

# **SURGERY INFORMATION**

## **For Patients**



### **Dr. James Pilpel (partner)**

BM.BS. (1976 U.K.) BMedSci.DCH.DRCOG.DA.F.P.Cert

### **Dr Vamsi C Tiguti (partner)**

MB.BS, D.ORTHODFFP MRCGP MSc (Leadership)

(This is not a limited partnership)

### **Dr Rajani Sripada (Salaried GP)**

MBBS MRCGP DRCOG DFSRH

**A DOCTOR CAN ALWAYS BE REACHED ON:**

**01538 722323 (Tean) or 0300 1234017 (Blythe Bridge), 8am - 6pm  
Weekdays (Not Thurs PM)**

**For Out of Hours & from 1pm Thursday, please ring NHS 111  
Patients ringing the Tean number will automatically be diverted to our Blythe Bridge  
Surgery between 12 noon and 2.00pm**

**SURGERY WEBSITE ADDRESSES:**

[www.teansurgery.co.uk](http://www.teansurgery.co.uk)

[www.blythebridgesurgery.co.uk](http://www.blythebridgesurgery.co.uk)

## SURGERY

The surgeries cover patients who live in the following areas:

BLYTHE BRIDGE	CAVERSWALL	CHECKLEY
CRESSWELL	CROXDEN	DENSTONE
DILHORNE	DRAYCOTT	FORSBROOK
FREEHAY	FULFORD	HOLLINGTON
LEIGH	MEIR PARK	SAVERLEY GREEN
STRAMSHALL	TEAN	

A boundary map is available on request

You may attend our Branch Surgery at **BLYTHE BRIDGE** or our main surgery at **TEAN**.

### **FACILITIES FOR THE DISABLED**

Both surgeries are single storey, have dedicated disabled parking and have easy access if you have a disability. We also have a wheelchair for use whilst on surgery premises.

### **PARKING**

Please remember that parking space can be limited and the doctors need access at ALL times. We would ask that consideration is paid to our neighbours and that you DO NOT obstruct the driveways to their homes. The Tean surgery has a large car park at the bottom of Old Road and we respectfully request that this is your car park of choice allowing more parking for patients with limited mobility.

There is a large car park adjacent to the Blythe Bridge Primary Care Centre.

## APPOINTMENTS

Patients have a right to express a preference of practitioner in accordance with clause 185 of the GMS Contract and the means of expressing such preference. This means that the patient can choose between the available Dr's for their appointment, under the proviso that there is an appointment to suit the patients' needs.

All consultations are by appointment only. Please ring the surgery you wish to attend on the day you would like to be seen. If this is difficult please inform the staff as 40% of appointments are available to pre-book.

To help us to ensure that the system runs smoothly it would be appreciated if you:

- 1. Arrive on time. If you are late you might not be seen.**
- 2. Cancel any unwanted appointments.**
- 3. Question if you need to see the doctor or would the nurse be more appropriate.**

You are also able to book your appointment to see the doctor "on-line" at [www.patient.co.uk](http://www.patient.co.uk). You will need to register with the surgery first so please ask the reception staff to do this for you. You will also be able to cancel ALL appointments thereby avoiding wasted appointments even if you realise you cannot make your appointment at 2am!

Where a registered patient, who is between the years of 16 and 75 has not attended a consultation within 3 years, requests a consultation, we shall without prejudice provide such a consultation (as stated in clause 34, 35 & 36 of the GMS contract).

Where a registered patient who is 75 years of age or above and has not had a consultation within the last twelve months requests a consultation, we shall without prejudice make such enquiries, undertake such examinations as appear appropriate in the circumstances and provide such a consultation (as stated in clause 37 & 38 of the GMS contract).

Our Nursing Staff are virtually always in attendance, and the Doctors may consider it appropriate to use their expertise to deal with your problem.

We aim to see 70% of patients well within 30 minutes of an appointment time assuming 10 minutes per consultation. We review our performance but complex problems or emergencies may interfere with this and we would inform you if that were happening. In return we expect to be informed if you are unable to keep your appointment.

## **TELEPHONES**

Our staff aim to answer a call within three rings, but mornings are busy so to avoid frustration, please ring later for routine enquiries, results, etc. Out of hours please ring NHS 111.

