



Your local GP Surgery: a guide for Patients



Welcome

Our mission is to provide sustainable, good quality, safe, people-centred primary care services to our patients, and temporary residents, in our locality. To do so we tailor patient services to population types, focus resources where they are most needed, co-ordinate with related services and charities, listen to our Patients and staff, monitor need and performance.

Clinical / Care Management Team

Dr Beate Parsons (f) GP Senior Partner	RWTH AACHEN. 1989 (Ger), JCPTGP, DFFP RCOG
Dr Jagannadha Boorle (m) GP Partner	MB, BS 1991 (Utkal), MS, FRCSEd, JCPTGP
Dr Sarah Westmore (f) GP Partner	BMed Sci, MB ChB 2004 (Bham), MRCGP, DRCOG, DFFP
Dr Alison Boorle (f) GP	BM 2011 (Southampton), MRCGP
Dr Peter Slade (m) GP	BM, BS 2010 (Brighton), MRCGP

ANP Sanjay Ramdany (m)	General ANP Clinics, Cardiology & Diabetes RGN, BSc Nursing, MSc Cardiology, Independent Prescriber
ANP Becky Terry (f)	General ANP Clinics & Care Homes RNA, BSc (Hons) Clinical Nursing Practice, Independent prescriber, studying MSc ANP
ANP Lesley Parkman (f)	General ANP Clinics & Paediatrics BSc Hons Nurse Practitioner, RCN, Advanced Diploma in Child Health, Independent Prescriber

ANP: Advanced Nurse Practitioner

Lead Nurse Kathryn Sales (f)	General Nurse Clinics, Diabetes & Anticoagulation RGN
Nurse Gina Roberts (f)	General Nurse Clinics & Respiratory RGN
Nurse Jenny Dimmock (f)	General Nurse Clinics & Diabetes RGN
Nurse Liz Taylor (f)	General Nurse Clinics, Specialist Wound Care & Diabetes RGN
Nurse Lucy Royal (f)	General Nurse Clinics RGN
Nurse Dina Kirkby (f)	General Nurse Clinics RGN
HCA Caroline Gibbs (f)	HCA Clinical Support (NHS Health Checks, B12 & Flu Jabs, ECGs & BPs)
HCA Michelle Wicks (f)	HCA Clinical Support (Over 75 Health Checks, B12 & Flu Jabs, ECGs & BPs)

HCA: Health Care Assistant

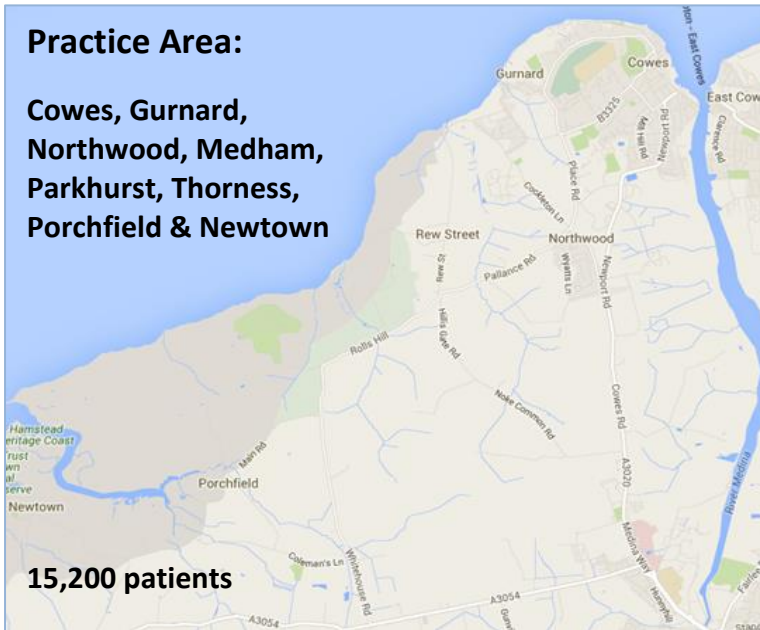
Pharmacist Andy Brandham (m)	BSc(Hons), MRPharmS, DipClinPharm, IPresc
Care Navigator Rudi Hendon-John (m) Age Concern	Bachelor of Arts, Degree in Social Work

Practice Management Team

Louise Whittington (f)	Business/Practice Manager MSC HR, CIPD, BA (Hons) Business Studies
Karen Woodford (f)	Complaints, Compliance & Building Maintenance
Steven Woodward (m)	Finance & Administration
Di Bunday (f)	Data Management

Practice Area:

**Cowes, Gurnard,
Northwood, Medham,
Parkhurst, Thorness,
Porchfield & Newtown**



Smoking or the use of mobile phones is not permitted on site.

