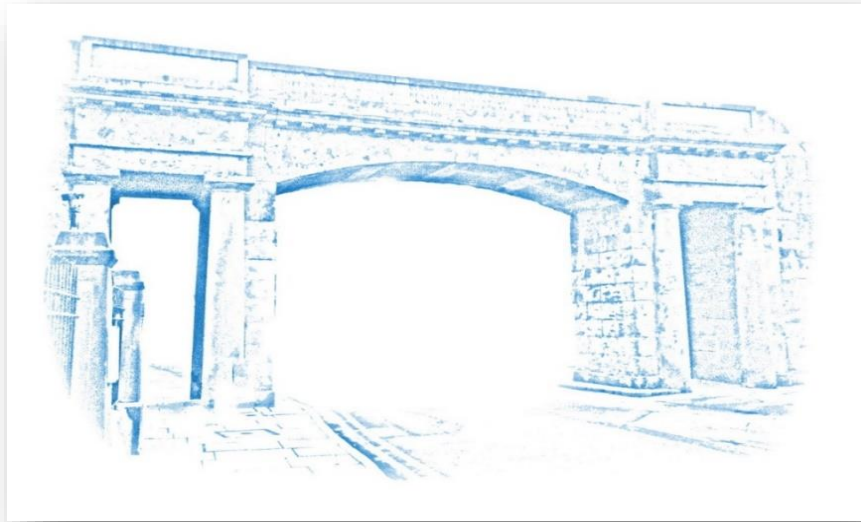


NORTHGATE MEDICAL CENTRE



**First Floor
Fountains Health
Delamere Street
Chester
CH1 4DS**

Tel: 01244 385553

Opening Hours: Mon-Fri 8.00am-6.30pm

Web: www.northgatemedicalcentre.nhs.uk

 Twitter: [@NorthgateMC](https://twitter.com/NorthgateMC)



NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.



OUR MISSION STATEMENT, VISION & VALUES

Mission

Our mission is to provide excellent healthcare services which are innovative and sustainable for the health and well-being of our community.

Vision

To provide high-quality, patient-centred healthcare services to the community. Collaborate with colleagues for high-quality support, communicate openly and strive for continuous professional development to improve care

Values

Prioritise people, promote professionalism, practice effectively.

PARTNERS

Dr Martin Allan

MB ChB MRCGP BSc
(Qualified 1991 St Andrews/
Manchester)

Dr Stewart Leitch

BM BCh MRCGP
(Qualified 1997 Oxford)

Dr Dan Kelly

BMBS, BSc Hons MRCGP 2016
(Qualified 2011 Sussex)

SALARIED GPs

Dr Chris Korulla

MBChB, MRCGP
(2021) (Qualified 2019 Lancaster)

Dr Helen Owen

MBChB BSc MRCS MRCGP FSR
(Qualified 2009 Cardiff)

Dr Ellie Borton

BSc (Hons) MBChB, MRCGP
(Qualified 2016 Warwick)

Dr Fran Hunt

MBChB, MRCP 2015, MRCGP 2021
(Qualified Liverpool 2011)

Dr Megan Parry

MBBS MSc MRCGP DRCOG
(Qualified Newcastle 2015)

Miss Dawn Riley - Practice Manager

Mrs Julia McEwen - Business & Deputy Practice Manager

Mrs Lynne Symms - Office & Deputy Practice Manager

Mr Tony Mayled – Advanced Nurse Practitioner

Sisters C Doerr, S Blackwell, & J Brown - Nursing Team

Miss Kirsty Dunn - Medicine Manager

Medical Administration Team

Our Admin Team consists of our Business & Deputy Practice Manager, Julia who is responsible for ensuring the efficient running of the computer system and our practice QOF audits. We have a GP Assistant, two Medical Administrators who assist with admin duties, two Medical Secretaries who to deal with any queries regarding your referrals. Our Secretaries are also responsible for any insurance forms and solicitors' requests. Any requests to access your medical records should be made in writing to your doctor.

