**PATIENT INFORMATION**



***Brookside Surgery***

*Stretton on Dunsmore*

*Rugby CV23 9NH*

*(024) 7654 2525*

SURGERY OPENING TIMES

|  |  |  |
| --- | --- | --- |
| Monday | 8.30am-1pm | 2pm-6.30pm |
| Tuesday | 8.30am-1pm | 2pm-6.30pm |
| Wednesday | 8.30am-1pm | 2pm-6.30pm |
| Thursday | 8.30am-1pm | CLOSED |
| Friday | 8.30am-1pm | 2pm-6.30pm |
| Weekends | CLOSED |
| Bank Holidays | CLOSED |

DISPENSARY OPENING TIMES

|  |  |  |
| --- | --- | --- |
| Monday | 9am-1pm | 2pm-6pm |
| Tuesday | 9am-1pm | 2pm-6pm |
| Wednesday | 9am-1pm | 2pm-6pm |
| Thursday | 9am-1pm | CLOSED |
| Friday | 9am-1pm | 2pm-6pm |
| Weekends | CLOSED |
| Bank Holidays | CLOSED |

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

**Facebook/Instagram - @brooksidesurgerystretton**

**Brookside Medical Team**

**Dr Alex Watters (GP Partner)** MBChB DRCOG MRCGP (female)
Dr Watters studied at Warwick University and qualified in 2008. She has an interest in Women’s Health, Family Planning and Paediatrics.

**Dr Jonathan Menon (GP Partner)** MUDr MRCGP
Dr Menon studied at Charles University, Prague and qualified in 2009. His interests are Diabetes, Musculoskeletel Medicine and Men's Health. Dr Menon is one of the training doctors in the practice supporting our GP Registrars. Sport is a particular passion with Rugby and Triathlon dominating most of his spare time (when not tearing after his children).

**Dr Nick Tyrrell (Salaried GP)** MBChB, BSc (Hons)

Dr Tyrrell studied at The University of Manchester before studying Medicine at Warwick Medical School and qualified in 2012. He has since worked in a variety of hospital posts in Merseyside and the West Midlands. His interests include musculoskeletal medicine and minor surgery. Nick originally trained here as a GP Registrar but has now re-joined the team as a fully qualified GP.

**Dr Benjamin Thurlow (Salaried GP)** MBChB, MRCGP, BSc (Hons)

Dr Thurlow studied for a BSc in Anatomy and Physiology at the University of Leeds before completing Medicine at the University of Warwick where he qualified in 2005. He has worked as a full time GP in Rugby for the last 13 years. His areas of interest include Dermatology and Cardiology. Outside of Medicine, Dr Thurlow is a keen Cyclist.

**Pat Ditchfield RGN (Practice Nurse)**

Pat first joined the Practice in 2004 and then returned in 2011 following a year working in Coventry as a Specialist Respiratory Nurse. She has a diploma in chronic disease management with a particular interest in respiratory conditions. Pat leads our asthma and COPD clinics but is also available for a range of nurse appointments

**Harriet Smith (Practice Nurse)**

Harriet came back to nursing in 2019 after having 15 years out to pursue other interests and raise a family. Harriet helps Dr Menon with our Chronic Disease Clinic and is also available for a variety of nursing appointments.

**The Extended Team**

**Receptionists: Sue, Stacey, and Nicki** are your first point of contact and will help with any queries you have and make appointments. They will help you as much as possible but cannot give any medical advice.

**Dispensers: Juliet, Karen, Ashley, Steve, Jess, and Polly** dispense the medicines that the Doctors prescribe. Many medical conditions need monitoring and they will inform you when a check up is due. They liaise each morning with the Doctors. Requests for repeat prescriptions should be made using your repeat request form, NHS App or an online request via our website.

**Secretary: Denise** first came here as an Administrative Assistant but took over as Secretary in 2022. She carries out secretarial duties and arranges referrals to hospitals and covers Reception when needed.

**Practice Administration: Georgia** is our Practice Administrator and Adult Named Safeguarding Co-ordinator. She is responsible for a range of administrative duties and the digital innovation of the surgery. As well as this, she manages the appointment book system, social media and website. She also helps cover Reception, Dispensary and Secretarial duties when needed.

**Practice Manager: Madeleine Clark is** responsible for the administration of the practice and welcomes any comments you may have on the service you receive.

**Community Midwife**

Our midwife sees all our pregnant ladies for their routine antenatal care and looks after them for the first few weeks after delivery. She holds her clinic on Monday afternoons.

The **District Nursing** team work with the practice in the care of our housebound patients. They liaise closely with the doctors and the Practice Nurses

We also have a range of staff supplied to us that work throughout all the doctors surgeries in Rugby to support GP's by providing patients with specialist care. These include a first contact physio, dietician, pharmacy technician, community pharmacist, social prescriber, and a mental health liaison.

**Appointments**

1. All surgeries are run on an booked appointment basis. Appointments can either be face to face, telephone or online.
2. Most appointments are 15minutesand can be booked either over the phone on 024 7654 2525, in person at reception or if you have an online account.
3. Please make a separate appointment for each person needing to be seen.
4. We aim to offer a routine appointment within 48 hours but this may not always be possible when doctors are on leave.
5. If you feel that you need to be seen urgently then please phone as early in the day as possible.
6. Our reception team are fully trained in navigating you to the most suitable appointment.

