

Davenal House And Stoke Prior Surgeries



Davenal House Surgery
28 Birmingham Road
Bromsgrove
Worcestershire
B61 0DD
Tel: 01527 872008

The Surgery
Ryefields Road
Stoke Prior
Bromsgrove
Worcestershire
B60 4ND
Tel: 01527 832423



www.davenalhousesurgery.co.uk

Welcome To Davenal House And Stoke Prior Surgeries

Davenal House is a modernised Queen Anne listed building which used to be the home of the local museum and was acquired by the practice in 1984. The practice also has a purpose-built branch surgery which is situated in Stoke Prior village on the outskirts of Bromsgrove. There are three full-time partners (two male and one female) and two part-time partners (both female). We are a non-limited training practice and also employ the services of a nurse practitioner. There is a supporting team of two further practice nurses, a health care assistant, district nurses, health visitors (both for children and a care advisor for the elderly), social work team, practice counsellor and a full compliment of ancillary staff.

The Doctors

Dr Marion E Radcliffe (part time)
B Med Sci 1983 (Nottingham) BMBS 1985 (Nottingham) DCH 1988 DRCOG 1989 MRCGP 1989

Dr Jacqueline S Lewin (full time)
MB ChB 1977 (Birmingham) FFRSH Certificate of equivalent training in GP (JCPTGP)
Certificate of Family Planning Instructing Doctor

Dr Pamela J Smith (part time)
MB ChB 1990 (Liverpool) DCH 1996 (Liverpool) MRCGP 1996 (London)

Dr C Edward Parrott (full time)
MB ChB (Honours in Biochemistry) 1994 (Birmingham) MRCGP

Dr Adam J Lee (full time)
MB ChB 1988 (Birmingham) DCH MRCGP

Employed General Practitioners

The practice employs the services of two salaried doctors.

Dr Jonathan Leach (part time)
MB ChB 1983 (Sheffield) MSc (Med) (London 1990) FRCGP DRCOG DIMC RCS (Edinburgh)

Dr Rachel Adams (full time)
MB ChB 2004 (Birmingham) MRCGP DCH DRCOG DFSRH

General Practitioner Registrar

We are a training practice and employ the services of general practitioner registrars. Registrars are fully qualified doctors who have worked in a variety of hospital posts prior to their training in general practice. They are attached to the practice for four to twelve month periods so as to undergo further training to gain the necessary skills required for general practice. On occasions consultations may be recorded solely for teaching purposes, but only with the patient's consent.

Medical Students

These are doctors still in training who visit the practice from time to time as part of their degree course. When a registrar or student is in the practice, the receptionist will inform you if they are sitting in with the doctor you have come to see, as part of their training. Please say if this would be a problem for you at this time.

Nurse Practitioner

Dennis Richards RGN (Dip) BSc (Hons) NMP (Dip)

Dennis Richards is a member of the nursing team who has undertaken additional training in order to treat a variety of minor ailments, eg tonsillitis, ear infections and rashes etc. He is able to issue prescriptions if required. He runs his own clinic in parallel with our doctors and carries out telephone appointments each morning Monday to Thursday and afternoon appointments Monday, Wednesday and Friday.

Practice Nurses

Our nursing team covers both Davenal House and Stoke Prior Surgeries. The service provided includes: general treatment room duties, routine immunisations, health promotion, cervical smears, chronic disease management, family planning and travel health advice.

Health Care Assistant/Phlebotomist

The health care assistant is a specially trained technician who performs most routine blood tests, blood pressure monitoring and smoking cessation appointments. She has regular bookable morning appointments Monday, Tuesday and Thursdays and afternoon appointments Monday to Thursday at Davenal House. There are also appointments available on Wednesday and Friday mornings at Stoke Prior.

Physiotherapist

You can be referred to a number of different physiotherapists upon seeing a GP. They are based at:
Assura Physiotherapist Services, New Road Surgery, Bromsgrove
Catherine Adams Physiotherapy Services, Parkside, Bromsgrove
People Asset Management (PAM) Wellbeing, Bromsgrove Technology Park
The Injury Care Clinics Ltd, Bromsgrove
Worcestershire Primary Care Trust (WPCT) Provider Services (who operate from various sites)
Patients can also self refer to Physio Direct without seeing a GP by telephoning 01527 488179, Monday to Friday 1.00 – 2.30pm.