Only guide dogs are permitted inside the surgery.

If you see anything that you feel could put you or someone else at risk, please tell any of the Practice Team, who will take appropriate action.



Registration



Patients living in our Practice area may register with the Practice.

Once registered your medical records will then be sent to us.



Following registration you will also be assigned to a named accountable GP who will oversee the co-ordination of your care at the practice. If you wish to change GP, we will make reasonable efforts to accommodate your request.



Temporary Resident: if you are staying within the practice area for less than 3 months, you can still be treated, but as a Temporary Resident. (see Temporary Resident Leaflets: Students or Visitors)

To register you will need to:

- complete the registration forms
- we also recommend a quick health check

To register for on-line services as well you will need to:

- provide proof of your identity: passport, drivers licence or bus pass
- provide proof of your permanent home address: utility bill, bank statement within the last 6 months



Experiencing domestic or emotional abuse and too frightened or unable to talk to someone?

Don't worry; tell us by taking a Repeat Prescription Request Form from the Patient Advisers desk, fill in your contact details ● and add a green sticker (found by the Prescription letterbox) and post it in the Prescription letterbox.

Appointments



Our Patient Adviser Team will need to ask you a little about the nature of your enquiry to guide you to the best person.

Consultations are for one person, approximately for 10 minutes and ideally to discuss one problem.

Our phones are located away from the front desk to ensure your call is confidential.



On-going Medical Concerns

- Annual or regular check-ups with our Nursing team are really important. From here we will refer you to specialist, or GP support if needed.
- We have limited GP advance appointments, if the GP would like you to have a follow-up appointment, the Patient Advisers will be in touch to arrange this with you.



Sudden Illness

- Our ANPs and Locums specialise in on-the-day appointments for when you are unexpectedly not well.
- On busy days, you may be offered a telephone consultation with the Duty Doctor to establish the urgency of your medical need.



Telephone Consultation

- If you have been offered a telephone consultation, we will call you on the telephone number you have given. Note our number will show as withheld.
- If you are only available on a mobile phone, please remember to have it switched on and ensure you are in a location with good reception.



Home Visits

(Telephone before 11.30am)

- Home Visits are specifically for patients who are too ill or infirm to attend the Surgery.
- Please come in to the surgery if you can as we have the equipment to better assess your clinical needs here.
- Optio (see last page) can help with transport. The surgery is not able to assist with Public transport or child care issues.



Chaperone

(for intimate examinations)

- Please ask if you would like a Chaperone present if you are having an intimate examination (a procedure involving your breast, genitalia or rectum).

Making the most of Consultations

It is important to be as frank and open as you can. You may find it helpful to prepare some notes to bring with you to discuss during your appointment.

Interpreting / Translation Support

If you need help with interpreting or translation, please let us know as you make the appointment. You can arrange for a friend or relative to accompany you. Alternatively we offer a translation service, but we will need at least 24-hours' notice to book an interpreter.



Nurse/HCA Clinics:

- Asthma
- COPD
- Spirometry
- Blood Pressure
- INR (Warfarin)
- Suture Removal & Dressings
- Ear Syringing
- Wound Checks & Dressings
- Leg Ulcer Checks & Dressings
- Travel Injections
(Hep A & Hep B, Typhoid, Tetanus & Cholera)
- Well Person Screening
- Checks for the Over 75's
- Cervical Smears
- Emergency Contraception
- Family Planning
- Flu Immunisation
- Childhood/Young Person Immunisation

GP / ANP & Nurse Clinics:

- Diabetes
- Long term conditions support
- Six-week Baby Checks

GP Clinics:

- Minor Surgery
- Hormone Replacement Therapy

Pharmacist

- Medication Management

Call 999 or go to A&E for:



- Obvious fracture
- Injury needing stitching
- Eye injuries
- Dental or jaw injuries
- Hip or ankle – unable to stand on injured leg
- Neck or spinal injury
- Poisoning or suspected poisoning

Make an appointment for minor injuries such as:



- Head injury without nose bleed or having lost consciousness
- Facial injury without any need for stitching
- Arm or leg injuries eg sprains or grazes
- Minor chest or stomach injuries, still able to move and breath normally
- Minor burns or scalds (not on face or genital area)

Non-NHS Services

**A fee is payable for these services.
Ask at Patient Advisers for full details.**

- Fitness to: travel, undertake certain sports, or slim
- Holiday cancellation certificate
- Travel Injections
(Meningitis ACWY & Hep A)
- Sick Notes issued in the first 7 days of illness
- Child-minder letter
- Medical examination: pre-employment, elderly drivers, sports, HGV or Boatman
- Letters requested by the Patient addressed 'to whom it may concern'
- Paternity test
- Gun licence support requests
- Insurance company enquiries
- Private prescription, consultation, ECG or visit



Caring Together

Providing the highest quality care that can be delivered within the limited available resources means we need your support and understanding too. You can help by managing minor illnesses yourself, by making sure you follow treatment instructions and attend appointments, or cancel them in advance.

