

Welcome to Forrest Medical Centre



Forrest Medical Centre

Chapelfields Surgery

69 Mount Street
Chapelfields
Coventry
CV5 8DE

Tel: 024 7667 2277

Canley Surgery

8 Prior Deram Walk
Canley
Coventry
CV4 8FT

Tel: 024 7667 4873

The information contained in this booklet was correct at the time of publication and should be used for guidance only.

For further details or information please contact one of our receptionists



History

The Forrest Medical Centre can trace its history back beyond the beginning of the NHS when Dr Elford practiced in Regent Street. He was joined by Drs Ballentine, Coghill and eventually by Dr George Forrest. At this stage the surgery was in "the old house" at 63 Allesley Old Road. This was inappropriate for modern practice and was replaced by the current Mount Street surgery in about 1975.

The branch surgery was attached to Dr Forrest's house in Canley until 1990 when the current Prior Deram Walk surgery was built. At this time we became the Forrest Medical Centre in honour of our, by then retired, senior partner.

Our Canley site now also houses district nurses, health visitors, midwives, a counsellor, a dietician and various other health professionals.

Our Practice Philosophy

All the staff working in our practice are committed to enabling you to enjoy the best possible health. This involves us making ourselves as available to you, offering flexible surgery times, providing the best care and medicines within the resources available to us, and keeping you involved and informed at all stages of your care.

To help meet the full range of your needs we will sometimes have to work closely with other agencies, for example: hospital and community NHS trusts, local authority services (e.g. social services & housing departments) and voluntary agencies. We aim to play our part to the full in providing co-ordinated care varied to meet your unique requirements.

To help us achieve these objectives, we ask that you play your own role in this partnership. This involves you taking responsibility for your own health in relation to diet, exercise, smoking and other basic steps towards maintaining a healthy lifestyle. We will very happily provide any information or advice to help you with this. We would also ask that you take account of our needs in respecting doctors' advice, taking any prescribed medicine as directed and accessing services appropriately. This last point involves, for example:

- Requesting home visits only when really necessary.
- Trying to book appointments as far in advance as possible.
- Arriving on time or a few minutes early for your appointments.
- Informing us if you cannot attend a booked appointment.
- Notifying us of any changes to your name, address or telephone number.
- Giving us as much information as possible about previous illnesses.

The Forrest Medical Centre is part of the Coventry Teaching Primary Care Trust (tPCT). The Trust Headquarters are based at Christchurch House, Greyfriars Lane in Coventry (Telephone 024 7655 2225). Further information about the Trust is available on www.coventrypct.nhs.uk

Equal Opportunities

The Forrest Medical Centre is an equal opportunities Practice and does not discriminate on the grounds of:

- Race, gender, social class, age, religion, sexual orientation or appearance
- Disability or medical condition



Forrest Medical Centre

Doctors

The Partners

This practice is a General Medical Services partnership.

Dr Caroline Rhodes, M.B., Ch.B. (Birmingham 1977), MRCP, DRCOG (female)

Dr George Paige, M.A., M.B., Ch.B. (Birmingham 1979), FRCGP, DRCOG (male)

Dr Peter O'Brien M.B., B.Chir. (Cambridge 1978), FRCGP, DRCOG (male)

Dr Miriam Wood, M.B., Ch.B. (Liverpool 1977), DTM&H (female)

Dr Judy Lucas, M.B., Ch.B. (Leicester 1980), DRCOG (female)

Dr Kate Day, M.B., Ch.B. (Bristol 1994) MRCGP, DCH, DRCOG (female)

Other Doctors

Dr John Harris, M.B., Ch.B. (Birmingham 1972), MFFP (male) works permanently in the practice

Professor Yvonne Carter, O.B.E., B.Sc., M.B., B.S. (London 1983) MD FRCGP FMedSci DRCOG DCH (female) works 2 sessions a week in the practice

G.P. Registrars & 'F2' Registrars

Other fully qualified doctors may be attached to the practice to learn about becoming a G.P.

Medical Students And Nurses

The practice helps to teach medical students and nurses. When a medical student is with us a notice will inform you. You may still see the doctor on your own if you wish to – please ask the receptionist.

Practice Staff

Practice Staff

We have a large practice team which cover many specialities and enable us to offer a wide range of services to patients "in-house".