Receptionist & Medical Administrators

Our Receptionists have a key role in keeping the Practice running smoothly and looking after the interests of the patients. The phones and reception desk can be very busy so if you have to wait, we would welcome your patience. We have a self-check-in system that you can use to book in for your appointment to save going to the reception desk. This is very useful at our busy times and avoids queuing at the desk. Our Office & Deputy Practice Manager, Lynne is responsible for ensuring the efficient running of the Reception team.

Medicines Management

The Practice employs a Medicine Manager. She will be able to help you with any problems you may have regarding your medication or prescriptions. She is available to speak to you with regards to your medication queries.

Car Parking

Car parking is available at a reduced rate in the council run car park located beneath the building. On entering the car park, take a ticket from the **Green Ticket Machine** marked "**Medical Centre**". You will be issued with a Green Ticket. Park on levels -2 or -3. Remember to have your ticket validated either by the receptionist or at the Well Pharmacy before returning to your car. You will have **20** minutes to return to your car once your ticket has been validated. **The charge for parking is currently £1.50.** This could be subject to change. This will cover you for **2 hours** whilst you are at the surgery. Please note, we cannot validate white tickets taken from the normal ticket machine.

Opening Hours

The surgery is open between **8.00AM - 6.30PM Monday to Friday** and patients are seen by appointment. The telephone is often busy early in the morning, so if your call is routine, please ring later in the day. We also offer **Enhanced Access** appointments outside the normal surgery opening hours at:

Garden Lane Medical Centre, 19 Garden Lane, Chester CH1 4EN.

Appointments are available:

- **6:30PM - 8:00PM Monday to Friday**
- **9:00AM – 5:00PM Saturday**

Patients can ring **01244 346677** at any time between 8:00AM to 6.30PM to get an appointment with the enhanced hours service. Blood tests are NOT available at the weekend.

Making Appointments

You can make an appointment by ringing **01244 385553** Mon - Fri 8am - 6.30pm. We will now be triaging patients to provide them with the best clinician/service to treat you and our reception team will need to ask you a few questions in order to direct your call to the most appropriate clinician or offer you signposting to alternative services. To accommodate people who work we do have the offer of one late appointment each evening, this can be booked with the Doctor between 5-6pm. There is an urgent Duty Doctor session available every morning and every afternoon until 6.30pm. It is important to remember that all consultations with the Practice team are by appointment only. You can also register for 'Patient Access' or the 'NHS App' so that you can book your appointments on-line. You can also send us an eConsult via our website for routine enquiries. These are not for urgent queries. <https://econsult.net/>

Home Visits

If you are too unwell to attend surgery, **please telephone as early as possible in the day** to speak with the Duty Doctor. The doctor will phone you back to assess the problem and organise a home visit as necessary. If you are unable to phone yourself a family member, carer, neighbour, or friend are able to call on your behalf. Along with our GP Team we also have Paramedics, who undertake appropriate Home Visits as requested by the Duty Doctor.

Facilities for the Disabled

We have disabled/wheelchair access to the whole building and lifts to all floors. If our main car park lift is ever 'out of order' you can still use the other lift on the opposite side of the car park which comes out on George St and then can come through the courtyard to access our main building.

NHS 111 – Telephone 111

Additional out of hours support can be obtained from **NHS 111** by telephone 24 hours a day 7 days a week. You can call 111 when you need medical help fast, but it is not a **999** emergency. You can also use www.111.nhs.uk *Calls are free from landlines and mobile phones.*

Repeat Prescriptions

The easiest and most efficient way to order repeat prescriptions is by using the NHS App on a smartphone. If you do not have a smartphone, you can use the ***repeat request slip*** which will be generated by the computer each time an item is repeated, and which should be included by the pharmacy with your medicines. This slip must accompany each request to ensure the correct medication is prescribed. Unfortunately, telephone requests cannot be accepted. **Please allow 3 working days (72 Hours)** for it to be sent electronically to the pharmacy (in England) or before collecting paper prescriptions (mostly for patients in Wales).

Your Pharmacy will probably then require several days to prepare your medication. Most Pharmacies in Wales can arrange to collect paper prescriptions from us, and some will also deliver it to you.

If the repeat slip is mislaid, please submit a **written request** for the items required. If you enclose a stamped addressed envelope, your prescription will be returned to you. Otherwise, the request can be dropped in at the surgery.

