

CHARLTON MEDICAL CENTRE

Practice Information Leaflet

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

Lion Street
Oakengates
Telford
TF2 6AQ

Telephone No. 01952 620138

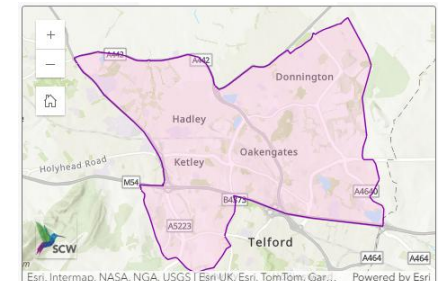
Email address:

charlton.online@nhs.net

Website:

www.charltonmedicalcentre.nhs.uk

GP services are provided to the following areas:



Further information can be sought from www.nhs.uk

Core Opening hours

Monday – Friday		8:00 am	6:30 pm
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Improved access/Extended hours

Monday		6.30 pm	8.00 pm
Friday		6.30 pm	7.45 pm
Every 4 th Saturday		9.00 am	5.00pm

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
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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
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Services we provide

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

- **Family planning** – We offer a full range of family planning services
- **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, and physiotherapy clinics

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.

Teaching practice

The practice is not a teaching practice, however, on occasion the practice may support healthcare professionals who are required as part of their training to sit in 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.

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).

The practice team

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

Partners

Dr GP Wood (*MBChB DCH DRCOG MRCGP*)

Dr DA Sharp (*MBChB MRCGP*)

Dr MA O'Toole (*MB BS DCH DRCOG*)

Dr P Singh (*MBBS DRCOG MRCGP*)

Salaried GPs

Dr H Sumner (*MBChB DRCOG DFSRH LoC IUT*)

Dr S Parnell (*BM MRCP(UK) MRCGP DRCOG DFSRH*)

Dr H Ellis (*MBChB MRCGP DRCOG*)

Dr R Bourne (*MBChB MSc MedSci DRCOG DFSRH*)

Nurses

Sister Paulina Saxon (*RGN*)

Sister Kam Thiara (*RGN*)

Sister Vivien James (*RNDip HE*)

Other healthcare staff

Angela Davis (Health Care Assistant)

Amie-Leigh Jones (Health Care Assistant)

Helen Troath-Patel (Cancer Care Co-ordinator)

Makarand Bhagwat (First Contact Physiotherapist)

Practice Manager

Carrie Anne Wood (*CS Mgr MAMS*)

Other management

Julie Weaver (Teams Manager)

Samantha While (Teams Manager)

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 contact the surgery on 01952 620138. You can also contact us online via our website or speak to a member of the team at Reception.

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 or you can contact the PPG secretary via email at charltonmpcppg@gmail.com

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. Repeat prescriptions can be ordered in the following ways:

- NHS App – This is the easiest way to order your repeat prescriptions
- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the foyer at the surgery.
- Online request via our website at www.charltonmedicalcentre.nhs.uk
- Email – charlton.online@nhs.net

Please allow 4 working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions. See the website for further details on collection times.

Dispensing practice

The practice is not a dispensing practice and is not affiliated with any pharmacy.

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.

All patients will be provided with a named GP upon registration.

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 are at the discretion of the GPs and are usually for those patients who are housebound. Should you require a home visit, please use the practice website to request one or contact reception on 01952 620138. Requests for home visits must be made before 10.45am. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between **[12:30 pm and 2.30 pm]**, Monday to Friday.

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.nhs.uk