

Complaints

We always try to provide the best service possible, but there may be times when you feel this has not happened and we could improve our service to you. The following information explains our in-house complaints procedure. Our practice system is not able to deal with questions of legal liability nor 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 take your complaint further. We have to respect our duty of confidentiality to patients and a patient's written consent will be necessary if a complaint is not made by the patient themselves. If you wish to make a complaint this is best done in writing to our practice manager. We will respond to you as soon as possible and usually will invite you to a meeting within 7 days. You may bring a friend or relative with you to the meeting.

We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

Freedom of Information

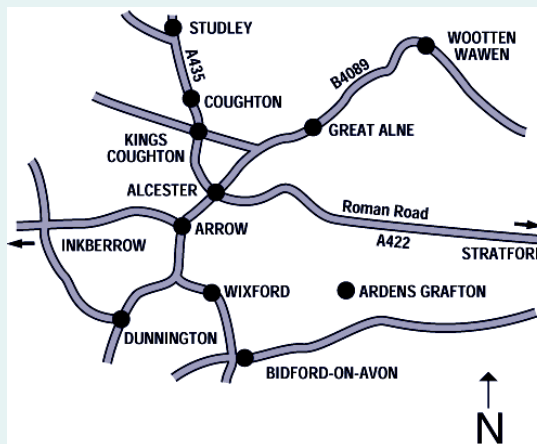
The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme, which is a guide to the classes of information the practice intends to make routinely available. Further information is available at:

<http://www.ico.gov.uk>

Data Protection Act

All information held on patient's at the surgery is subject to strict confidentiality. We will not discuss nor disclose any information about you without your permission unless it would be in your best interests and you are unable to give your permission.

Practice Area



Useful Links

Hospitals

South Warwickshire Hospital	01926 495321
Alexandra Hospital, Redditch	01527 503030
UHCW, Coventry	024 76964000
Warks Nuffield (private)	01926 671458

Pharmacists

Hopkins Pharmacy	01789 764874
Lloyds Pharmacy	01789 400122

Social Services

01926 410410

Safeguarding children	01926410410
Safeguarding adults	01926 412080

Warks Domestic Violence Support 01788 537112

Care Quality Commission 03000 616161

Our website :



The Arrow Surgery

GP Practice Alcester

www.thearrowsurgery.nhs.uk

Patient Information Leaflet

Dr Richard Lambert

MBChB (Birm 1991) MRCP MRCGP DRCOG DFFP (male Dr)

Dr Sherilyn Bexfield

MBChB (Leeds 1991) MRCGP DRCOG DFFP (female Dr)

Dr Jasaman Sidhu

MBChB (Manchester 2001) MRCGP (male Dr)

The Arrow Surgery
Alcester Primary Care Centre
Alcester
Warks
B49 6QR

Tel: 01789 763 293

Prescriptions: 01789 762 316

Fax: 01789 763 480

Caroline.green@arrowsurgery.nhs

Surgery Hours

The surgery is open Monday to Friday from:

08:00 - 18:30

On Mondays and Tuesdays there is a late surgery until **19:20**.

Clinics hours do vary from time to time. A doctor is **not** always present at all times during the day.

A **FULL APPOINTMENT SYSTEM** is employed and we try to ensure that there are enough appointments each day to meet demand. You are able to pre-book appointments, usually up to several weeks in advance. Please do not turn up in reception expecting to be seen immediately.

You can **BOOK APPOINTMENTS ONLINE** through EMIS PATIENT ACCESS—ask at reception for an access code and ‘how to do it leaflet’.

If you feel your medical problem is an **EMERGENCY** and you feel your problem will not wait until the appointment you are being offered one of the doctors will be happy to speak to you on the ‘phone to assess the urgency of the problem.

If you are housebound or too ill to attend the surgery please telephone to arrange a **HOME VISIT**, ideally before 10:30am. The receptionists may ask you for some details of the problem so we can assess the urgency of the visit.

The practice does not provide out of hours cover. This is commissioned by **South Warwickshire CCG**.

When the surgery is closed please call

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to be put through to the out of hours service

Services provided by the Practice

Repeat Prescriptions Please try to order your repeat prescriptions well in advance. We try to turn around prescriptions within 24 hours, but if there is something we need to query with you then it may take longer. Patients using repeat dispensing prescriptions will usually need to see the doctor for a repeat

Family Planning This service is available with each doctor in normal surgery. We do not fit IUDs (coils) nor the Nexplanon (implant). These are available from the Family Planning Clinic (01789 405100 (ext 0) .

Antenatal Tuesday mornings by appointment with the mid wife.

Minor Surgery Tuesday mornings. Please book to see Dr Lambert first to discuss any surgery

Chronic Disease Management We regularly follow-up patients with conditions like diabetes and heart disease at least yearly. We will sometimes write to you to come in to the surgery for a check-up. Please do not ignore these letters as it is important that we see you from time to time to make sure your condition remains under control.

Vaccinations We provide the full range of childhood, travel and seasonal vaccinations (eg flu) apart from Yellow Fever vaccination. Please note not all travel vaccinations are available on the NHS. The practice nurse will be able to advise you. **Child Immunisation Clinic** runs Wednesday mornings by appointment

Blood taking. The Health Care Assistants run a blood-taking clinic each morning by appointment. The porter for the laboratory collects samples at midday. All specimens, such as urine samples, need to be at the practice before then.

Stopping smoking. Using medication can double your chances of being able to give up smoking. Any of the doctors or nurses will be able to advise you of what is suitable for you.

Warfarin Clinic. We are able to monitor patients on warfarin within the practice. Clinics are bookable most mornings

How to register

If you would like to register with us please either ask at reception for a registration form or fill in the form online. You will also be asked to fill in a new patient registration form with some basic medical details. Please note it can sometimes take several weeks for your notes to be sent to us from your previous GP.

You are free to book with whichever doctor you would like, but we would encourage you to try to stick to the same doctor for the same problem if possible.

What we expect of patients

We expect you to keep appointments and to only ask for home visits if you genuinely cannot get to the surgery. Please try to understand that sometimes we can't do everything immediately.

If a patient becomes violent, threatens violence or is abusive they will be asked to leave the premises. If they do not leave immediately the police will be called. They will automatically and immediately be removed from the practice list.

Practice Staff

Practice Nurses. There are two Practice Nurses and two Health Care Assistants whom hold their own surgeries during normal working hours. Appointments can be made at reception.

Community Nurses. These nurses visit patients in their own home. They are not directly employed by the practice but if you feel that you need their help we can contact them for you.

Midwife. The midwife from Warwick Hospital holds a clinic every Tuesday morning by appointment but is available at other times during the week.

Medical Students. The practice is involved in training medical students from Warwick University. They will sometimes be sitting in with the doctors. If you do not wish them to be present please tell us and they will be happy to leave the room