As previously mentioned, the Practice has a Medicines Manager who can help with any queries. We offer an Electronic Prescription Service; please contact your preferred pharmacy.

Electronic Prescription Service (EPS) is an NHS Service. We use EPS to send requests to your chosen pharmacy electronically, so you do not have to collect the paper prescription from your GP. EPS gives you a greater choice of where to collect your repeat medicines from, because they can be collected from a pharmacy near to where you live, work or shop and electronic prescriptions can be sent in advance and be ready to collect, saving you time.

SMS Text Messaging Services and Emails

The practice uses a text messaging service for appointments reminders, cancelling or changing appointments, health campaigns, notifying patients or test results. Please ensure the surgery has your most up-to-date mobile number. If you do not wish to have this service, please inform the receptionist and we can exclude you from this. We also use our generic email to send you information occasionally and will give this out if required for you to send us patient information. This is not to be used for routine appt enquiries.

Registering as a New Patient

If you live in England and within our practice boundary (see map on our website) you can register with our practice. We are no longer able to accept patients who live in Wales/Flintshire. On registering you will be asked to complete a registration form and patient questionnaire. Depending on current demand your registration will be processed within a week, and we will inform you when the registration is completed.

Private Medical Certificates & Examinations

You do not need a Doctor's note for the first seven days of illness. If you need a Self-Certification Form, these are available from the Medical Centre or your employer. Fees are payable for non-NHS services. A list of current services and charges is available from the reception team.

Temporary Resident

If you are on holiday or staying in the area for less than three months and you need to be seen by a GP or you need repeat medication, you can register with us as a Temporary Resident.

Treating Overseas Visitors

Please contact us for further information about accessing our services.

Patient Information and Services

Everyone working for the NHS has a legal duty to keep information about you confidential. On occasions we share that information with other health care providers so we can work together for your benefit. You have a right to access your health records. Please ask one of our reception team for more details.

GP Registrars & Medical Students

As the Practice is a Training Practice you may be seen by a GP trainee known as a Registrar. They are fully qualified doctors and can liaise with more senior members of the Practice when needed. Medical students or student nurses may also sit in on consultations.

Complaints and Compliments

If you have a concern or complaint, you should contact the Practice in writing. This can be done via our email cmicb-heshire.northgatemedicalcentre@nhs.net. We appreciate patient feedback on all the services we provide and if there is a problem, we want to hear this, we operate an in-house complaints procedure and will respond to you. If this still does not resolve the issue, then PALS (Patient Advisory & Liaison Service) **0800 132 996** can be approached to help via <https://www.cheshireccg.nhs.uk/get-in->

[touch/patient-advice-and-liaison-service-pals/
cheshireccg.patientexperience@nhs.net](http://touch/patient-advice-and-liaison-service-pals/cheshireccg.patientexperience@nhs.net) you can email -

Care Quality Commission

If patients wish to comment about the service (both good and bad) they can contact them via www.cqc.org.uk or telephone **03000 616161**.

Your Local Integrated Care Board (ICB)

The area served by Northgate Medical Centre is in the district covered by NHS Cheshire & Merseyside ICB.

When the Medical Centre is Closed

Simply telephone as usual on **01244 385553** and you will be given further details of a number to call to speak to Out of Hours. Out of Hours are responsible for our patients after 6:30pm until 8am the next morning on a weekday and all weekends and bank holidays. You can also contact **111** or on-line at **111.nhs.uk**

Results of Tests

We ask patients to phone after 11.00am for Pathology and X-ray results. This helps to manage the number of calls coming through at 8.00am, for those patients who need medical care on the day. To protect the patient's confidentiality, results will only be given by telephone to the patient in person, or their parent/guardian in the case of a child. If we have consent from friends or family to speak on your behalf this must be in writing and recorded on our system. When you have had your blood test you need to remember to contact us for the result allowing at least 3-4 days.

Urine and Stool Sample Information

If the doctor has requested that you bring in a urine specimen or stool sample for testing, please follow these simple guidelines.

- We can only accept samples which are in appropriate sample containers, as using jars or containers from the home could contaminate your sample. You can collect urine and stool sample bottles from reception.