Treatments and services will not always be provided by a GP, or your usual GP, but those performing these services will have the relevant knowledge and skills to do so safely. In this way we can focus our GPs to support you when you have complex needs.

Everyone should wear a name badge, be polite to you and people close to you, and treat you with dignity and respect. You should also be polite and show respect to the team.



Instances of violence or aggression are rare. However, a patient being violent or aggressive will be reported to the police and ultimately removed from our list of patients.



Prescriptions

Please **allow 3 working days** for us to process your prescription to the pharmacy. The pharmacy will normally require **2 more working days** to dispense your medication.



Urgent prescriptions received **before 12 noon** will be ready 5pm the same day for collection, or sent electronically to your Pharmacy. Urgent prescriptions received **after 12 noon** will be ready by 5pm the next working day.



Prescriptions **must be requested in writing**, via EPS, on-line, or a form at Patient Advisers. They cannot be taken over the telephone.



Electronic Prescription Service (EPS) sends your prescription direct to your preferred Pharmacist.



Please do not leave your prescription requests to the last minute.



If you are concerned about, or suffering from any side effects, please tell a Doctor, ANP, or Pharmacist about this.

THINK Pharmacy First

Pharmacists can give you expert advice on medicines and how they work.

You can talk to them in a private consultation area about:

skin conditions, coughs, colds, sore throat, minor cuts and bruises, constipation, hay fever and allergies, aches, pains, indigestion, diarrhoea, period pain and thrush, haemorrhoids (piles), warts and verrucas, mouth ulcer and cold sores, athlete's foot,

Sickness Certificates / Fit Notes (Med3 form)



You do not need a sick note for any illness / absence of less than 7 days. If you're off work sick for more than seven days, your employer will usually ask you to provide proof that you've been ill. They will normally ask for a sick/fit note from your GP. These may also be called medical statements or a doctor's note.



If you need a sick/fit note, please ask Patient Advisers to take down some details in the first instance. They will pass the request on to a GP. If an appointment or more information is needed, we will contact you, if not your fit note will be prepared, signed and ready for collection **within five working days after your request.**



If you're under the care of a **hospital**, your sick/fit note may be issued by the hospital rather than your GP.

Test Results



You will need to wait a minimum of 48 hours before calling about a test result; they are normally made available one week after a test. **Please call after 11am for Test Results.**

Referrals to Consultants



If a GP refers you to a Specialist, our Secretarial team will support/liaise with you on this process and with transport if appropriate.



If the Hospital refers you to a Specialist then the Hospital will arrange transportation if needed. When you are discharged from Hospital, they should provide two weeks' worth of medication, if medication is needed. Please bring in your discharge letter (pink slip) which details your procedure and medication.

On-line Services



We encourage Patients who can, to sign-up for our on-line services. This gives you access to book appointments, see your health record and order repeat prescriptions. Simply ask for an on-line registration appointment to obtain log in details. You will need to bring two forms of ID: photo ID (passport, drivers licence or bus pass) and proof of where you live (utility bill, Council Tax bill, bank statement etc within the last 6 months).



If you move home, or change your telephone or name, please let us know as soon as possible in order that we can keep our records up to date. We will need proof of a change of name or home address.



If you are waiting for an appointment for investigation/admission you should also inform the hospital of any change in details.

Working Together



Feedback from patients is important to our efforts to continually improve services.

Our Patient Participation Group formed in 2012 helps us to improve communication, encourage patients to take more responsibility for their own health and provide practical suggestions.



The members represent the six patient group types:

- Families & 0 -18 years
- poor mental health
- long term conditions
- Working age
- the vulnerable
- older people

We are also a member of the National Association for Patient Participation, which shares good practice and connects groups.

If you are interested in becoming a member or simply happy to respond to the occasional survey sent to you via e-mail, please visit our website and join our Virtual Patient Reference Group. We would really like to hear from you.

Suggestions, Concerns or Complaints



Your suggestions and concerns are important to us. These can be emailed to IWCCG.CowesMedicalPM@nhs.net, posted or call us. Equally, if you have been happy with the consultation or service you receive, please tell us.