Practice Manager

Kate Smith

If you wish to make enquiries about administration or non-medical aspects of our service or treatment the practice manager will be able to help you.

Medical Secretaries

Sue Cross and **Mary Lenehan**

The secretaries type all of the referral letters from the GPs to the hospitals etc. They also arrange special clinics and follow-up.

Should you have a query about a referral that the doctor has made for you please telephone the secretaries on 01527 872008 and they will be pleased to assist you.

Reception Manager

Gill Jones

The reception manager is responsible for the day-to-day running of the reception/waiting room. She would be happy to hear your views and suggestions about the service offered by the practice.

Receptionists

The staff behind the reception desk will assist you with your routine and emergency appointment requests. They undertake repeat prescription requests, answer numerous and varied questions and offer help and assistance at all times.

It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff.

Pharmacy Dispenser (Stoke Prior Surgery)

Tracy Davies

The dispenser organises ordering and dispensing of medicines from the practice pharmacy.

District Nurses

District Nursing Sister - Frankie Heynes

Day service	8.30am to 4.30pm	Tel: 01527 488343
Evening service	4.30 to 11.00pm	Tel: 01527 488340
Night service	11.00pm to 8.30am	Tel: 07767 441161

A member of the district nursing day team operates the phone line between 7.45 and 8.30am Monday to Friday.

The district nursing team is based at the Princess of Wales Community Hospital.

They call into the practice daily to collect any messages. Non-urgent messages can also be left on an answer machine on their day service number. District nursing duties include visiting housebound patients of any age in their homes, giving practical assistance or offering professional advice.

Each patient's needs are assessed and their care/treatment is planned accordingly.

Health Visitors - 01527 488329

Linda Pickering and **Jane Tout**

The health visitors are based at Catshill Clinic. They attend child health clinics at Davenal House and Stoke Prior Surgeries.

Nurse Advisor With A Special Interest In Care For The Elderly - 01527 488370

Alison Peplow

Alison is based at the Princess of Wales Community Hospital. Her duties include visiting patients aged 65 and over in their homes, assessing patients' needs and offering professional advice. Messages can be left on the above telephone number (answer machine).

Midwife - 01527 488141

Louise Turbot

The midwife is based at the Princess of Wales Community Hospital and can be contacted on the above number. When you have had your pregnancy confirmed, you will need to book a first antenatal appointment with one of the doctors who will enter you into the system for arranging appointments to follow the pregnancy via the midwife and hospital antenatal clinics. Patient-held records (the green booklet) will be given to you at the appointment, with information about the role of the healthcare team and the changes which occur during the pregnancy and how to maintain a healthy pregnancy.

Social Work Team - 01905 765016

The Adult Community Social Work Team offer support and advice for the over 65s and for physically disabled patients aged 18 years and over.

Counsellor - 01527 872008

A counsellor is based at Davenal House Surgery on Tuesday mornings and all day Wednesday. Counselling is a way of getting support and help for a wide range of problems and is available to patients after consultation with their GP.

General Opening Hours And Consultation Times

Main Surgery - Davenal House

General Opening Hours

Monday - Friday 8.30am to 1.00pm 2.00 to 6.30pm

A receptionist operates the emergency line from 8.00am until 6.30pm.

Consultation Times

Monday - Friday 8.30am to 12.30pm 2.00 to 6.00pm

Telephone Numbers

Appointments, General Enquiries, Test Results and Home Visits01527 872008

Emergencies.....01527 879035

Repeat Prescriptions.....01527 559330

Repeat Prescriptions Fax01527 559331

Branch Surgery - Stoke Prior

General Opening Hours

Monday 8.30am to 1.00pm 2.00 to 6.00pm

Tuesday 8.30am to 1.00pm 2.00 to 6.00pm

Wednesday 8.30am to 12.30pm Closed

Thursday 8.30am to 12 noon 1.00 to 4.00pm

Friday 8.30am to 1.00pm 2.00 to 6.00pm

Consultation Times

Monday	8.30 to 11.00am	3.00 to 6.00pm
Tuesday	8.30 to 11.00am	2.00 to 5.00pm
Wednesday	8.30 to 11.00am	Closed
Thursday	7.30 to 10.15am	Closed
Friday	8.30 to 11.00am	3.30 to 6.00pm

Extended Hours

Thursday evening	6.30 to 7.10pm	- Davenal House Surgery
Thursday morning	7.30 to 8.00am	- Stoke Prior Surgery
Saturday mornings	9.00 to 11.20am	- Stoke Prior Surgery

Dispensing - Stoke Prior Surgery Only

We have provision to dispense to patients who live more than one mile from a chemist/pharmacy. The health service regulations on this matter are very strict and this service can only be offered to those patients who register as dispensing when they join the practice or when they move house. For further information please telephone our branch surgery and our dispenser will be pleased to answer your enquiries.

