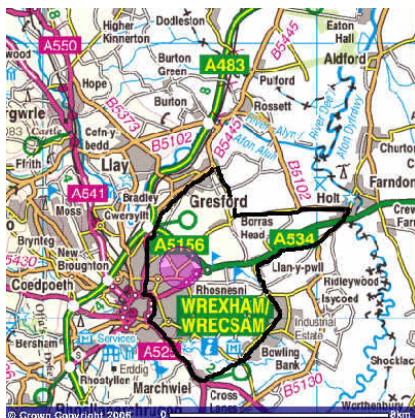


PRACTICE BOUNDARY



NHS Direct Wales
0845 46 47
Galw Iechyd Cymru

24 hour confidential helpline providing advice and information on

What to do if you are feeling ill
Health concerns for you and your family
Local Health Services
Self help and support organisations

TELEPHONE: 0845 46 47
www.nhsdirect.wales.nhs.uk/

For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647

Borrass Park Surgery



BORRAS PARK SURGERY

BORRAS PARK ROAD
WREXHAM

LL12 7TH

TEL: 0844 477 8601

FAX: 01978 310294

www.borrassparksurgery.co.uk

THE PRACTICE TEAM

DOCTORS

Dr HELEN WOOD MBBCh, DRCOG, FPCert

Dr Wood trained in Cardiff and obtained her medical degree in 1983. She offers a full range of general practice care to our patients.

Dr RANI PAUL MBBS, MRCP

Dr Rani Paul joined the practice as a partner in June 2005. She offers a full range of general practice care to our patients.

Dr PRADEEP BHASKAR MRCS,FCCP, MBBS and DFFP

Dr Pradeep Bhaskar joined the practice in April 2007. He offers a full range of general practice care to our patients.

PRACTICE NURSES

Sue Rutherford RGN (Senior Practice Nurse)

Leisha Wick RGN & Sue Falcus RGN

The nurses run a number of clinics and are specially trained in asthma, heart disease and diabetes care. Offer telephone advice & provide clinics by appointment.

Practice Nurse appointments that can be pre-booked include Diabetes, Asthma, Chronic Heart Disease, General Health Checks, Cervical Smears, Ear Syringing, Travel Vaccination, Blood Tests, Blood Pressure, Contraceptive Pill Checks and general nursing.

PHLEBOTOMIST Karen Ryan

Karen obtains blood samples for analysis at Path Lab

PRACTICE MANAGER DEBBIE PARDOE

Manages the staff and the running of the practice.

ASSISTANT PRACTICE MANAGER VIKKI WHITEHEAD

PRACTICE SECRETARY DELLA WILLIAMS

Process all the referral letters, contact hospitals and lots of general support.

RECEPTIONISTS

Run the front desk, answer telephones, administration and generally keep the practice going.

It is important you know who you are speaking to, so our practice staff wear name badges and identify themselves on the telephone.

COMMUNITY NURSING STAFF

HEALTH VISITOR

Rosemarie Rogers, RGN, RM, RHV

Qualified nurse with specialist training, who works mainly with young children and their families. Rosie also runs baby clinics and gives advice on health care for pre-school children.

DISTRICT NURSE

Provides nursing care and advice to people in their homes and at clinics at Grove Road Health Centre.

MIDWIVES

Karen Jones, RM

Fern Turner, RM

Provide weekly antenatal clinics and support.

RECEPTION OPENING TIMES

MONDAY	8am - 6pm
TUESDAY	8am - 6pm
WEDNESDAY	8am - 6pm (closed 12 - 1pm)
THURSDAY	8am - 12pm
FRIDAY	8am - 6pm
SATURDAY/SUNDAY	CLOSED

Appointments are generally available Monday to Friday, excepting Bank Holidays and Thursday afternoons

The surgery telephone is switched to "emergency calls only" during lunchtime 12.00pm until 1.00pm.

Each Thursday the surgery is closed from 12.00pm onwards. We are covered by Dr Banerjee's Surgery for **EMERGENCY MEDICAL ADVICE**. During this time calls, will automatically be diverted to their surgery.

OUT OF HOURS "NEWDOC"

From 6.00pm each evening and weekends the telephone is transferred to the Out of Hours service (as commissioned by Wrexham LHB).

If you need an urgent visit or advice outside of normal surgery hours please telephone the normal surgery number and you will be transferred automatically to NEWDOC.

You will then be offered telephone advice by a triage nurse, a chance to attend the out of hours centre (by appointment only), or a visit as appropriate.

Advice may also be obtained by contacting NHS Direct Wales
(Further details can be found on the rear cover of this booklet)

In addition the Practice has also joined the Practice Development Programme supported by Wrexham Local Health Group.

It is a programme whereby protected time is provided to enable Practices to close on one half day per month from 1.30pm to 6pm for Practice Development issues.

Advance notice of the dates when the surgery will be closed for Practice Development will be advertised in the surgery and on the practice website.