If you have a formal complaint please follow the procedure in our **Complaints Leaflet** available from Patient Advisers or on-line. The Complaints Manager and Lead GP for Complaints do their best to respond to your concerns, investigate the circumstances and help the Practice to learn from these experiences.



Call and ask for the Complaints Manager or send your complaint to:

IWCCG.CowesMedicalPM@nhs.net or Complaints Manager, Cowes Medical Centre, 200 Newport Road, Cowes, Isle of Wight, PO31 7ER



Feedback on our performance is important. Feedback is given across a number of methods: Friends and Family Test (in Patient Advisers or on our website), Healthwatch Isle of Wight, MORI GP Patient Surveys plus our own surveys. We use this feedback to inform our planning, our processes and our communication.



Friends of Cowes Medical Centre: is a Registered Charity, founded in 1995. They are dedicated to raising funds for medical equipment and patient amenities for the surgery.

Information about the Friends and their great contribution, is online and in the Surgery.

Patient Privacy and Data Protection



We will ask you for information to enable us to give you the best health care and treatment. We then keep this information, together with details of your care, because it may be needed when we see you again. Some of this we will need to share with others concerned with your care. Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.



Information is kept in compliance with Regulation (EU) 2016/679 (the “General Data Protection Regulation” or “GDPR”) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any guidance or codes of practice issued by the European Data Protection Board or the UK’s Information Commissioner from time to time (all as amended, updated or re-enacted from time to time).



You have the right of access to your health record and to obtain copies of your health record. If you would like to access your patient record, please download the form from our website (Patient Medical Records) or ask Patient Advisers for a form.



If you would like to know more about how we use your patient information, please refer to our Patient Privacy Notice on our website, email: iwccg.cowesmcdpo@nhs.net or ask a Patient Adviser.

NHS Primary Care (GP) Services on the Island

Primary Care (GP) services are commissioned / contracted each year. The different contracts are run by NHS England (Wessex Area Team), the IW Clinical Commissioning Group and the IW County Council.

Priorities are set to meet national and local needs. Co-ordination with GP practices is organised into localities: Cowes is in the West & Central Locality.



Isle of Wight Clinical Commissioning Group

Building A, The APEX
St. Cross Business Park
Newport, Isle of Wight
PO30 5XW

Tel: IOW 552 064
www.Isleofwightccg.nhs.uk

NHS England

Wessex Area Team
Oakley Road
Southampton
SO16 4GX

Tel: 023 8072 5512
www.nhs.uk/services

Isle of Wight County Council

Customer Service Centre
County Hall, High Street
Newport, Isle of Wight
PO30 1UD

Tel: IOW 821 000
www.iwight.com



Surgery Opening Times

200 Newport Road, Cowes, IOW, PO31 7ER

Monday	08:00 - 18:00
Emergencies:	18.00 - 18.30
Extended Hours:	18.30 – 20.00 (pre-booked)
Tuesday	08:00 - 18:00
Emergencies:	18.00 - 18.30
Wednesday	08:00 - 18:00
Emergencies:	18.00 - 18.30
Extended Hours:	18.30 – 20.00 (pre-booked)
Thursday	08:00 - 18:00
Emergencies:	18.00 - 18.30
Friday	08:00 - 18:00
Emergencies:	18.00 - 18.30



To make an appointment:

- call IOW 294 902 - 8.00 to 5.00pm, Mon-Fri
- go on-line for routine appointments (if you are registered for on-line services)
- visit Patient Advisers



For general enquiries:

- visit www.cowesmedicalcentre.co.uk
- call IOW 295 251 - 8.00 to 5.00pm, Mon-Fri



Practice Website:

- visit www.cowesmedicalcentre.co.uk
- Practice information
- download forms
- links to related services & support



Out of Hours Service

The Isle of Wight Clinical Commissioning Group is responsible for services in the out-of-hours period.

Urgent Care Service at the Beacon Health Centre, St Mary's Hospital - a health professional can refer you to this service (GP, nurse, paramedic, dentist, pharmacist, optician or 111 Service)



Related Services (Not run by the Practice)



Care Navigator
(Support to Patients Aged 50+)
IOW 525 282



Optio – Volunteer Car Service
IOW 524 058



Community Nurses
IOW 534 323



Health Visitors
IOW 293 511



St Mary's Hospital Podiatry
(If referred for treatment)
IOW 290 585



Physiotherapy
(If referred for treatment)
01329 245 224



Day Lewis Pharmacy Cowes
IOW 293 011



Boots Pharmacy Cowes
IOW 294 467



Dental Service
IOW 632 150

Emergency dial 999
Medical Advice dial 111