Dispensary Times

Monday	8.45am to 1.00pm	3.00 to 6.00pm
Tuesday	8.45am to 1.00pm	3.00 to 6.00pm
Wednesday	8.45am to 12.15pm	Closed
Thursday	8.30am to 12 noon	1.00 to 4.00pm
Friday	9.00am to 1.00pm	3.00 to 6.00pm

Telephone Numbers

Stoke Prior Surgery.....01527 832423*

Fax..... 01527 837249

* Includes emergencies as the number is automatically transferred to Davenal House when Stoke Prior is closed.

How To Use The Surgery

How To Register As A Patient

If you are a new patient wanting to register with the practice, please bring your medical card into reception. If you are unable to find this, a new patient registration form can be completed at reception. When registering as a new patient you will need to provide identification which shows proof of address. You will then be asked to book an appointment for a new patient health check so that a brief outline of your medical history and medication can be taken, prior to your medical record arriving. If you are registering your new born baby with the surgery we will need your baby's NHS number. You will find this on your baby's hospital wrist band.

If you know of someone who is visiting the area for a short period of time and needs medical advice or to be seen by a doctor, we have the facility to deal with temporary patients. The patient will need to complete a temporary services form which is available from reception and provide an appropriate proof of identification.

The practice will always endeavour to book an appointment with your preferred doctor or nurse and, if this is not possible, will always explain why. By computerising our records it is now much easier for one doctor to continue the treatment started by another.

Appointments

When needing an appointment patients should contact the surgery preferably by telephone. Our receptionists will take details, including a telephone number that the patient can be contacted on and ask for basic details of the telephone request, this is asked so that calls can be prioritised appropriately, based on clinical need. A doctor or nurse practitioner will then call the patient back. By doing this it may be possible for the clinician to deal with the problem over the phone. If it is decided that a face to face appointment is needed this will be booked by the clinician when speaking to the patient on the telephone. Appointments to see one of our practice nurses or our health care assistant are booked through reception.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (dial 999) before calling the surgery. The surgery emergency telephone number is 01527 879035. Please only dial this number in cases of genuine medical emergency.

Same Day Urgent Assessment

If you inform our receptionists that you have an urgent medical problem your call request will be dealt with on the same morning/afternoon as you call. If it is decided that you need to be seen in surgery the clinician will book you an appointment to be seen on the same day.

Routine Appointments

You can speak to a doctor or nurse practitioner on the day you call, if necessary the doctor can book you an appointment to be seen at a time that is mutually convenient.

Advance Bookable Appointments

Telephone appointment requests can usually be dealt with on the day they are received; therefore advanced booking should no longer be necessary. For those patients that need to make arrangements due to transport or work commitments etc, this can be accommodated when speaking to the doctor.

Extended Hours Appointments

We offer extended hours appointments to all patients registered at Davenal House and Stoke Prior Surgeries. These appointments are especially useful to patients that need a routine appointment and who may find it difficult to attend during normal surgery hours.

These are pre-bookable appointments only and are available on Thursday evenings until 7.10pm at Davenal House. Also Thursday mornings from 7.30am and some Saturday mornings (approx two per month) 9.00 until 11.20am at Stoke Prior. These appointments will be booked when speaking to the doctor or nurse practitioner over the telephone, during our normal surgery hours.

There is no emergency capacity within any extended hours clinics, which are only accessible by a buzzer system. Emergencies need to be seen by the Out Of Hours Service before 8.00am, after 6.30pm and at the weekend. Please note that the dispensary at Stoke Prior Surgery is not open on a Saturday morning.

Home Visits

We ask that if possible requests for home visits are received by 10.30am. Home visits are for those patients who are housebound or too ill to travel to the surgery. Home visits are made at the doctor's discretion and will be arranged by the doctor after speaking to the patient initially on the telephone. On average visiting at home takes a doctor four times as long as a surgery attendance.