HOW THE PRACTICE OPERATES

COMPUTER

The surgery is fully computerised and is reducing its use of additional paper records more and more. We have computer links with the Health Authority and have joined the NHS net. The practice is registered under the Data Protection Act 1998.

Details of the Practice Freedom of Information Policy and the Practice Complaints Procedure can be viewed on our website or obtained from the surgery.

HOW TO REGISTER AS A PATIENT

If you live in our practice area and would like to register with us, please complete your medical card and hand it to the receptionists. If you cannot find your medical card we have a form at the surgery you can complete. On the form you will be able to say which practitioner you would prefer to see, although you will be able to see any doctor in the practice. However, you will be registering with the practice rather than an individual GP. Upon acceptance of your registration you will be offered a health check with a practice nurse.

PATIENTS WITH PARTICULAR NEEDS

Our premises have suitable access for patients using a wheelchair. Please ask the receptionists if you need help. We have two parking spaces outside each of our buildings, which are reserved for patients displaying a disabled sticker. For patients with hearing problems we have a portable loop system available.

A larger print version of this booklet is available from reception on request.

Registered patients aged 16 – 74 Who have not been seen for three years are invited to see the Practice Nurse for a routine health check. We also offer routine health checks to patients aged over 75 years who have not been seen in the previous 12 months.

APPOINTMENT SYSTEM

The practice operates an appointment system where patients can prebook routine appointments for the current month. Every day there is an on call doctor who has emergency appointments available which can only be booked after 8am on the day.

HOME VISITS

If you are temporarily or permanently housebound and genuinely unable to visit the surgery, please telephone before 10.30am. Requests after 10.30am may be done the following day, unless it is an emergency. Try to give the receptionist some idea of the problem, the doctor needs this information to plan his or her rounds and attend to the most urgent calls first and may ring back to clarify the request. Visits will usually be done approximately between 12.00pm and 4.00pm. Please do not request an immediate visit unless you feel there is a real emergency because of the disruption this causes to surgeries.

Remember that in the time it takes to visit you at home the doctor can see several patients in surgery.

In a dire emergency

DO NOT DELAY call the ambulance on **999 IMMEDIATELY**

REPEAT PRESCRIPTIONS

Your doctor may give you a repeat prescription if you require regular medication and do not need to be seen every time. To request these, please tick the required items on the tear off slip attached to your prescription and post or bring it to the surgery. Your script will be ready within 48 hours. If you enclose a stamped addressed envelope we can post your prescription to you. Patients wishing to order repeat prescriptions on line may do so by following the link in the main menu of the practice website. We do not accept requests by email as they may not contain sufficient information to allow a prescription to be issued and therefore may not be actioned within our normal time scale. Occasionally you will be advised to see a member of the practice to review the medication and see that all is well. Please try to plan well ahead, in order to avoid last minute requests.

MEDICAL CERTIFICATES

For absence from work through sickness, self-certification is currently valid for the first week. The certificate (form SC1/2) is available from your employer, the post office, or surgery reception. We do not issue a doctors certificate for the first seven days of sickness. If a private certificate is required to cover this absence from work, a fee is charged. After the first week certificates are obtained as part of a consultation with your doctor. If you are under the care of a hospital doctor you may ask them to issue your certificate for an inpatient stay or an outpatient appointment.

THE SERVICES WE OFFER

WART CLINIC

A clinic is held once a month. Liquid nitrogen is used to freeze stubborn warts or verrucas. Children under the age of 16 years should be accompanied by their parents/guardians. Attendance for this is by prior appointment with a nurse or doctor.

WELL WOMAN/MAN CLINIC

Please make an appointment with the nurse.

MATERNITY CARE

Antenatal clinic is run by the midwives. Midwives telephone number at Hightown Clinic is 01978 364146.

If you become pregnant, please book an appointment to see the midwife at the surgery. You will then be asked to make a follow-up appointment at which they ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both. This clinic is held each Tuesday between 9.30am & 2.00pm. Appointments only.

Post-natal clinic is held each Monday at 12.00pm by appointment only with a female doctor.

CHILDREN/BABY CLINIC

All new babies are invited for regular check-ups from eight weeks old. This initial check, along with the first baby immunisation, is with the doctor each Monday, by appointment only.

Baby/children clinics are run on Monday afternoons by the Health Visitor between 1.00pm - 3.00pm for weighing and advice (no appointment necessary).

Baby immunisations are held by nurses on each Monday afternoons between 1.00pm - 2.30pm (appointments only).

Health Visitor telephone number at Grove Road Health Centre, Wrexham, LL11 2DY, is 01978 362510.

FAMILY PLANNING/CONTRACEPTION

Comprehensive confidential advice is available on all aspects of family planning with a GP. The practice nurses are available to do contraception reviews every 6 months, which includes a blood pressure check.

Appointments only.

Other health care services not available at our practice are provided by Wrexham Local Health Board.

