

Practice Information Leaflet

Moorland Medical Centre



Moorland Medical Centre is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Dyson House, Regent Street, Leek, Staffordshire, ST13 6LU

Telephone No. 01538 399008

Email address:

moorland.med@staffs.nhs.uk

Website:

www.moorlandmedicalcentre.nhs.uk

The practice covers the town of Leek and approximately 75 sq. kilometres of surrounding countryside. A detailed map is available for inspection in reception.



Teaching practice

The practice is a teaching practice and occasionally medical students and trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register or scan the QR code in Reception.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](http://www.nhs.uk).

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, some contraception services, and can organise counselling via the Wellbeing Service.

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Opening hours

Monday to Friday 8am to 6.30pm

Enhanced Access hours

Thursdays 6.30pm to 8pm

Every 3rd Saturday 9am to 1pm

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Further information can be sought from www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Jane Greig

MBBS,DRCOG,DFFP,MRCGP

(Royal Free London 1993)

Dr Alison Foster

MB, ChB (Birmingham 1999) DRCOG
DFFP,FRCGP, Masters in Medical
Science, Dip Med Ed

Dr Jayesh Shah

MBBS, (Saurashtra 1995), DRCOG,
DFFP, MRCGP, MRCS, MS (Ortho)

Dr Neil Briscoe

MBChB (Manchester 2010), MSc
Pharmacy (Manchester 2001), MRCGP

Nurses

Nurse Practitioners

Louise Potts, Liz Hicklin, Debbie Shiers

Community Nurse Practitioner

James Parton

Care Home Nurse Practitioner

Clare Kirkham

Practice Nurses

Sister Andrea Birchall, Sister Fiona
Goodwin, Sister Helen Pointon, Sister
Debbie Shiers

Assistant Practitioner

Saranne Lawton

Health Care Assistants

Emma Junasziw

Practice Manager

Lisa Dulson

Deputy Practice Manager

Rachel Hurst

Reception and Administration Manager

Michelle Smith

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website
www.moorlandmedicalcentre.nhs.uk

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Routine Requests for repeat prescriptions will be dealt with within 48hrs. This can be in person by ticking the boxes on the right-hand side of the prescription and posting into the Red prescription box in the entrance hall. There is also a chemist collection service available—please speak to your local pharmacy. Alternatively you can go online and use the online form to request your prescription at www.moorlandmedicalcentre.nhs.uk

Urgent - Requests for urgent prescriptions will be ready to be collected by 5.45pm.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

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 10am 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. Requests for visits after 10am will be taken by the Duty Doctor.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life-threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.111.nhs.uk