## **REPEAT PRESCRIPTIONS**

To avoid needing to see a Doctor each time you need further supplies of regular medication we have arranged a repeat prescription system. Please ensure you give **48 working** hours' notice to the dispensary when you need more medication. Please see page 10.

## **REFERRALS**

We try to investigate and deal with your problems ourselves as far as possible. If however, you need special treatment, tests or even a further opinion we can arrange it. If you feel you would prefer an alternative opinion we will help you, but may recommend that you arrange it privately.

## **COMPLAINTS & FEEDBACK**

We welcome good ideas for improving the practice and frequently monitor and discuss our arrangements (we have a comments and suggestions box situated in the surgery). If we make a mistake or give cause for dissatisfaction, we much prefer you to tell us. If you feel you have cause to complain or raise concerns, please contact the practice manager, Jane Bentley, either by asking the receptionist, or by telephoning (01538) 722323, or by letter. We take all suggestions and complaints seriously and will respond to you in accordance with our NHS Complaints Procedure.

If we are not able to satisfy your comment/complaint you have the option to contact the PCT Complaint Liaison Officer for help; Sue Daykin, who is situated at St. George's Chambers and can be contacted on (01782) 401044, but we would hope that you would be able to approach the surgery and resolve any issues that you have at practice level.

## **TRAINING PRACTICE**

We are an accredited GP training practice and you may be offered an appointment with one of our GP registrars. These are qualified doctors, who usually have several years of hospital experience. We also have doctors spending time with us who have just qualified and are fully capable of seeing patients, but will be under supervision from one of the doctors in the Practice. Patients will sometimes benefit from a longer consultation time with these doctors. Additionally, we have medical students visiting the Practice for short periods of time; they may be present with a Partner in consultations or in visits, but only with the patient's permission.

Being a training practice our overall patient care and standards will be scrutinized and must remain high to maintain our training practice status.

## **ZERO TOLERANCE**

Our practice runs a Zero tolerance policy, any attacks on staff either verbal or physical would not be tolerated. We reserve the right to remove patients who do not comply in accordance with our Removal of Patients Policy

**TEAN SURGERY**

Old Road  
 Upper Tean  
 Stoke-on-Trent  
 ST10 4EG.  
 Telephone (01538) 722 323 (Office Hours)  
 Fax (01538) 723 363  
 Dispensary Telephone (01538) 722 215

Out of Hours: please ring **111**

**OFFICE HOURS**

Monday – Friday (Closed Thursday pm)  
 8:00am – 12:00pm & 2:00pm – 6:00pm

**SURGERY TIMES**

<b>DAY</b>	<b>Morning Surgery 8:30am – 12 Noon</b>	<b>Afternoon Surgery 3:30pm – 6:00pm</b>
<b>Monday</b>	Dr V Tiguti	Dr R Sripada
<b>Tuesday</b>	Dr V Tiguti	Dr J Pilpel
<b>Wednesday</b>	Dr J Pilpel	Dr V Tiguti
<b>Thursday</b>	By rotation	CLOSED
<b>Friday</b>	By rotation	By rotation

**NURSE (By appointment unless an emergency)**

Monday – Friday 9:00am – 11:00am 3:00pm – 5:45pm (Not Thurs .pm)

**HEALTHCARE SUPPORT WORKER**

Monday & Wed : 8:30am – 11:30am 2pm – 5pm

Thursday: 8:30am – 11:30am

**BLYTHER BRIDGE PRIMARY CARE CENTRE**

Uttoxeter Road  
 Blythe Bridge  
 Stoke-on-Trent  
 ST11 9NT.  
 Telephone 0300 123 4017 (office hours)  
 Fax 0300 123 4301

Out of Hours: please ring **111**

**OFFICE HOURS**

Monday – Friday 8:00am – 6:00pm (Thursday 1pm)

**SURGERY TIMES**

(will vary when a doctor is on holiday or study leave)

<b>DAY</b>	<b>Morning Surgery 8:30am – 12 Noon</b>	<b>Afternoon Surgery 3:30pm – 6:00pm</b>
<b>Monday</b>	Dr R Sripada	Dr V Tiguti
<b>Tuesday</b>	Dr R Sripada	Dr V Tiguti
<b>Wednesday</b>	Dr R Sripada	Dr J Pilpel
<b>Thursday</b>	By rotation	CLOSED
<b>Friday</b>	By rotation	By rotation

**NURSE (By appointment unless an emergency)**

Monday – Friday 9:00am – 11:00am & 3:00pm – 5:45pm (not Thurs pm)

**HEALTHCARE SUPPORT WORKER**

Tuesday 8:30am – 11:30am & 2:00pm – 5:00pm

## OUR STAFF

The **2 male & 1 female Doctors** employ and train our highly experienced staff to provide the best professional back-up possible. Please feel free to approach any of them for advice or help.