A rash or temperature does not prevent a patient coming to the surgery and will not endanger others; simply tell the receptionist on arrival.

Cancellations

If you are unable to attend, please inform us as soon as possible so your appointment may be given to someone else. You can cancel an appointment by contacting reception in person, telephoning 01527 872008 or logging onto our website www.davenalhousesurgery.co.uk and clicking the 'online services' link at the bottom of the homepage.

When The Surgery Is Closed

When the surgery is closed you have a choice.

- Emergency medical advice and treatment is available from the Worcestershire Out-of-Hours Service on 0300 123 3211. If you call the surgery (01527 872008) a recorded message will also give this number. You will speak to an experienced nurse who will be able to give advice or ask you to attend the local out-of-hours centre to see a doctor, or arrange a home visit.
- If you require health information or advice, NHS Direct, a 24-hour nurse-led service, is available on 0845 4647, or online at www.nhsdirect.nhs.uk
- The minor injuries unit based at the Princess of Wales Hospital is open from 8.00am until 8.00pm Monday to Friday and 12 noon to 8.00pm Saturday and Sunday for the treatment of accidents and injuries.
- There are two NHS Walk-in-Centres locally. Worcester Walk-in Health Centre Farrier House, Farrier Street, Worcester, WR1 3BH, telephone 01905 879100. Open 8.00am to 8.00pm 365 days a year. Also Birmingham Walk In Centre, Lower Ground Floor, Boots The Chemist, 66 High Street, Birmingham, West Midlands, B4 7TA, telephone 0121 255 4500. Open 8.00am to 7.00pm Monday to Friday, Saturday 9.00am to 6.00pm and Sunday 11.00am to 4.00pm.

If the situation is an emergency, please ring **999** for an ambulance or go to an accident and emergency department (the nearest is the Alexandra Hospital in Redditch).

Results And Investigations

If you have had a blood test or an x-ray please allow five working days before contacting us for the result. Telephone on 01527 872008 between 2.00 and 4.00pm Monday to Friday.

Fit Notes/Sickness Certificates

For the first seven days of an illness a sickness certificate is not needed by your employer but they may require you to complete a self certification form (SC2). This is available from your employer or you can download a copy from the HMRC website. After the seventh day of illness your employer may require a Statement of Fitness to Work or Fit Note. If necessary this can be issued by a GP.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment. **Requests for prescriptions can be made by returning the computer printout attached to the right-hand side of your prescription to reception. Alternatively in writing or by fax. You can also order prescriptions online by visiting our website www.davenalhousesurgery.co.uk and registering with our online prescriptions service.**

We do take requests for repeat prescriptions over the telephone from 8.30am until 12 noon and 2.00 until 6.00pm. However, if you are able to deliver your repeat prescription requests to the surgery, this helps to keep the prescription telephone line free for those patients who are housebound. We are unable to take orders or issue repeat prescriptions at weekends, public holidays or out of normal surgery hours.

Please allow two working days before collection and make allowances before collection for weekends and public holidays. Please give exact drug name when ordering. If asking for medication that is not on repeat, the prescriptions clerk must ask a GP. We advise the patient to ring back the following afternoon to find out if the GP has issued the medication or has left a message for the patient to be seen or spoken to.

Clinics/Services Offered

Antenatal Appointments

All doctors provide antenatal care within ordinary surgery times. This care always includes shared care between your doctor and the hospital-based specialists.

After having your baby you will be sent an appointment by post to attend surgery for your postnatal check.

Baby Clinics - Davenal House Surgery

Friday 9.00am to 12.30pm (Appointment only)

Drop-in available 11.20am to 12.30pm (Health visitor only)

The baby clinics are run by Dr Lewin and Dr Adams with the health visitors. Baby clinics are held for child development checks and immunisations and allow an opportunity to discuss other problems such as feeding, sleeping and child health worries with a doctor or health visitor.

Drop in sessions with the health visitor are held at Stoke Prior Surgery every second Thursday of the month between 11.30am and 12.30pm.

You will be sent an appointment by post for your child to attend for child developmental checks and immunisations.

Health Promotion

The aim of promoting health is to identify risk factors at an early stage and preventing them from causing ill health. We offer a full range of health promotion via our practice nurses. Services include:

Cervical Smears
Dietary Advice (weight reduction, low cholesterol etc)
Blood Pressure Checks
Lifestyle Advice (eg smoking, exercise etc)
Well Woman and Well Man Checks

Please make an appointment at reception.