Practice Manager: Mr M Grant

The practice manager is responsible for the administration of the practice, and would be happy to hear your views and suggestions about the services offered by the practice.

Practice Administrator: Mrs C Tennant, Telephone (024 7667 4873)

IT Administrator: Mrs G Harrison

Receptionists:

Receptionists have an important role in our practice. They allow doctors to work efficiently and see patients smoothly. They are also the first point of contact for patients with our practice and so are important in presenting the right image to our patients. The receptionists work under guidance from the doctors and the Practice Manager. If you have a complaint about our practice, being rude to a receptionist is unlikely to help whereas talking to the Practice Manager may help rectify your complaint.

Reception staff are trying to arrange speedy and efficient access to services for patients. At times of high demand, we cannot always give you the exact time or the specific doctor that you would like, but the receptionist will do her best to get you an appointment at a convenient time.

The reception staff also help keep the doctors organised with reminders, organising prescriptions, dealing with forms, filing results and letters and dealing with numerous other jobs. They are busy people in a frequently stressful environment. Please remember that receptionists are ordinary humans, in a busy job, do not have medical knowledge, and may not be able to answer all your questions. What they can do well is relay your concerns to the one of the doctors and allow the doctor to respond.



Forrest Medical Centre

Practice Staff - continued

It would be very helpful when calling the reception if telephone calls could be kept as brief as possible.

Mount Street

Carol Curtis
Astrid Jones
Kath Lapworth
Diane Wetherilt
Sheila White

Prior Deram Walk

Sue Chamberlain
Anna Maguire
Carol Saunders
Christine Underhill

Practice Nurses:

Maria Cooke SRN, SEN
Maggie Raven SRN, ENB 978, Burns and Plastic Surgery Trained
Una Rush SRN, ENB 900
Denise Wallace SRN, ONC

Our practice nurses provide general nursing care and health promotion advice.

You can discuss your general health, diet, smoking and alcohol intake with them. They will provide advice on and give immunisations both for foreign travel and as routine measures. They advise on and do check-ups for patients with diabetes and asthma.

Some of the nurses do cervical smears and give continence advice. You can see them for dressings, removal of stitches, ear syringing (on doctor's advice) and advice on headlice (nits).

When booking an appointment with them the receptionist will need to know what the appointment is for in order to allocate a suitable amount of time.

PLEASE REMEMBER THAT ALL THE STAFF DO THEIR BEST TO HELP YOU

Attached Staff

District Nurses

The team, led by Jenny Brooks, can be contacted on **024 7667 0443** between 8.30am and 5pm seven days a week.

When nobody is in the office an answer phone will take messages and the district nurses will contact you as soon as possible.

Health Visitors

The Health Visitor can be contacted for advice on **024 7671 5222**.

Barbara Hawker, the Health Visitor for Mount Street patients, is available Tuesday, Wednesday, Thursday and Friday.

Jenny Raven, the Health Visitor for Prior Deram Walk patients, is available Monday, Tuesday, Wednesday and Thursday morning.

Nursery nurse Kate Lee and Clinic Assistants Paula Clark and Chantel Barrowcliffe work with the Health Visitors.

The Nurses and Health Visitors often have assistants and students attached to them.

CPN (Community Psychiatric Nurse)

Liz Potts is part of our practice team. She is based at Prior Deram Walk

Counsellors

Vicky and Bee are our two counsellors. They see patients referred by a doctor.

Dietician

A dietician is available for advice on all dietary problems.



Forrest Medical Centre

Attached Staff - continued

Midwives

Chris Dunkley is part of the practice team and is available as detailed below. We also have a midwife whose times in our Canley Practice are detailed below:

MOUNT STREET (Chris Dunkley)

Antenatal Clinic – Monday Mornings,
Booking Appointments – Alternate Tuesday Mornings

PRIOR DERAM WALK

Antenatal Clinic & Booking Appointments – Thursday Afternoons

Physiotherapist

A physiotherapist is available. The doctor will refer you for this service when necessary.

Citizens Advice Bureau

Kevin Murphy from Coventry Citizens Advice Bureau is available at Prior Deram Walk on Wednesday mornings from 10.00 to 11.30am.

