

## CONFIDENTIALITY AND ACCESS TO PATIENT INFORMATION

Any information that the doctor holds about you is very strictly confidential. Your doctor will not divulge **ANY** information about you to **ANYONE**, including your employer, insurance company or relative, without your written permission. **NO ONE** from outside the practice is able to access written or electronic patient records.

If you are referred to another doctor or health professional at the hospital or within the practice then necessary information will go with the referral and it is assumed that you agree with this if you have agreed to the referral. If you don't, you must say so to your doctor. **ALL** health professionals and staff within the practice are bound by the rule of confidentiality.

If you move to another practice your written and electronic records are transferred automatically to your new practice after you have registered with it.

There may be certain unusual circumstances where the doctor can be obliged to break the confidentiality rule, for instance if the patient is mentally incapacitated, or if it is in the interest of public safety, or if he or she is required by a court of law to do so.

You are entitled to know what information is held about you and if you wish to know you should simply ask your doctor or make an arrangement with the practice manager. There may be an administration charge for this.

## NHS WORCESTERSHIRE

Further information regarding primary medical services can be obtained from NHS Worcestershire, Isaac Maddox House, Shrub Hill Road, Worcester, WR4 9RW.

Telephone number 01905 760000

Web [www.worcestershirehealth.nhs.uk](http://www.worcestershirehealth.nhs.uk)

## The CHURCH STREET SURGERY

David Corbet House  
Callows Lane  
Kidderminster  
Worcestershire  
DY10 2JG



### Welcome to Church Street Surgery

We are a long established practice in the centre of Kidderminster and we offer a full range of services of which preventive medicine plays a very important role. We are involved in training for general practice. We moved to modern purpose-built premises in 1992. The building is named after Dr David Corbet who founded the Church Street practice in 1872. Church Street Surgery has been participating in undergraduate medical education for many years. We are recognised by the University of Birmingham as a nominated training practice.

## The Doctors

Dr Tim Champion MB BS MRCP The London hospital 1983  
Dr John Tudor MB ChB BSC (Hons) Birmingham 1984  
Dr Caroline Irlam MB ChB DCH DRCOG MFFP Birmingham 1982  
Dr Parveen Mann BSc Hons MB ChB Manchester 1987  
Dr Paul Williams MB ChB DRCOG Birmingham 1992  
Dr Dean Evans MB ChB DCH MRCP Birmingham 1997  
Dr Khatim Niwa Bsc(Hons) MB BS DRCOG MRCP Kings 1998  
Dr Juliet Lyne MB ChB DRCOG MRCP Birmingham 1997  
Dr Ihsan Tarzi MBChB MRCS DFFP MRCP Baghdad 1987

## Practice Manager

Heather Park MBIM MIHSM DipAMP

## Practice Nurses

Helen Armstrong	SRN BSc Hons.
Alison Edwards	RGN
Elizabeth Ford	RGN
Lynn Greaves	SEN
Lynn Rees	RGN
Lynda Cowell	RGN
Marguerite Lockyer	RGN
Nicola Manners	RGN
Maria Postins	RGN

## ADDRESS OF PREMISES

The Church Street Surgery  
David Corbet House  
2 Callows Lane  
Kidderminster  
DY10 2JG

## TELEPHONE NUMBERS

Appointments	01562 745040
Prescriptions	01562 744641
Home Visits	01562 822051
Out of Hours	0300 1233211

NHS Direct 0845 464748 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Website [www.churchstreetsurgery.co.uk](http://www.churchstreetsurgery.co.uk)

## Female Health Clinic

Menopause, HRT, Family planning, Smears Tests

## Healthy Heart

This is a secondary prevention clinic available to those patients who have had a problem with their heart or circulation. They are invited to attend a clinic annually by letter or referred by their Doctor. There is the opportunity to discuss lifestyle issues, smoking cessation, have blood pressure checked, blood taken to measure cholesterol, glucose levels and ECG when necessary

## Hypertension

The clinic allows time for an in-depth discussion of high blood pressure and its associated problems. A full examination and blood tests will be performed and, where appropriate, treatment may be prescribed. Patients with established hypertension are encouraged to attend on a regular basis so that their condition can be monitored

## Immunisation

Childhood and Travel Immunisation. Flu and Pneumococcal Immunisation.