Asthma And Chronic Airways Disease Clinic - Davenal House Surgery

Monday 2.00 to 5.30pm. Appointments are available to book in this clinic, which is run by our practice nurses Diane Elliott and Davina Palmer.

Diabetic Clinic-Davenal House Surgery

Monday 11.20am to 12.20pm, Wednesday 8.30 to 10.30am and 2.00 to 5.20pm.

Insulin Clinic- Davenal House Surgery

Wednesday 8.30 to 10.30am

These clinics are run jointly by Dr Parrott and practice nurse Diane Elliot. If necessary you will be referred to either one of these clinics by one of our clinicians.

Family Planning Clinic - Davenal House Surgery

Thursday 2.00 to 6.00pm.

This clinic is run by Dr Lewin and the practice nurse. Appointments available from 3.00 to 6.00pm with the doctor, for procedures or problems with contraception or women's health problems.

Drop-in available from 2.00 to 6.00pm with the practice nurse.

Advice on all forms of contraception is also provided within ordinary surgery times by appointment.

INR Clinic

Tuesday pm - Stoke Prior Surgery

Friday 8.30am to 1.00pm - Davenal House Surgery

For patients that take warfarin medication. This clinic is run by our nurse practitioner Dennis Richards. You will be referred to this clinic by a doctor if necessary.

Travel Immunisation/Vaccinations - Davenal House Surgery

Tuesday 2.00 to 5.00pm and Thursday 10.00am to 12.20pm

Please make an appointment at least eight to ten weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges are available to view or download via our website, alternatively they are displayed in reception.

Yellow Fever Vaccinations

St John's Surgery, BHI Parkside, Bromsgrove, is an authorised yellow fever vaccination centre - tel: 01527 872393.

Flu Vaccination

An influenza vaccination is particularly recommended for patients over 65 plus those with heart, lung disease, kidney disease or diabetes. Also those resident in nursing and rest homes. Please contact the reception staff in mid-September for details of the vaccination dates and to make an appointment. Posters giving further details will be displayed in the waiting room. Home visits can be arranged for those patients who are housebound and have no one that can bring them to surgery. Please contact reception for details.

For the latest information click to: www.davenalhousesurgery.co.uk

If you are the main carer for a relative or friend receiving a flu vaccination, you are entitled to one as well. If you are not in one of the above mentioned categories but would like to receive a flu vaccination, some local pharmacies will offer this service for a fee.

Minor Surgery

Some minor surgical procedures can be performed by your doctor at the surgery by prior arrangement with your doctor.

Elderly And Chronically Disabled

If you are aged 75 years or over you should be seen annually by one of our clinicians. We will write, inviting you to make an appointment with one of our practice nurses for a 75+ health check. Our nurse advisor with a special interest in care for the elderly is able to visit those patients that are housebound.

Counselling - Davenal House Surgery

A counsellor is available on Tuesday mornings and all day Wednesday. Please ask your doctor for an appointment.

Non-NHS Examinations/Reports

The doctors are happy to carry out insurance, driving licence, medicals etc. However, these services are not covered by the NHS. Please ask at reception for the charges of these services when arranging your appointment or visit our website to view or download a copy of our fees.

Additional Services

If you require any additional services that are not provided by the surgery, please write to:

Worcestershire PCT
Ground Floor
West Wing
Wildwood
Wildwood Drive
Worcester
WR5 2LG

NHS Dentists

To find an NHS dentist locally, call the NHS Worcestershire Dental Helpline: 01905 760111.

General Information

Change Of Details

If you change your name, address or telephone number, please let us know. If you move outside our practice area please do not assume that we can care for you.

Please check with the receptionist.

NHS Number

Your NHS number is a unique identification for you, so by using it in correspondence between different parts of the NHS, the risk of mis-identifying a particular patient are reduced. We are trying to include your NHS number in all correspondence. Your NHS number can be found on your medical card.

Stay in touch with our website - www.davenalhousesurgery.co.uk

Mobile Phones

Please switch mobile phones off while at the surgery.

Food And Drink

Please do not bring food and drink into the surgery. A water dispenser is available for patient use.