Please contact Prior Deram Walk on **024 7667 4873** to make an appointment.

PLEASE REMEMBER THAT ALL THE STAFF DO THEIR BEST TO HELP YOU

General Information

Consultations

Appointments should be made for consultations. These are usually available for the following times (although these may vary if a Doctor is on holiday):-

MOUNT STREET (024 7667 2277)

Monday:	8.30am – 11.30am	2.30pm – 5.30pm
Tuesday:	8.30am – 11.30am	2.30pm – 5.30pm
Wednesday:	8.30am – 11.30am	3.00pm – 5.30pm
Thursday:	8.30am – 11.30am	3.30pm – 5.30pm
Friday:	8.30am – 11.30am	2.30pm – 5.30pm

PRIOR DERAM WALK (024 7667 4873)

Monday:	8.30am – 11.00am	2.30pm – 5.30pm
Tuesday:	8.30am – 11.00am	3.30pm – 6.00pm
Wednesday:	8.30am – 11.00am	2.30pm – 5.00pm
Thursday:	8.30am – 11.00am	2.30pm – 5.00pm
Friday:	8.30am – 11.00am	2.30pm – 5.00pm

Saturdays / Sundays / Bank Holidays

Both surgeries are closed on the days mentioned above.



Forrest Medical Centre

General Information - continued

How To Register With This Practice

If you wish to register as a new patient with this practice then please contact our receptionists who will help you.

Repeat Prescriptions

Most repeat prescriptions are printed by the computer. To order your next prescription please return the counterfoil to reception marking the items you want. If telephoning with your request please ring after 10.30am.

Your prescription will be ready for collection on the next working day. If you would like it posted then please send a stamped addressed envelope. The counterfoil will indicate how many repeats you have had. Please make an appointment with the doctor for a check when you have had the last allowed repeat prescription.

We can now receive your repeat prescription requests online by completing the form on our website. Online repeat prescription requests will be available for collection from our Mount Street surgery only within 48 hours. Please be aware that only items listed as repeat prescriptions can be ordered this way – if there is any doubt, please call one of our receptionists who will be happy to assist you.

Violent/Abusive Patients

Patients and Staff have a right to be treated with respect and dignity. We support the policy of Zero Tolerance of abuse and violence in the surgery. If a patient is violent or abusive to a GP or to a member of staff they will be removed from our patient list.

Test Results

The receptionists are able to tell you if your test results are back, they will tell you if you need to see the doctor. Receptionists are not clinically qualified and so are not trained to read the results.

Disabled Access

Both of our surgeries have disabled access and toilet facilities, however at Mount Street some surgeries are held upstairs. If you have difficulty getting upstairs then please inform the receptionists who will arrange for you to be seen downstairs.

Computer

The practice uses the computer for much of its work. We do, of course, comply with the Data Protection Act. Only anonymised information is used for medical research or post payment verification by Coventry PCT. The medical records are also used for administration purposes.

Health Advice Leaflets/Information

A general selection of leaflets and information is available in the waiting room and corridor. Others are available from the doctor. If you cannot see what you want then please ask.

Comments/Compliments/Complaints

We always try to provide the best services possible, but there may be times when you feel this has not happened. We have an in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure, it will not affect your right to complain to Coventry Primary Care Trust. Please note that we have to respect our duty of confidentiality to patients' and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint, or have any comments or suggestions then please write to our practice manager, Mr Grant, or any of the Partners.

All complaints will be acknowledged within 2 working days. You can complain to Coventry Primary Care Trust, but we would like to have the chance to investigate your complaint ourselves.

Suggestions Box

This is in the waiting room. Please try to offer constructive criticism – we are keen to consider all reasonable suggestions. It would be helpful if you could give your name and telephone number so that we can discuss your suggestion with you. We shall, of course, understand if you wish to remain anonymous.

Videos

With your permission some consultations may be recorded on video for training purposes. There may be shown to other doctors or to medical students.

Health Channel Information Videos

These operate at both surgeries and are regularly updated.



General Information - continued

Confidentiality

We have very strict rules about confidentiality, which apply to all our staff. We are especially careful that family members should not be able to learn things about each other.