- Ensure your specimen is labelled with your name and date of birth. Any sample not labelled will not be able to be identified by the nurse and will be disposed of.
- Drop your specimen/sample into reception before **2pm**. **Due to collection times from the hospital any samples brought to the desk after this time will not be able to be processed.**
- Urine results are usually available 2 working days after bringing in your sample.
- Stool samples have to be 'cultured' at the lab, and results take approximately one week.
- **Please DO NOT post your samples into the post-box outside the building when we are closed. These will not be processed.**

Advanced Nurse Practitioner:

Our Advanced Nurse Practitioner can prescribe and make clinical referrals. The Nurse Practitioner can help in many areas instead of seeing a GP such as, Women's Health, Contraceptive advice, children's illnesses, musculoskeletal problems, acute chest problems, minor illnesses, minor injuries and skin conditions.

Practice Nurses

The Practice Nurses may be consulted for the following: Chronic Disease Management, contraception, Cervical Smears, HRT, minor illness, dressings/wound care, removal of stitches, ear syringing, baby immunisations, travel vaccination and advice, health promotion clinics. Flu injections are available during the winter months, particularly for people who are asthmatic or diabetic, or have chest/heart problems, or aged over 65 years. Pneumonia injections are available to those aged over 75 as routine, as are annual health checks on request.

Please Tel: **01244 385553** if you wish to make an appointment to see a Practice Nurse.

Training Nurse Associate: is available to take bloods, ECGs, blood pressure, diabetic and other chronic disease management.

Health Care Assistant: can provide BP, bloods, B12, flu vacs.

Chronic Disease Management: We recall chronic disease patients for annual review based around their month of birth.

District Nurse: The District Nursing Team visit patients in their own homes. The District Nurses are based at Fountains Health. Messages can be taken for them here.

Contraceptive Services

Our Practice Nurses and Doctors provide contraceptive services. Please make an appointment on **01244 385553**. We also have a Sexual Health clinic (Virgincare) on the ground floor. Please phone **0300 2470020** for appointments.

Minor Surgery Services

Dr Leitch has a Minor Surgery Clinic each month. In addition, some of our GPs to perform joint injections. Dr Owen has a Coils/IUCD's Clinic each month. Dr Leitch and our ANP Tony offers the Implanon contraceptive injection.

Zero Tolerance Policy

For the safety and benefit of patients and staff alike Northgate Medical Centre operates a Zero Tolerance Policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In cases of violent behaviour, it is Practice policy to call the Police.

Patient Confidentiality

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people. Information is recorded, either on paper or in computer files. However, it is all treated with the same strictly controlled confidential care. For full details of our confidentiality policy, please ask the Practice Manager.

Northgate Website

The practice has its own website where you can find out information about the practice including opening hours, prescriptions,

appointments, out of hours, nursing services, fees and other practice information. You can send us an eConsult via our website for routine enquiries. You can order your repeat medication and book appointments via Patient Access or the NHS App, you can access via the website. www.northgatemedicalcentre.nhs.uk

Do I Have a Choice?

Sharing your information, please read this leaflet via the link below or ask us for a printed copy of the leaflet:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/nhs-england-care-data-patient-leaflet.PDF>

Help us to Help You

Be on time for your appointment – if you are late, you may not be seen. Tell us if you need to cancel (this can be done via Patient Access) – this allows us to utilise the appointment.

Personal Health Information

We ask you for information so you can receive proper care and treatment. We keep this information, together with details of your care because it may be needed if you are seen again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. The sharing of types of sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

The NHS Friends and Family Test

The Friends and Family Test (FFT) provides vital feedback opportunity to people who use NHS services. It highlights both the good and poor patient experiences by asking if you would recommend the service they have used and offers a range of responses. Patients will be invited to give their feedback via text message after their appointment.

Dental Problems: We are unable to offer treatment for dental problems. Please contact your local registered Dentist or the Emergency Dentist on **0161 476 9651**.

