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| **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 – 2:00 PM)**  **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)**  **Enhanced Access surgery (for non-urgent prebooked 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.  APPOINTMENTS TRIAGE SYSTEM  All appointments both urgent and routine are triaged by a GP on the day, who will assess the type of appointment that is required. | **Partners**  Dr Oldroyd, Dr Rogers, Dr Blunsum, Dr Smart, Dr  Philpott, Dr King, Dr Nan Thorley  **Associate GP**  Dr Joy Uchidiuno, Dr Emma Hindmarsh,  Dr Nicola West, Dr Sara Day  **Managing Partner**  Mrs Caroline Morris |
| **Appointments**  **Total Triage practice**  Our practice operates a Total triage system. This model of practice helps us to prioritise urgent care and utilise the many members of our skilled primary care team appropriately.  Completing the form online on our website, will likely be quicker than waiting in the call queue for our team and will mean the telephone lines are available for those patients that do need support completing the form. Often when you complete the form yourselves the clinician gets more detailed information about your condition/medical concerns which is helpful.  Clinical queries we will triage with two hours, routine queries will be contacted by the end of the next working day or the same day if it is urgent. For administrative queries we will respond within two working days.  For planned practice nurse or healthcare assistant appointment e.g. injections and dressings you continue to phone the practice and book these directly.  If you cannot complete the Accurx online form please be assured that you can still contact the practice and a member of the patient services team will complete the form on your behalf. To do this they will have to ask questions about your medical concern. This is so that they can pass on accurate information to the clinician triaging your request. All our staff our bound by the same confidentiality policies and are asking these questions so that we can ensure you get the care/treatment you need. | **How to register as a patient**  If you are new to the area and would like to  register with one of our GP’s, you can do this via the link <https://www.nhs.uk/service-search/find-a-gp>, online on our website [www.wemandpreeshealth.co.uk](http://www.wemandpreeshealth.co.uk) or ask at our Reception desk.  **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, can be viewed on you NHS app or by contacting reception after 11am.  **Prescriptions**  We recommend that you request your prescription via the **NHS app**, alternatively via the POD either by telephone **0333 332 0050** or email [**shropshire.pod@nhs.net**](mailto:shropshire.pod@nhs.net)**.** Requests will be issued within 72 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. We don’t accept repeat prescriptions request over the phone, or paper.  Chaperones  All patients are entitled to have a chaperone  present for any consultation. Please request this at the time of booking. You may be offer a chaperone by you clinician if appropriate. | **Disables access**  Wheelchair friendly access, level access building, includes car parking spaces, automatic doors and disabled toilets at both sites 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 personalized 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 and research**  As a teaching Practice, medical students from Keele University Medical School, Registrars (GP trainee) spend part of their training with us.  **Other information**  Our Comments and Complaints information is  listed on our website:  [www.wemandpreeshealth.co.uk](http://www.wemandpreeshealth.co.uk)  Complaints email : [complaints.wemandprees@nhs.net](mailto:complaints.wemandprees@nhs.net)  To contact your Patient participation group please email : ppg.wemandprees@gmail.com  **Patient Advice & Liaison Services (PALS)**  Freephone 0800 032 1107 |