Access To Your Notes

All patients have the right to apply for access to their health records. Provided that any appropriate fee has been paid and the application is made in writing and contains details of the information requested, the Practice is happy to comply with the request for access (subject to certain exceptions). However, the Practice also has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information.

If you wish to see your medical notes then please enquire at reception for details or how to do this and any charges that may be made.

Freedom of Information

The Freedom of Information Act recognises that members of the public have the right to know how public services, such as the NHS, are organised and run, how much they cost and how complaints can be made if you need to. The Forrest Medical Centre has a Freedom of Information Publication Scheme that includes this information along with details of the services provided, the targets that have been set, the standards of services that are expected and the results achieved.

For more information or to obtain a copy of the Publication Scheme please speak to the Practice Manager.

Our Freedom of Information Publication Scheme can also be found at www.foi.nhs.uk/practice?id=7945

Appointments

If you contact us before 11.00am and want to see a doctor we will be able to offer an appointment that day, BUT this cannot always be with the doctor of your choice. You can also book up to four weeks in advance so if you know you want to see a certain doctor in a few weeks it is advisable to book ahead so that we can offer you a slot that is convenient for you.

If you cannot keep your appointment then please tell us so that someone else can have it.

Children under 14 should normally be accompanied by an adult who knows about the problem.

For continuity of care please attend your regular surgery when possible as your medical records will be kept there.

Telephone Appointments

There will be times when you will need to come down to surgery for a consultation, but equally there will be times when talking to a Doctor on the phone will be just as effective and far easier for you. However, to give good advice on the phone the Doctor or Nurse will need to have your records available, so a scheduled appointment will need to be set up. Just phoning up and expecting to speak to a Doctor will not be effective and, just as important, it would be very unfair and disruptive for the patient that the Doctor has in their consulting room! For this system to work efficiently, booked times will need to be given so that the Doctor can give you their undivided attention.

If you feel that your problem can be dealt with by telephone and that you do not need any examination from a Doctor, you can book a telephone consultation. The doctor will ring you on the number you give us within 30 minutes of the designated appointment time.

For more information and to set up a telephone consultation please speak to one of our receptionists.

Home Visits

If you are too ill to come to surgery and need a home visit then please let us know before 10.00am. We will try to send a doctor of your choice but cannot guarantee this. Calls received after 10.00am will be dealt with by the duty doctor.

You will usually be seen sooner if you come to the surgery. Children can usually be safely wrapped up and brought to the surgery.

We are able to put patients with a rash in separate rooms.

Ambulances

Please let the surgery know if you need an ambulance for a hospital appointment. The hospital has issued clear guidelines detailing who is eligible for hospital transport so the surgery will be able to tell you if you are eligible. There is a minimum of 48 hours notice needed when booking an ambulance.



Forrest Medical Centre

Out Of Hours

Coventry Primary Care Trust is now responsible for providing out of hours services to our patients. If you need urgent care between 6.30pm and 8.30am or at the weekend or bank holidays please ring 01926 888 026.

To make the most of NHS health services and to get the best possible treatment, you should choose the option that is right for your needs, saving yourself time and inconvenience.

To get the right treatment, follow our useful check list:

Self Care:	Can you treat yourself at home?
Pharmacist:	Have you been to the Pharmacist?
NHS Direct:	Have you called NHS Direct?
NHS Walk-in Centre:	Have you tried your local NHS Walk-in Centre?
Doctors Surgery:	Do you need to visit your Doctors surgery?
Minor Injuries Unit:	Do you need to visit a Minor Injuries Unit?
A&E / 999:	Do you or a family member need emergency hospital treatment?

Can you treat yourself at home?

Self care: A well stocked medicine chest will help you treat many everyday illnesses and minor ailments at home. For example, a small supply of paracetamol or ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds, sore throats, indigestion, toothache, headaches and constipation. If you have children, don't forget to include appropriate medicines for them. The NHS Direct Online Self-Help Guide can also help you identify common symptoms. If symptoms persist or worsen you should contact NHS Direct on 0845 4647 or your GP.

Have you been to the pharmacist?

Ask your pharmacist: Pharmacists (sometimes called Chemists) are experts on medicines and how they work. They can also offer advice on common complaints such as coughs, colds, aches and pains and other health issues, such as healthy eating and giving up smoking. They can help you decide whether you need to see a doctor. You can talk to your pharmacists in confidence - even about the most personal symptoms and you don't need to make an appointment. Find your local pharmacy.