Are You a Carer? If you are a Carer or have a Carer, please let us know. More info about this can be found on: <http://cheshireandwarringtoncarers.org/>

Chester Central Primary Care Network (CCPCN)



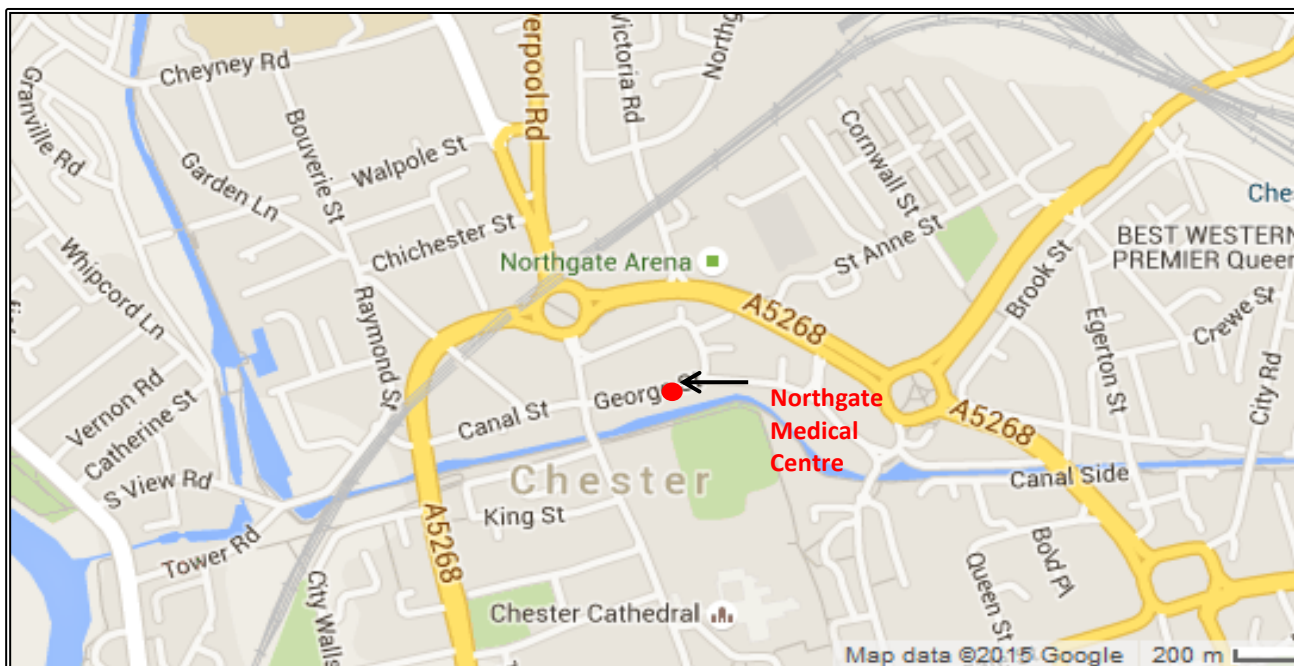
Chester Central Primary Care Network (CCPCN) is a group of 6 GP Practices working together to provide high quality evidence-based care to our community. The Practices in CCPCN are, Northgate Medical Centre, St Werburgh's Medical Practice for the Homeless, Northgate Village Surgery, The Elms Medical Practice, Garden Lane Medical Centre and Fountains Medical Practice.

The PCN is focused on meeting the challenges of modern primary care by working innovatively and growing our multidisciplinary team to provide a holistic approach to our patient population. The PCN team already includes additional roles such as, Social Prescribing Link Workers, Health & Wellbeing Coaches, Counsellors, Clinical Pharmacist, Pharmacy Technician, Dietician, Paramedics, Care Coordinator and a Mental Health Occupational Therapist.

Please visit the website for further information:

<https://www.chestercentralpcn.nhs.uk/>

HOW TO FIND US:



Northgate Medical Centre is very close to the bus station and numerous bus stops. For more information on bus routes and timetables please visit:

www.cheshirewestandchester.gov.uk

and choose '**Bus timetables**', or alternatively this information will be available from the local bus station.

For Bicycle Routes Please Visit:

www.travelsmart.co.uk/travelsmart/cycle

There are dedicated cycle stores in the central area, however, please remember to lock bicycles at all times.



Northgate Medical Centre

Tel: 01244 385553 Web: www.northgatemedicalcentre.nhs.uk



@NorthgateMC