## Nursing

Treatment room, Midwives, Health Visitors, District Nurses, and Nurse Advisor to the Older Person

## Older Person

Immunisation as above. Nurse Advisor to the Older Person. We have two Social Workers who are attached specifically to our Practice

## Quit Smoking

General Advice is available from the Doctors and Nurses of the Practice but more specific advice, including the prescription of medicines is available from the NHS Smoking Advice Service 0800 1690169 who run clinics in various venues in the Wyre Forest Area

## Travel Clinic

These clinics are generally run on a Wednesday and Thursday afternoons. Advice is available at other times but please be specific when requesting an appointment.

## NON NHS SERVICES

Certain services such as private sick notes, insurance claim forms, passport applications and some medical examinations are not covered by the NHS for which there is a charge for. Please ask at reception for details.

## HOW TO REGISTER AS A PATIENT

Please contact our receptionists either in person or by telephone. You will need to bring in your existing medical card or if this cannot be found you will need to attend the surgery to fill in the requisite registration form. Please have details such as your previous address and the name and address of your previous Doctor.

## PATIENT PREFERENCE FOR A PRACTITIONER

Consultations are by appointment only. To make one, telephone the appointment line or call in surgery hours. You can ask to see whichever Doctor you prefer and you will be accommodated if an appointment is available. If possible make an appointment well in advance to see your usual doctor. Urgent appointments are always available the same day, but not always with the doctor of your choice. A Nurse Practitioner runs a clinic in parallel with a Doctor each day and patients will be offered the alternative of seeing a Doctor or a Nurse, whichever is deemed more appropriate.

***Please keep your appointment or cancel it in good time*** as this allows efficient use of our services ensuring we are available for others to be seen.

## CLINICS AND OTHER SERVICES

by appointment only, unless otherwise stated.

Personal Medical Services are supplied in the traditional way by our Doctors, but we also supply specific services as detailed below usually run by a Nurse Practitioner with the back-up of a Doctor.

A Nurse Practitioner is a nurse who has extra training and experience in the management of chronic illnesses as well as the treatment of acutely ill patients.

### **Asthma and COPD reviews**

This clinic is for patients with asthma and chronic obstructive airway disease (chronic bronchitis and emphysema)

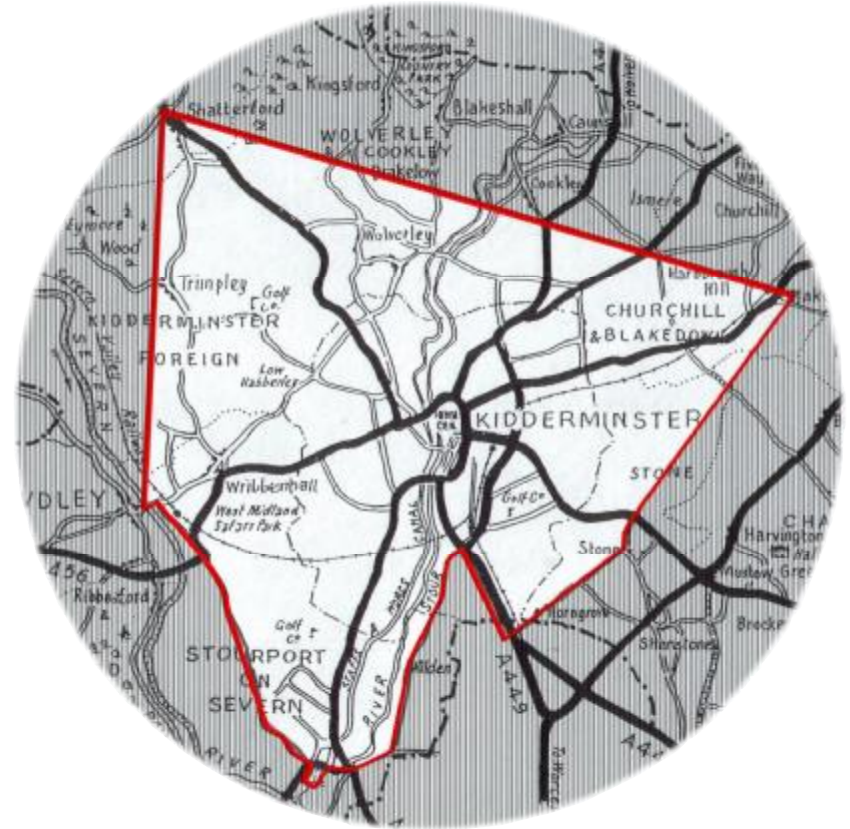
### **Babies & Children**

Immunisation, Childhood Surveillance, Parentcraft, Baby clinic, Midwives, Health visitor, Immunisation Schedule.