Have you called NHS Direct?

Call NHS Direct: You can call NHS Direct on 0845 4647* for confidential health advice and information 24-hours a day, 365 days a year. The lines are staffed by nurses and professional advisors. NHS Direct has become a first point of contact for patients seeking medical help outside normal surgery hours. NHS Direct can offer you information on:

What to do if you or a family member feels ill

Particular health conditions

Local health services (such as doctors, dentists or out of hours pharmacies)

Self-help or support organisations

*Calls are charged at local rates. For patients' safety, all calls are recorded.

For deaf people or those hard of hearing there is a textphone service available on 0845 606 46 47. For those whose preferred language is not English, there is the choice of a confidential translation service. NHS Direct now also has a web site (www.nhsdirect.co.uk) for patients which contains guidance on how to deal with common medical problems.

Have you tried your local NHS Walk-in Centre?

NHS Walk-in Centre: There are currently 61 NHS Walk-in Centres throughout England. They offer fast and convenient access to healthcare advice and treatment for minor injuries and illnesses. They are open from early morning to late evening, seven days a week. They are run by experienced NHS nurses, and you don't need to make an appointment.



Out Of Hours - continued

Do you need to visit your Doctors surgery?

Doctors surgeries: Your local Doctors surgery provides a range of services, including general medical advice and treatment; prescriptions; referral to a specialist or hospital (where appropriate); jabs and tests (such as immunisations, blood tests or cervical smears).

Remember to tell your doctor if you have tried or are still taking self-care treatment.

Surgeries are always busy, so be sure to keep to your appointment time and cancel it if you need to; missed appointments waste precious time and resources.

Out of normal surgery hours, all Doctors have an emergency service. This service is only for urgent medical problems that cannot wait until the next day to be treated. Most surgeries have an answering machine message referring you to out-of-hours telephone numbers or NHS Direct on 0845 4647.

Do you need to visit a Minor Injuries Unit?

Minor Injuries Units: Many people continue to go to A&E even when they could be treated just as professionally and usually more quickly at a Minor Injuries Unit. Minor Injuries Units are for patients with less serious injuries, such as sprains, cuts and grazes. The waiting times are usually much shorter than those in A&E, as staff must give priority to serious and life-threatening conditions. You do not need an appointment to visit a Minor Injuries Unit. Minor Injuries Units are led by highly qualified nurse practitioners with more experience and expertise than many doctors in this kind of treatment.

Minor Injuries Units can treat a wide variety of problems including:

- Cuts/grazes and lacerations
- Sprains and strains
- Broken bones (fractures)
- Bites and stings (including human/animal bites)
- Infected wounds
- Minor head injuries
- Minor eye infections, foreign bodies & scratches

If you are not sure whether your injury is minor and can be treated in a Minor Injuries Unit, telephone NHS Direct on 0845 4647, who can advise you and direct you to the most appropriate place for your care.

Do you or a family member need emergency hospital treatment?

Accident & Emergency (A&E) or 999: It is often very obvious when emergency care is needed for serious injury or illness. You should get medical attention by either taking the patient to the nearest Accident & Emergency (A & E) department or by phoning 999 for an emergency ambulance.

An emergency is a critical or life threatening situation such as:

- Loss of consciousness
- Heavy blood loss
- Suspected broken bones
- Persistent chest pain for 15 minutes or more
- Difficulty breathing
- Overdose, ingestion or poisoning

Remember to keep calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke.

Unless you need emergency medical attention avoid local A&E departments. Doctors and nurses there are equipped to deal with serious cases of injury and illness, not routine and minor ailments. Calling an ambulance won't necessarily mean you are seen any quicker at A&E as the most serious cases are prioritised. Find your local A&E unit.



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Clinics & Services Offered

Antenatal Clinic

Mount Street: Monday 9.00am -11.00am

The midwife and doctor are both available. Please bring a sample of urine with you each time. Antenatal bookings with the midwife are usually held on Tuesday mornings 9.00am-11.00am.

Prior Deram Walk: The midwife is available on Thursday afternoons for both antenatal and booking appointments.