**Home Visits**

Wherever possible please see the doctor at the surgery where we have the best facilities for your care. If your illness makes this impossible then please contact the surgery. Home visits are made at the discretion of the GP and only when the health of the patient makes it impossible to get to the surgery. Home visits should not be requested because of transport problems alone.

**Test Results**

If your doctor or nurse has requested you to have blood or urine or other tests taken they will indicate when the results will be returned. To receive your results we would ask that patients telephone 02476542525 after 11.00 am. This will allow time for the doctors to have looked at any results available. We cannot give out any result before it has been seen by a GP.

To ensure complete confidentiality we are only able to give results to the patient. We are not able to give results to partners, friends or parents (other than where the patient is a child is under 16 years).

**Services Available**

In addition to caring for those who are ill or have long term medical needs, this practice also offers the following services:-

1. Contraceptive care, advice and prescribing. This includes contraceptive injections and IUCD insertion.
2. Joint injections
3. Cryotherapy for the removal of warts etc.
4. Childhood vaccinations and immunisations
5. Adult immunisation including travel vaccinations (private fees may apply)
6. Ante-natal and post-natal maternity care
7. Child health surveillance checks
8. Cervical screening
9. Influenza vaccination annually for those eligible through the NHS guidelines
10. Smoking cessation advice and nicotine replacement therapies

**Services for Disabled Patients**

The building was designed to allow full access for disabled patients and wheelchair users and all public areas and consulting rooms are on the ground floor.

If your require any further assistance then please ask any member of staff, or alternatively telephone prior to visiting the surgery and we will arrange for assistance to be available.

The surgery is equipped with a mobile Induction Loop for hearing aid users. This is kept in reception but can be taken into any of the consultation rooms if required. We also have a wheelchair available for use within the surgery.

A larger print copy of this leaflet is available on request.

**Dispensing Arrangements**

We are able to dispense medication to any patient living more than 1 mile from a Pharmacy. Therefore your prescription medication can be collected from the dispensary following your consultation. We sometimes need to order some items into stock and these normally arrive the following afternoon.

**REPEAT PRESCRIPTIONS (5 working days notice)**

To order your repeat medication you can either request it through the NHS App, via our website or your paper repeat slip.

Your medication will be ready to collect 5 working days after we receive your request.

**Teaching**

Brookside Surgery has been involved in training GPs for well over 10 years. GP Registrars join us for 4, 6 or 12 months during their final years of GP training, they are fully qualified doctors with at least three years experience mainly in hospitals.

We also have student nurses or medical students placed with us who may be present during consultations. Patients will always be asked if they object to a student being present.

## Non NHS Services

These items include private sick notes, insurance forms and medicals and some injections that are not covered by the NHS. These may incur a change.

**Complaints**

In line with NHS regulations we have an approved complaints policy. Any complaint should be made, initially, to the Practice Manager/Deputy Manager or GP and will be dealt with in line with our policy, a copy of which is available from reception.

We also actively welcome suggestions for improvements that could be made to the services we offer.

**Patient Medical Records and Information**

Strict guidelines regarding the disclosure, handling and transfer of patient information are observed by all staff.

Patients have the right to request access to their own medical records held in both paper and electronic form. Requests should be made in person or in writing to either a GP or the Practice Manager. There is no charge for viewing notes but charges may be made for providing copies, these will be advised at the time of request.

Any request for access to a patient’s medical records received from a third party such as a solicitor or insurance company must be made with the full consent of the patient.

**Patient Responsibilities**

We work hard to provide our patients with high quality care by qualified staff within an appropriate timescale. We would ask that patients:-

1. Use the services offered appropriately and responsibly
2. Cancel appointments with good notice if they are no longer required
3. Keep the practice informed of any changes of address or other personal details
4. Attend for screening or follow up appointments as advised by their GP or Nurse
5. Treat all staff and doctors fairly and considerately, recognising that we will do our best to accommodate all reasonable requests.
6. Note that the Practice supports the NHS Zero Tolerance campaign and any aggressive or threatening behaviour, either verbal or physical, towards any member of staff may result in the removal from the Practice list or action being taken against the offender.

**Enhanced Access**

We are part of a service in Rugby and Coventry that gives you access to GP and Nurse Appointments weekday evenings and weekend mornings. This is not a walk in and wait service it is a booked appointment that will either be at another doctors surgery in Rugby or Coventry or at Brookside but may not be a doctor that regularly works here. However they will all have access to your notes with your permission and can deal with many acute problems you may have. If you need one of these appointments because you cannot get to us in our regular working hours please contact Reception and they will book one for you.

**OUT OF HOURS EMERGENCY SERVICE**

**This service is intended only for problems that cannot wait until the surgery is open.**

Out of Hours: if you are in need of medical attention when the surgery is not open please phone 0845 6080276 or, if after 6.30pm, 111. If it is an emergency please phone 999 as usual.

**Patient Participation Group**

Please feel free to join our Patient Participation Group. The Group usually meets 4 times a year. If you would like further information about or PPG and what they do please contact Madeleine Clark on 02476 542525.