Transport

For those patients with a medical need, transport can be arranged to hospital. For patients traveling to Alexandra Hospital Redditch, Worcester Royal Hospital or Kidderminster Hospital, patients are required book their own transport by telephoning 01905 760439. Patients are also required to book their own transport if travelling to The Queen Elizabeth, Selly Oak or Birmingham Women's Hospital by telephoning 0121 627 2098, lines are available Monday to Friday 8.00am to 6.00pm. If you have any other queries regarding transport to any other hospital please contact reception for details on 01527 872008.

Carers

If you are the main carer for someone in their own home or are cared for by someone who may or may not be a patient of our practice please let us know by completing a carer's information card. Cards are available at reception, alternatively you can complete an online form by visiting our website.

Online services at www.davenalhousesurgery.co.uk

Did you know that we have updated our website and online services? Patients wanting to join our surgery can now download or complete an online pre-registration form. Our patients can also complete a change of 'Contact Details Form' and cancel appointments via our website. In addition to your usual method of ordering prescriptions we also now offer an online prescriptions service. Our newly updated website will give our patients access to a wide variety of practice information such as opening times and clinics available and will also display the latest surgery information or changes on our website notice board. These services are available to all patients registered at Davenal House and Stoke Prior Surgeries.

Join Our Patient Participation Group

Join today and have your say.

We would like to know how we can improve our service to you and we would welcome your thoughts about our surgery and staff.

To help us with this we are setting up a Patient Participation Group so that you can have your say. We will ask members of this group some questions from time to time, such as what you think about our opening times or the quality of the care or service you receive.

For more information or to join our Patient Participation Group visit www.davenalhousesurgery.co.uk to complete or download a sign-up form or ask reception for details when visiting the surgery.

Access To The Surgery

Davenal House Surgery

There is a large pay and display car park opposite the surgery, the entrance of which is off the Stourbridge Road. There is limited parking available in the lay-by in front of the shops on the A38 adjacent. A Midland Red West Bus service is situated in the centre of town within easy walking distance of the surgery. For an up-to-date timetable of local bus information phone 01905 765765 or check the website www.worcestershire.gov.uk/bustimetables. The surgery is accessible for disabled patients with a ramp for wheelchairs at the front of the building and an automatic entrance door. Patient services and toilet facilities for the disabled are provided at ground floor level.

As some of the doctors' rooms are upstairs. Please inform the receptionist (if possible when arranging your appointment) if you are unable to get up the stairs and the doctor will come down to you.

Visit our website on: www.davenalhousesurgery.co.uk

Stoke Prior Surgery

The surgery is easily accessible and patient services and toilets are at ground floor level. There is ample car parking space at the rear of the surgery.

Deaf Patients

A portable hearing loop system is available at reception at both surgeries for use with most hearing aids. Please inform the receptionist so that it is available for your consultation.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. The practice uses a computer for patient details, basic clinical records, prescriptions etc. Information stored on the computer and in any paper records is confidential and will not be shared with any other person (eg family member/insurance company) without your express permission. We are registered under the Data Protection Act.

What To Do In Time Of Bereavement

What To Do If Someone Dies

It is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

Please be aware that when undertakers from outside of the practice area are chosen it can cause delay in issuing the cause of death certificate. This is as the doctor must see the patient in order to issue the certificate.

If Death Occurs At Home

1. Telephone the doctor. They will visit to confirm death has taken place.
2. Contact the funeral director to inform them that their services will be required. (Phone numbers can be found in Yellow Pages and the local newspapers.)
3. Collect the doctor's certificate from the surgery. (You will be told when this will be available for collection.) This will not be possible if it is necessary to involve the coroner.

If Death Occurs In Hospital

1. Contact the funeral directors to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

Then...

1. Take the death certificate to the registrar's office for the area in which the death took place. You will also need to take the deceased's medical card if available.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

Comments And Suggestions

If you have any suggestions for improvements in the way the practice operates the doctors and staff will be pleased to hear them.

Stay in touch with our website - www.davenalhousesurgery.co.uk

Complaints

We always try to provide the best service possible. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so we aim to settle the matter as quickly and amicably as possible.

We hope that you will use our in-house complaints procedure to allow us to look into and, if necessary correct any problems that you have identified, or mistakes that have been made.

A leaflet giving full details of our complaints procedure is available from reception at each surgery. This also contains details of how to obtain independent advice and support should you feel dissatisfied with the way we have handled your complaint or if you feel you are unable to raise your complaint with us.