Well Baby Clinic

If you have chosen to bring your child to the surgery for development checks, you will be asked to indicate this when you register the child with our practice. This will ensure that your child is invited for checks at the right time. If you think your child is due for a development check, or if you have any questions about Baby Clinic, please phone your Health Visitor.

Mount Street

Baby Clinic is open on Thursday afternoons (2.00pm – 3.00pm) for development check by appointment for 8 week and 1 year checks only. There will no longer be an “open” weigh and advice clinic here. There are open clinics at the following venues for weighing and advice:

Coundon Clinic, Barker Butts Lane (Monday 2.00pm – 4.00pm) (Thursday 9.00am – 11.00am)

Whoberley Clinic, Winsford Avenue (Tuesday 9.00am – 11.00am)

Tile Hill Health Centre, Jardine Crescent (Tuesday 1.30pm – 4.00pm) (Thursday 9.00am – 11.30am)

Earlsdon, Moor Street Surgery (Thursday 1.30pm – 3.30pm)

Prior Deram Walk

Appointments for the Wednesday Baby Clinic at Prior Deram Walk will be sent out by the Health Visitor. Children with appointments will be seen between 2.00pm and 3.00pm.

Skin Clinic

Dr Paige sees people with skin problems suitable for minor surgical treatment. Most of these cases are dealt with on Wednesday afternoons 4.00-5.00pm at the Mount Street Surgery.

Maternity Services

Although we are able to offer full maternity services we are unable to supervise home deliveries. Speak to a doctor or a midwife about the services available.

Childhood Immunisations

Your child will be sent appointments for routine immunisations. These are usually done in Baby Clinic although you may make an appointment with nurse at any other available time. The recommended immunisation schedule is now as follows:

- 1st Quad + Polio & Meningitis C: 2 months
- 2nd Quad + Polio & Meningitis C: 3 months
- 3rd Quad + Polio & Meningitis C: 4 months
- MMR: 13 months
- Preschool Booster + MMR II: 3 ? years
- “School Leaver” Booster: 14 years +

Well Person Check Ups

All patients over 16 are welcome to make an appointment with the Nurse. She will advise you on your general health and life-style.

Over 75 Checks

All patients over 75 are invited to attend for an annual check up.

Asthma, Diabetes and Hypertension

We encourage regular reviews of these conditions. Such reviews are offered in all normal surgeries. You are encouraged to book check ups for asthma and diabetes with the Practice Nurse.

Continence Promotion Service

Patients over 45 experiencing continence problems are invited to make an appointment with Nurse Maggie Raven. Patients under



Forrest Medical Centre

45 should book an appointment with Nurse Eilish O'Connor

Minor Surgical Procedures

Some minor surgical problems can be dealt with at the surgery. The doctor will advise you whether this is appropriate and you may be asked to make a special appointment.

Clinics & Services Offered - continued

Cervical Smear Tests

There has been a recent change in the national cervical screening policy. We now start doing smear tests at the age of 25 (not 20). This is because in younger people the smear can look odd simply due to immaturity of the cervix and is therefore difficult to interpret. A lot of young people under 25 were called back for further testing and subjected to considerable unnecessary worry. By waiting until women are 25 we can avoid this. The risk of cancer of the cervix is also extremely low in the under 25 age group.

When your next smear test is due you will receive a reminder by post. This is sent out by Coventry PCT on behalf of the practice. Please make an appointment for a smear test with the nurse (or doctor) and, if possible, tell the reception staff what you are coming for so adequate time is allotted.

Women will be sent for a further test every 3 years from the age of 25 up to the age of 49 and then every 5 years up to and including the age of 64.

All women will receive the result of their cervical smear test by post. The nurse or doctor who takes the smear should be able to tell you roughly how long the results will take.

Contraception

The doctor will discuss with you the methods of contraception available. The pill, cap and coil, Depot injections, pessaries and creams are all available free on prescription. We are unable to prescribe the sheath but will advise on its use and the nurse is able to issue some supplies. Coil fitting and implants are available from the Coventry Walk-in-Centre (024 7624 6789).

PLEASE NOTE: The "morning-after pill" can be taken up to 72 hours after the event, but please contact us earlier if at all possible as it is most effective in the first 24 hours. It is also available from the Sexual Health and Reproductive Care Clinic (SHARC) at 25 Warwick Road, Coventry (024 7696 1300) from 7.00am – 10.00pm every day of the year.

