

**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**

**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)**

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

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

**Emergencies: 01939-235602
Appointments: Wem 01939-233476
Appointments: Prees 01948-840206
Enquiries: Wem 01939-232424
Enquiries: Prees 01948-840206
Out of Hours: 111**

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.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. Your data matters to the NHS and you can choose if your confidential information is used for research and planning. Please ask a member of reception for a patient leaflet containing further information.



Aspiring to improve the health, well-being and lives of those we care for

Partners

Dr Beresford, Dr Oldroyd, Dr Rogers, Dr Blunsum, Dr Smart, Dr Philpott & Dr King

Associate GP

Dr Sally Johnson

Practice Manager

Caroline Morris

APPOINTMENTS

All clinics 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.

Online consultations are available via eConsults and can be completed via the website – wemandpreshealth.co.uk

URGENT APPOINTMENTS

Urgent appointments are available 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 signing forms).

EXTENDED ACCESS APPOINTMENTS

Wem and Prees are part of a network of practices known as 'Hubs' in Shropshire, working together to offer patients extended access to pre-bookable appointments in the evening, at the weekend and during bank holidays. These appointments can be booked directly through the surgery and are available as follows –

Monday – Friday (6:30pm – 8pm)

At a local area hub

Saturday (08:30am – 1pm)

At a local hub

Sunday & Bank Holidays

At a single site in central Shrewsbury

HOW TO REGISTER AS A PATIENT

If you are new to the area and would like to register with one of our GP's please ask at our Reception or go online www.wemandpreshealth.co.uk

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.

PRESCRIPTIONS

ROUTINE— requests for repeat prescriptions should be submitted via the POD either by telephone or email or via an online service provider. Requests will be issued within 48 hours of receipt. All patients are encouraged to nominate a pharmacy for all prescriptions requests to be sent electronically.

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

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking.

DISABLED ACCESS

Wheelchair friendly access includes car parking spaces, automatic doors and disabled toilets at both Wem and 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.

OTHER INFORMATION

Our Comments and Complaints information is listed on our website:

www.wemandpreshealth.co.uk

Patient Advice & Liaison Services (PALS)

Freephone 0800 032 1107