

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 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

Caroline Morris	Practice Manager
Nancy Perks	Operations Manager
Stephanie Dunsmuir	IT & Communications Officer
Jan Smith	Secretary
Julia Barnett	Receptionist/Typist
Bryony Evans	Nurse Practitioner
Karen Donovan	Nurse Practitioner
Gail Williams	Practice Nurse
Regina McCarthy	Practice Nurse
Jade Andrews	Practice Nurse
Grace Freret	Practice Nurse
Mandy Jones	Asst. Practitioner
Marija Edwards	Phlebotomist
Stephanie Chetwood	Dispensary Manager
Karen Ratcliffe	Dispenser
Nicola Honor	Dispenser
Paula Oldham	Dispenser
Rachel Burne	Dispenser
Louise Oldfield	Dispensing Assistant
Shaney Fry	Care Co-ordinator
Pam Gittins	Receptionist Manager
Carmel Dunn	Receptionist
Joanne Vernon	Receptionist
Rebecca Ruff	Receptionist
Julie Angel	Receptionist
Jessica Browning	Receptionist
Lauren Astley	Receptionist
Diane Edwards	Receptionist
Karen Coleman	Receptionist
Gemma Parker	Receptionist
Charlotte Braithwaite	Receptionist
Rachel Evans	Receptionist
Wendy Stevens	Receptionist
Charlotte Gough	Receptionist
Hannah James	Receptionist

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

Associate GP

Dr Sally Johnson

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.

eConsults are now available and can be completed via the website – wemandpreeshealth.co.uk

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).

EXTENDED ACCESS APPOINTMENT INFORMATION

We 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 your 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 are requiring to register with one of our GP's please ask at our Reception or go online 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

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.

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.

OTHER INFORMATION

Our Comments and Complaints information is listed on our website:

www.wemandpreeshealth.co.uk



Patient Advice & Liaison Services (PALS) Freephone 0800 032 1107