Travel Advice and Immunisations

These are done by the Nurse. NHS Direct (0845 4647) can advise you on what immunisations are needed. We need to know every country you are visiting or stopping at. Please make an appointment with the nurse to plan what you need. Do not leave this till the last moment!

Immunisations

These are done by the Nurse. For protection against tetanus you should have two boosters, 10 years apart.

Rubella

All women should be immunized against Rubella (German Measles) for the safety of their future children. If you do not know if you are immune please ask the doctor or nurse.

Flu Vaccines

These are usually available from October onwards. We recommend these for patients with certain illnesses e.g. asthma, bronchitis, diabetes, heart disease. The flu vaccine is recommended for all those over 65. Please ask the doctor or make an appointment with nurse if you had a flu vaccine last year.

Pneumonia Vaccine

This vaccine is recommended for all people over the age of 65. Please ask a nurse if you think you have not had one.

Blood Tests

These can be done at the surgery. Please make an appointment and remember to bring the request form with you for the blood test. If the hospital specialist has requested the blood test, it should normally be taken at the hospital.



Clinical Standards

What Sort Of Service Should You Expect From Us?

In particular what sort of service should you expect if you have particular medical conditions?

We thought it would be helpful to give you an idea of the care you should receive if you have some of the common medical conditions listed here. If we have forgotten to do any of the things that are suggested here, please do remind us.

Diabetes

We should make sure that the following checks are done each year (either here at the surgery, or at hospital, the opticians or the chiropodists)

- Blood Pressure
- Eye examination
- Foot examination
- Weight
- Medication review
- Urine test for protein
- Blood tests for sugar control, cholesterol level and to test the kidneys

We will offer you a flu vaccination each year and a single pneumonia vaccination. We also encourage everyone with diabetes to see the dietician, at least every five years. We have booklets about diabetes which we are happy to provide.

Heart Attack/Angina

We should check you at least yearly. We will:

- Check your blood pressure
- Review medication (encouraging aspirin for most patients)
- Help smokers to quit
- Give advice and education to help lower your cholesterol (and do a cholesterol blood test every year)
- We will offer you a flu vaccination each year and a single pneumonia vaccination.

A Stroke

We will check you at least yearly. We will:

- Check your blood pressure
- Review medication (encouraging Aspirin for most patients)
- Help smokers to quit
- Give advice and education to help lower your cholesterol
- Help keep your blood pressure controlled
- We will offer you a flu vaccination each year and a single pneumonia vaccination

High Blood Pressure

We will check your blood pressure at least twice a year and offer you medication to try and bring it down to at least 150 / 90 (slightly lower if you have diabetes).

When we first diagnose your high blood pressure we will do tests of your kidneys and blood tests for Cholesterol and for Diabetes.

Asthma/COPD/Emphysema

We will:

- Help smokers to quit
- Provide medication to give as much relief as possible for breathlessness and coughing
- Check that you can use your inhalers properly
- Provide, for those who want it, a peak flow meter and a personal self-management plan
- We will offer you a flu vaccination each year and a single pneumonia vaccination.



Useful Contact Numbers

NHS DIRECT www.nhsdirect.co.uk	0845 46 47
COVENTRY NHS WALK-IN CENTRE Stoney Stanton Road, Coventry, CV1 4FH	024 7624 6789
COVENTRY PRIMARY CARE TRUST OUT OF HOURS SERVICE	01926 888 026
SEXUAL HEALTH AND REPRODUCTIVE CARE	024 7696 1300
MENTAL HEALTH HELPLINE / INFORMATION LINE	0800 616171
ALCOHOL ADVISORY SERVICE www.swanswelltrust.org	024 7622 6619
CDT - COMMUNITY DRUGS TEAM	024 7655 3845
SAMARITANS	024 7667 8678
COVENTRY PRIMARY CARE TRUST Christchurch House, Greyfriars Lane, Coventry, CV1 2GQ www.coventrypct.nhs.uk	024 7655 2225
BREAST SCREENING UNIT	024 7684 4155
UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE www.uhcv.nhs.uk	024 7660 2020
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