

**Wem and Prees Medical Practice,  
New Street, Wem, Shropshire, SY4 5AF  
The Grocott Medical Centre, Whitchurch Road,  
Prees, Whitchurch, Shropshire, SY13 2DG  
[www.wemandpreeshealth.co.uk](http://www.wemandpreeshealth.co.uk)**

### **OPENING TIMES WEM & PREES**

**(CLOSED LUNCH 1:00 PM – 1:45 PM**

**PREES 1:00PM – 2:00PM)**

**Mon: 8.15 am – 6:00 pm**

**Tue: 8.15 am – 6:00 pm**

**Wed: 8.15 am – 6:00 pm**

**Thu: 8.15 am – 6:00 pm**

**Fri: 8.15 am – 6:00 pm**

**Sat: CLOSED**

**Sun: CLOSED**

**Prees Dispensary: 8:30 am – 6:00pm**

**(CLOSED LUNCH 1:00 pm – 2:00 pm)**

**Late Access surgery (for non-urgent pre-booked  
appointments only)**

**Wem: Mon 6:30 pm – 7:30 pm**

**Prees: Thurs 6:30 pm – 7:30 pm (once a month)**

### **TELEPHONE NUMBERS**

**(Please note when contacting Wem & Prees surgery your  
call will be recorded)**

**OUR EMERGENCY TELEPHONE LINE IS OPEN FROM 8:00am  
– 6:30pm FOR URGENT HEALTH ADVICE**

**Emergencies 01939-235602**

**Appointments 01939-233476/Prees 01948-840206**

**Visits Wem 01939-232424/Prees 01948- 840206**

**Enquiries/ Results (After 11am)**

**Tele: Wem 01939-232424/Prees 01948-840206**

**Fax: Wem 01939 235294/Prees 01948 840765**

**Out of Hours: 111**

### **PRACTICE STAFF**

Richard Birkenhead

Jan Smith

Julia Barnett

Bryony Evans

Karen Donovan

Gail Williams

Tracey Barton

Denise Bennion

Andrea Morgan

Regina McCarthy

Mandy Jones

Stephanie Chetwood

Pauline West

Alison Ashley

Karen Ratcliffe

Michelle Kelly

Nicola Honor

Michele Astley

Nancy Perks

Stephanie Dunsmuir

Shaney Jones

Pam Gittins

Carmel Dunn

Pauline Morgan Wynne

Rachel Dorricott

Michelle Beckett

Joanne Vernon

Rebecca Ruff

Julie Angel

Georgina Bebb

Vikki Owen

Kirsty Stephens

Rose Owen

Jessica Browning

Lauren Astley

Emma Peacock

Practice Manager

Secretary

Receptionist/Typist

A.N.P

A.N.P

Practice Nurse

Practice Nurse

Practice Nurse

Practice Nurse

Practice Nurse

Asst. Practitioner

Dispensary Manager

Dispenser

Dispenser

Dispenser

Dispenser

Dispenser

Administrator

Administrator

IT Administrator

Care Co-ordinator

Receptionist Manager

Receptionist

Receptionist

Receptionist/HCA

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Counsellor

# **WEM & PREES MEDICAL PRACTICE PATIENT INFORMATION LEAFLET**

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 30 days. Please contact the Practice Manager.

## **PARTNERS**

Drs Bartlett, Beresford, Oldroyd, Rogers, Blunsum and Smart.

## **Associate GP**

Sally Johnson and Alice King

## APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

## URGENT APPOINTMENTS

We will still have urgent appointments each day for the Dr and the ANP's. After 8:15am a telephone triage system is in place for all urgent on the day appointments.

*(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

## ADVANCED NURSE PRACTITIONER

We have 2 ANP'S available every day, morning and afternoon who can deal with all minor ailments.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception or go online [www.wemandpreeshealth.co.uk](http://www.wemandpreeshealth.co.uk)

Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Practice Nurse during your registration.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10:30 am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

## RESULTS

Results are available daily and can be obtained by contacting reception after 11am.

## TELEPHONE ADVICE

If you wish to speak to a doctor or nurse the receptionist will take your details and the doctor/nurse will ring you back when they are free.

## PRESCRIPTIONS

**ROUTINE**— requests for repeats prescriptions will be dealt with within 48 hours. This can be in person or by bringing in your repeat prescription re-order slip or online at [www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk)

**URGENT** – In the event that your prescription is urgent please speak with a member of reception or the dispensary team who will action this request appropriately

*Prees surgery is a dispensing practice*

*Wem chemists offer a collection service for Wem patients.*

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP. Please ask at reception for further information.

## OUT OF HOURS

If you have an urgent problem when the surgery is closed please ring **111**, your call will be answered by a fully trained advisor and depending on your situation the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one.

NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary. Please note that when contacting them, your telephone conversation will be recorded. If your condition can not wait for 1½ hours this is likely to be an emergency, please dial **999** e.g Choking, Chest Pain, Blacking out, Blood loss.

## DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs at Wem surgery & Disabled toilets at both Wem & Prees.

## Named Accountable GP

All practices are required to allocate a named, accountable GP to all patients, including children. As the practice operates a personalised list your registered GP is your named, accountable GP, who is responsible for the provision of your healthcare. Please ask your doctor, or the reception staff if you would like to know who you're named GP is.

Please be aware that this does not affect your ability to make an appointment with any of the GPs in the practice of your choosing.

## TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us from Keele University Medical School.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018.

## OTHER INFORMATION

Our Comments and Complaints information is listed on our website:

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



**Patient Advice & Liaison Services (PALS)**

**Freephone 0800 032 1107**