**4 Nursing Sisters (Navy uniforms with white piping):** Sister Marjorie Carnall SRN, Sister Joy Whalley EN, RGN, DiPN, Sister Ann Hughes RGN and Sister Jane Spencer RGN. They deal with many minor or routine medical matters as well as traditional nursing duties. In addition to their normal surgeries Sister Whalley & Sister Hughes run Respiratory, including Asthma and COPD, Diabetes and Healthy Heart clinics.

**1 Health Care Assistant (burgundy uniform with white piping).** Helen assists the nursing sisters and runs smoking cessation clinics.

**5 Reception/Administration Staff (Plum Tunics Black Skirt/Trousers).**

**2 Dispensers (Red Tunics with Black Skirt/Trousers):** Order and run the dispensing of drugs and medicines according to the Doctors prescriptions.

**1 Practice Manager: Jane Bentley**

**1 Assistant Practice Manager – Mary Day**

**Other Staff:** We work closely with:

- Midwives (Antenatal and maternity care)
- District Nurses (Home Nursing)
- Health Visitor (Baby and Child advice)
- Diabetes Specialist Nurse (runs clinics once a month)
- Community Psychiatric Nurses (Help for stress or psychiatric problems)
- Dietician (Medical food problems and obesity)
- Physiotherapists (Joint and muscle problems)
- Chiropodist (Elderly foot care)
- Occupational Therapists (Disabilities)

Should you have any questions or wish to book an appointment with any of the people mentioned please do not hesitate to contact the reception staff on **01538 722 323 or 0300 123 4017** and they will be happy to either book an appointment or explain how you can arrange an appointment.



### **DENTAL EMERGENCIES**

Please note that we are unable to deal with dental problems. If you are not registered with a dentist you can contact the local Primary Care Trust (PCT) on 01782 298000 and they will be able to supply the names and telephone numbers for NHS and private dentists in your area. For dental emergencies outside normal office hours please ring 0300 123 0987.

### **ALLERGIES**

If you have an allergy OF ANY KIND please make sure to tell the doctor or reception staff. **IF WE DO NOT KNOW YOU HAVE AN ALLERGY IT MAY CAUSE A PROBLEM IN THE FUTURE.**

### **COUNSELLING SERVICE**

We also offer counselling services at the practice. A CPN has joined us and holds sessions on Friday afternoons by appointment after referral from one of the doctors.

### **ACCESS TO PATIENT INFORMATION (Data Protection Act)**

Only the doctors, employed staff or attached staff have access to patient records. Our staff are bound by rules of confidentiality relating to a patient's personal medical records. If we are requested for information about you from a partner, family member or friend we will not give information without your permission. If we are requested by a company (for example an employer, solicitor or insurer) to provide information regarding your care, consent would be obtained from you before this request is acted upon.

### **PATIENT PARTICIPATION GROUP**

- Are you interested in finding out more about our surgery?
- Have you ideas to help us continually improve the services we provide to patients?

The Patient Participation Group held their first meeting in May 2012 however we are still keen to recruit more members to the group. If you would like to be involved or have any further questions please call Jane Welch on 01538 722 323 or email <mailto:jane.welch@stoke.nhs.uk>

## OTHER SERVICES AS WELL AS THE USUAL MEDICAL SERVICES AVAILABLE

- Medicals (for insurance, HGV etc.)
- Routine Holiday Vaccinations
- Maternity Care
- Baby and Child development.
- Family planning including coils and implants
- Cervical Smears
- Minor surgical procedures
- Blood tests, ECG & Spirometry

### CLINICS:

For review of the following please ask for a clinic appointment if possible:

