific doctor.

Out of hours calls

If you need to see the Doctor outside normal surgery hours or require advice with regards to any medical condition, you can call **NHS 111**; the lines are available 24 hours a day, 7 days a week. Alternatively you can visit the website at nhsdirect.nhs.uk or download the 'Ask NHS' App.

Home visits

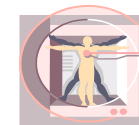
If you need to see the Doctor but are unable to get to the surgery it would be helpful if you could call before 10.30 am. Your call will be logged and a doctor will contact you before visiting.

Opening hours

Monday	8:00am	- 6:30pm
Tuesday	8:00am	- 6:30pm
Wednesday	8:00am	- 6:30pm
Thursday	8:00am	- 6:30pm
Friday	8.00am	- 6:30pm

*Please note the practice closes one afternoon per month for protected learning time. Please refer to our website or posters within the practice for the specific dates.

Aelfgar Surgery
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Staffs, WS15 2AB
Tel: 01889 579276 Fax: 01889 579723
www.aelfgarsurgery.co.uk



Information for Patients

Dr. Elizabeth Clark (F)
M.B. B.Ch., DRCOG, DFFP, JCPTGP

Dr. Isabel Evans (F)
M.B.B.Ch, B.Sc. (Hons), M.Phil MRCGP

Dr. David Gray (M)
MChem, M.B.B.Ch B, MRCGP

Dr. Sara Ramond-Stokes (F)
M.B.B.Ch B (Hons), B Med Sci, MRCGP

~ Our Commitment to You ~

“Maintain confidentiality within the practice team. Identifiable patient information will only be shared within the practice team and, in the case of referral, to the clinician to whom the patient is referred. Disclosure of identifiable patient information to any other outside agencies will only be done after receiving written permission from the patient”

Nursing Team

The Nursing Team are fully qualified to carry out:

- Health promotion e.g., dietary advice
- Immunisations for children and travellers
- Advice on precautions when abroad
- Dressings and removal of sutures
- Smears
- Chronic disease annual reviews

Our **Health Care Assistants** are trained to carry out:

- New patient health checks
- Blood pressure checks
- Taking blood samples
- Influenza/Pneumonia and B12 Injections

Our **Nurse Practitioner/Practice Pharmacist** are both independent prescribers and can see you at the practice for :

- Minor ailments for eg cough, cold, sore throat – refer to our patient information poster “See the right person at the right time” for additional information

In addition our **Practice Pharmacist** can see you for :

- Medication Review
- Hayfever
- Asthma Review
- Hypertension

The District Nurse

The District Nurse will carry out nursing duties and will visit you in your home if you are unable to attend the surgery and have been referred by your doctor.

Access to a Health Visitor

Who specialises in promoting the health and development of infants and pre-school children and their families, offering help and advice.

Community Midwife

The Midwife provides care for mothers before and after delivery and care for the baby during the first fortnight of life. An antenatal clinic is held at the surgery each week on a Monday 2pm-4pm.

Practice Boundary

Further details are available via our website or enquire at the practice.

The Receptionists

The Receptionists are there to help you. They will make appointments to see the Doctor and other members of the Primary Care Team. They have been trained to assist you to ensure you see the right person at the right time. They may ask you a few questions, which is ok, as this will ensure you see the right person who can help you.

Results and tests

Your Doctor may arrange for you to have various blood tests and investigations. The policy for the practice is if any of the results were abnormal, we would contact you and arrange an appointment to discuss this. **However, if you wish to call the surgery regarding your results, please phone after 2 pm.**

Contraception, Family Planning Advice and treatment is available by appointment with a member of the nursing team. Dr Clark also fits coils and contraceptive implants at the surgery and offers this service to patients who are not registered at our practice.

Zero Tolerance

The practice will not tolerate patients that are violent or abusive to anyone associated with the practice or anyone at the practice. Such patients will be removed from our list.

Access to Patient Information

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on the practice clinical computer system. These records are accessed by authorised users only. For further information about who has access to patient information please refer to the confidentiality policy at the practice. For other rights about the use of your Information please see our website and view our privacy notice.

Welcoming People with Disabilities

We understand the needs of disabled people and have ensured that our surgery meets their requirements both in terms of design and staff training. Our surgery has been designed to allow

wheelchair access to all clinical rooms and WC. There are also designated parking spaces available.

Language Line – Removing Language Barriers

Written or spoken, urgent or planned, whatever the scenario, we offer an appropriate service to meet your communication needs.

Complaints

If you wish to make a complaint about the service received at the surgery, please ask for a complaints form or make an appointment to see Mrs R Smith, Managing Partner.

Suggestions

We hope that you have found this leaflet useful. If you have any suggestions on how we may improve the service we offer our patients, please let us know; or alternatively, please note down any comments/suggestions and place them in the suggestion box in the foyer area.

Training Practice

We are involved in training doctors at various levels, as this is important for the future of general practice. We have GP Registrars (who are in their final year of training before becoming a fully qualified GP), Foundation Year 2 doctors (part of training after qualifying as a doctor). These individuals are always fully supported by the GPs at the practice. We also help train medical students. You are not obliged to agree to see a student if you prefer not to.

Research

We are currently involved in research studies for which we provide an anonymised information from patients' note. You cannot be identified in any way from this information as none of your personal details are given to researchers.

Carers

Do you look after a relative or friend, young or old, who is unable to care for themselves due to a physical or mental impairment or by age?

If so, we would like to support you and ask that you please complete the following: Name of the person you are Caring for:
and their address