### **Diabetes**

This clinic provides diabetic patients with the knowledge, skills and support that enable them to lead a full and healthy life. Patients are encouraged to attend on a regular basis

## MAP OF THE PRACTICE AREA



### **DISABLED ACCESS**

Our premises are purpose-designed for the needs of the disabled. There is easy access to the building for wheelchairs and full account is taken for needs within the building. There is dedicated parking for the disabled directly adjacent to the building.

### **CAR PARKING**

The nearest car park to the surgery is found at Weavers Wharf next to Pizza Hut and McDonalds. There is also plentiful parking within the town centre.

## **SURGERY TIMES**

The surgery is open Monday to Friday from 08.00 am to 18.30 pm. The surgery is closed on a Saturday, Sunday and on Bank Holidays.

<b>Consulting Times</b>	<b>Monday to Friday</b>
<b>Morning</b>	<b>8.30 am-12.40 pm</b>
<b>Afternoon</b>	<b>2.20 - 5.40 pm</b>

## **EXTENDED OPENING**

We offer some late nights, early morning and Saturday morning appointments. These are offered at various and variable times. These are routine appointments. Please ask reception for further details.

## **FOR EMERGENICES OUT OF HOURS PLEASE CALL 0300 1233211**

### **HOME VISITS - (01562) 822051**

The doctor can visit those too ill to attend surgery and those completely housebound.

If you need a home visit it is very helpful to call before 11:00 when possible, before the doctor starts his visits. Your usual doctor may not be able to attend. Lack of transport should not necessitate a home visit.

### **IF YOU NEED A DOCTOR IN AN EMERGENCY,**

please phone (01562) 822051

## **OUT OF HOURS**

Out of surgery hours the surgery answer phone message will direct you to the Primary Care Emergency Centre via 01562 822051 or you may contact the Centre directly on 0300 1233211. The Centre is situated in the Kidderminster Hospital Treatment Centre, next to Minor Injuries Unit. Please telephone first, as it is not a drop-in centre. You may be given advice or asked to attend. You will be expected to attend the centre except for exceptional circumstances. The terminally ill and housebound will be visited. The primary care is for emergencies and not intended for those unable to attend the surgery during normal hours or for those seeking second opinions. The Centre is staffed by suitably qualified Doctors employed by NHS Worcestershire.

## **NHS DIRECT TELEPHONE NUMBER**

0845 4647

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **REPEAT PRESCRIPTIONS - (01562) 744641**

To order a prescription please tick items required on the re-order form, which comes attached to the right hand side of you prescription, and post in prescription box in reception, alternatively you may post this to the surgery enclosing an SAE for the prescription to be returned to yourself. You may also telephone requests on the above number but please be aware that the line can get very busy especially on a Monday morning. The line is open Monday to Friday 10 am-12 pm and 2 pm-5 pm. Please allow 2 working days for the prescription to be issued.

The practice participates with local chemists for prescription collection and delivery services, details of this may be obtained from your usual chemist.

## **COMPLAINTS, COMPLIMENTS and COMMENTS**

We make every effort to provide the best service for our patients. We always welcome comments on any aspect of the service we offer: either good, bad or indifferent. Please use the comment forms located next to the comments box in reception.

If you wish to make a complaint; please feel able to discuss this with any member of reception staff or a Doctor or to write to Vicky Turner, Office Manager, who has special responsibility for this area.

Further information is contained in our leaflet- 'Acting for patients- what to do if you have a complaint'

## **VIOLENT OR ABUSIVE PATIENTS**

Patients should expect a courteous service from all our members of staff. Likewise we expect our patients to behave in a similar manner. Abusive patients may be asked to leave the Surgery List. Violent patients will be reported to the police and will be removed from the Surgery List.

## **The Patient's Committee**

A small group of patients from the surgery have joined together to form a Patients Committee. They meet with the doctors on a regular basis to discuss all aspects of the services provided by the practice. This two-way exchange of ideas benefits not only the patients but also the doctors and their staff. They have an Information Board in the waiting area and a comments box situated on the wall at reception. They welcome your comments and views, which will be dealt with in strict confidence.

If you are interested in joining the Patient's Committee then please contact our Practice Manager Heather Park at the surgery.