YOUR LOCAL HEALTH BOARD

The area served by Borrass Park Surgery is in the district covered by Wrexham Local Health Board (LHB). Wrexham LHB is responsible for ensuring you get all the services you need. For details of all primary care services in the area look at, Guide to Local Health Services and Wrexham Local Health Board website

Wrexham Local Health Board
Wrexham Technology Park
Rhyd Broughton Lane
Wrexham LL13 7YP
Tel: 01978 346500
www.wrexhamlhb.wales.nhs.uk

PRACTICE COMPLAINTS PROCEDURE

Here at Borrass Park Surgery we want to offer you a good service, but sometimes things do go wrong.

RECEIVING COMPLAINTS:

The Practice may receive a complaint made by, or on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice. If you wish to make a complaint on someone else's behalf we will require their written consent before we can deal with the complaint.

HOW DO I COMPLAIN?

We would appreciate if you could contact the Practice AS SOON AS POSSIBLE. Complaints may be received either verbally or in writing to the Complaints Manager or his/her stand in if the Complaints Manager is unavailable. If you need help writing your letter you can contact Clwyd Community Health Council who are an independent organisation. Their purple leaflets containing more information are available in the practice. More information is contained in the Local Health Board's 'How to complain'. If you wish your complaint to be dealt with through the Local Health Board you will need to complete the Consent Form in their leaflet and send it to them with your letter of complaint.

PERIOD WITHIN COMPLAINTS CAN BE MADE:

- Within 6 months from the date of the event: or
- Within 6 months from the date on realising that you have the problem

WHO DO I COMPLAIN TO?

Mrs Debbie Pardoe
Practice Manager
Borrass Park Surgery
Borrass Park Road
Wrexham
LL12 7TH

ACTION UPON RECEIPT OF COMPLAINT?

- We shall acknowledge your complaint within 2 working days.
- Ensure the complaint is properly investigated.

Respond to the patient within 20 working days. If this is not possible a written letter will be given to explain the reason for the delay and an indication when a response will be available.

WHAT HAPPENS NEXT?

We hope you will use a complaints procedure if you have a problem as we believe that this will give us the best chance of putting right what went wrong.

Complaints will be reviewed at practice meetings for staff to ensure any actions required are put into practice.

We would hope that the complaint has been corrected and whatever went wrong has given Practice the opportunity to learn from the points. If however you remain dissatisfied with the outcome. The Independent Review Secretariat Wales undertakes this role within 28 days

Independent Complaints Secretariat
North Wales, PO Box 125, Mold CH7 1WH
Tel No 01352 700227/ Fax No 01352 754649

Or

Public Service Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Tel No 01656 641150/Fax No 01656 641199

Community-Health-Council Cartrefle
Cefn Road
Wrexham
LL13 9NH
Tel No 01978 356178/Fax No 01978 346870

Under the Data Protection Act and Access to Health Records Act, patients can request to view their medical records and/or request that copies be sent to third parties acting on their behalf. All requests must be in writing and contain written consent from the patient before any information can be released. (charges may apply).

PATIENTS RIGHT AND RESPONSIBILITIES

1. We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to see your health records, which will be kept confidential, subject to any limitations in the law. If you would like to see your records, please call our practice manager at our practice.

2. You will be treated as a partner in the care and attention you receive.

3. You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your gender, ethnic origin, religious beliefs, sexuality or the nature of your health problems. We ask that you also treat the doctors and practice staff with courtesy and respect and show consideration to other patients by making responsible use of our service to you.

4. We operate a ZERO TOLERANCE POLICY and take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

5. Following discussion you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.

6. Every effort will be made to ensure that you receive information, which directly affects your health and the care being offered.

7. People involved in your care will give you their names and ensure that you know how to contact them. Please let us know as soon as possible if you change your name, address or telephone number.

8. It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

9. Please remember that you are the one who is responsible for your own health and the health of your children and that we are here to give our professional help and advice.

10. You can help us by being on time for your appointment and letting us know if you need to cancel. This helps us to run on time. Sometimes we run late, because some problems need a little longer to address. We hope you will be patient with us if this happens.

USEFUL TELEPHONE NUMBERS

Age Concern	01352	757084
AIDS Hotline		727197
Alcoholics Anonymous		291570
British Pregnancy Advisory Service	0345	304030
BUPA Yale Hospital		291306
Childline		0800 1111
Citizens Advice Bureau		364639
Department of Social Security		353100
District Nurses		262477
Family Planning Clinic		362510
Grosvenor Nuffield Hospital	01244	680444
Sexual Health		727197
Midwives (ante-natal clinic)		364146
NHS Direct Wales		0845 4647
Police Station		290222
Rape Crisis Centre	01248	354885
Relate		265028
Samaritans	01244	377999
Wrexham Local Health Board		346500
Wrexham Maelor Hospital		291100
Wrexham Womens Aid/Refuge		310203