The practice complaints manager is our Practice Manager, Kate Smith. To pursue a complaint please contact Mrs Smith who will be happy to discuss any problems you may have and advise you how to proceed.

Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients.

Our Responsibility To You

We are always committed to providing you with the best possible service. You will be treated as an individual and will be shown courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. We will give you full information about the services we provide. Every effort will be made to provide you with appropriate treatment and advice. We will arrange a home visit if you are too ill to attend the surgery. Following discussion, you will receive the most appropriate care, given by suitably qualified people. We will answer your telephone enquiries as promptly as possible and in a helpful and courteous manner. We will make every effort to see you as promptly as possible and in a helpful and courteous manner. We will make every effort to see you promptly at the surgery or give an appropriate explanation for the delay. We will inform you on how to obtain the results of tests and x-rays. Within limitations of the law, you are entitled to see your health records. This should be discussed initially with the doctor, and a fee may be payable for this service. Practice staff involved in your care will give you their names on request, and ensure that you know how to contact them. A doctor will be on call at all times for emergencies but is entitled to decide where it is in your best interests to receive treatment; be it at home, surgery or medical centre. We will provide you with information about how to make suggestions or express concerns about the care we offer. We want to continue to improve our services and therefore welcome any comments you may have. Please pass your comments to the doctor or the practice manager. We will maintain our practice accommodation to the standard required by NHS regulations and health and safety requirements. We will provide appropriate facilities for disabled patients, including access to and within the building.

Your Responsibility To Us

Please treat staff at all times with courtesy and respect. If possible, please telephone before 10.30am if you need a home visit. Please take the medication prescribed for you. Please let us know as soon as possible if you change your name or address. Please ask for a visit only when you feel it is really necessary (home visits by the doctor are only for patients who are too ill to visit the surgery). Please do everything you can to keep appointments, or tell us or the hospital as soon as possible if you cannot. Remember, your cancelled appointment can be given to someone else. Be ready to tell us of your past illness, medication, hospital admissions and any other relevant details.

Visit our website on: www.davenalhousesurgery.co.uk

Ask if you are unclear about your treatment. Most delays are usually due to emergencies. Please be patient. Please accept our advice on vaccination, immunisation and health screening programmes. Manage your own health and wellbeing by maintaining a healthy lifestyle - for example, by taking regular exercise and having a varied diet. Please help us to help you.

Useful Telephone Numbers

NHS Direct.....	0845 4647
Worcestershire Health and Care NHS Trust.....	01905 760000
Patient Advice and Liaison Service (PALS).....	01905 760091
Worcestershire Advice Line.....	08444 111 303
Social Services (Redditch and Bromsgrove Team).....	01905 765016
West Mercia Police (Non emergency and general enquiries).....	0300 333 3000
JobCentre Plus Phone.....	0845 6060 234
Tax Credit Helpline.....	0345 300 3900
Alexandra Hospital.....	01527 503030
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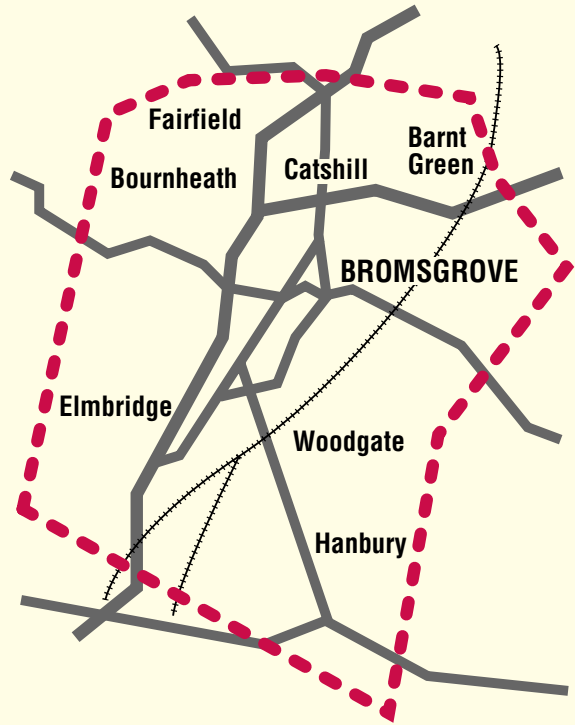
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We hope this booklet is useful to you in explaining the way the practice is organised.