- NHS Health check ups
- Well Man & Well Woman Clinics
- Health promotion advice
- Blood Pressure, Heart problems, Asthma, Diabetes, Cholesterol.
- Smoking cessation clinic
- Weight reduction

### DISPENSARY - AT TEAN SURGERY

**Opening Times:** Monday – Friday 8:00 – 12:00am & 2:00pm – 6:00pm (except Thursday pm)

**Medication collections only when The GP is on site**

Monday – Friday 9:00 – 11:30am & 3:30 – 5.45pm (except Thursday pm)

We offer a variety of options for prescription ordering:

- You can leave your request at either surgery or ask your local pharmacy to do this for you
- You can e-mail us at [prescriptions@northstaffs.nhs.uk](mailto:prescriptions@northstaffs.nhs.uk)
- You can fax your request on 01538 723363
- If you are housebound or have difficulty visiting the surgery to submit your repeat please speak to Carol and she can arrange for you to be added to our telephone request list (01538 722215). **This line is only open between 11am – 12 noon & 3pm – 4pm.**

If you live outside a mile radius of a chemist we are able to dispense your medication but, again, please give **48 working** hours notice.

Special arrangements e.g. delivery for repeat prescriptions to local chemists may be available, please ask our Dispensary staff for details. You may also arrange to collect your prescription from Blythe Bridge Surgery.

**Please Note: If you request the chemist to collect your prescription you must allow extra time as the 48 hours notice is to the surgery.**

Should you need to have a prescription dispensed out-of-hours please ring NHS Direct, 0845 4647 and they will tell you your nearest open pharmacy.

### **URGENT CASES**

If your problem is urgent we always fit you in, bypassing the waiting room if necessary. If you feel you need to be seen urgently, please ring the usual surgery number and give the details to the receptionist, who will inform the doctor at the next opportunity

### **HOME VISITS**

We are almost always able to provide a quicker, safer and more thorough service in the proper setting of our fully equipped surgeries. Please telephone before 10:00am (unless an emergency) to speak to a Doctor who will make any necessary arrangements if you do need a visit.

### **NEW PATIENTS**

Anyone living within the practice area is welcome to register as a patient. All new patients requesting to register will be asked to complete a new patient questionnaire and to book an appointment with our Practice Nurse or Health Care Assistant for a health check. Please contact the surgery to make appropriate arrangements.

### **TEMPORARY PATIENTS**

If you need help and are away from your usual Doctor, we are able to see you at the times outlined.

## USEFUL CONTACT DETAILS

### TEAN SURGERY:

(01538) 722 323 / (01538) 723 363 (fax)  
01538 722 215 (dispensary)

### BLYTHE BRIDGE PRIMARY CARE CENTRE:

0300 123 4017/ 0300 123 4301 (fax)

NORTH STAFFS URGENT CARE (out of hours)- (01782) 719 100

UNIVERSITY HOSPITAL NORTH STAFFORDSHIRE:  
(01782) 715 444

CHEADLE HOSPITAL – 0300 790 0232

HANLEY HEALTH AND WELLBEING CENTRE - 0300 123 6759  
Stafford Street, ST1 1LW

HAYWOOD WALK IN CENTRE - (01782) 673 500  
High Lane, Burslem, ST6 7AG

LEEK MINOR INJURIES UNIT - 0845 6003 003 (select option 2)  
Ashbourne Road, ST13 5BQ

Patient Advice Liaison Service (PALS) - 0800 0304 563

MIDWAY MEDICAL AND WALK-IN CENTRE - 01782 663 757  
The Midway, Newcastle-under-Lyme, ST5 1QG.

Social Services (Cheadle) - (01538) 483 800

Emergency Dentist -(01782) 425 846

Our practice forms part of NHS NORTH STAFFS Heron House, Grove Road, Heron Cross,  
ST4 4LX. Tel.: 0845 602 6772

For details regarding local Primary Medical Services contact The Primary Care Team

### NHS Direct

NHS Direct is a 24-hour Nurse led help line giving telephone advice and health information. Their number is 0845 4647 or visit their website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Please use this leaflet as a guide but if in doubt, please ask. We may need to change our arrangements from time to time in the light of need. We welcome helpful comments on how to improve our service, however should you have a problem, we ask you to write to the Doctor or Practice Manager.**