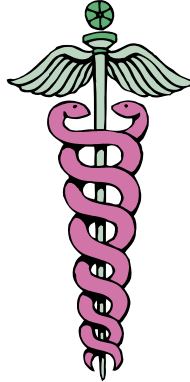


SURGERY INFORMATION

For Patients



Dr. James Pilpel
BM.BS. (1976 U.K.) BMedSci.DCH.DRCOG.DA.F.P.Cert

Dr. Caroline Donoghue
MB.BS (1993 U.K.)

Dr Vamsi C Tiguti
MB.BS, DRORTHO

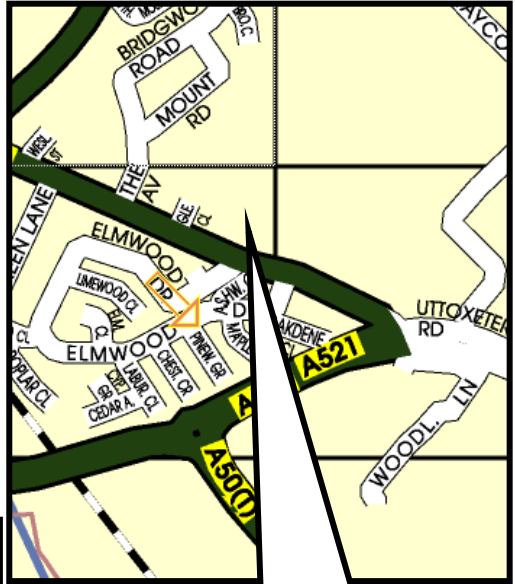
A DOCTOR CAN ALWAYS BE REACHED ON:
01538 722323(Tean) or 0300 123 4017(Blythe Bridge) 8am ~ 6pm
Weekdays (Not Thurs PM)

(01782) 719100 this will connect you to the North Staffs Urgent
care at Basford (Out of hours & from 1pm Thursday ~
EMERGENCIES only)

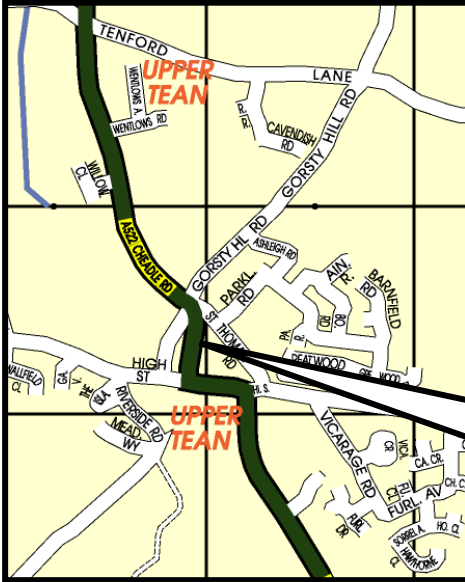
SURGERY

You may attend our Branch Surgery at **BLYTHE BRIDGE** or our main surgery at **TEAN**.

Both surgeries are single storey and have easy access if you have a disability.



BLYTHE BRIDGE
PRIMARY CARE CENTRE,
BLYTHE BRIDGE
Behind village hall



TEAN SURGERY
OLD ROAD,
TEAN

NEW PATIENTS

Patients moving into a new area should register with a new Doctor as soon as possible. Please contact the surgery to make appropriate arrangements.

TEMPORARY PATIENTS

If you need help and are away from your usual Doctor, we are able to see you at the times outlined.

URGENT CASES

We are very proud of our full diagnostic and treatment facilities at our Surgeries therefore we are generally reluctant to offer “second best” medicine by trying to diagnose and treat you in your home. If your problem is urgent we always fit you in, bypassing the waiting room if necessary.

ACCESS SYSTEM

All consultations are by appointment only. Please ring the surgery you wish to attend on the day you would like to be seen. If this is difficult please inform the staff, as 40% of appointments are available to pre-book.

To help us to ensure that the new system runs smoothly it would be appreciated if you;

- 1. Arrive on time. If you are late you might not be seen.**
- 2. Cancel any unwanted appointments.**
- 3. Question if you need to see the doctor or would the nurse be more appropriate.**

You are also able to book your appointment to see the doctor “on-line” at www.patient.co.uk. You will need to register with the surgery first so please ask the reception staff to do this for you. You will also be able to cancel ALL appointments thereby avoiding wasted appointments even if you realise you cannot make your appointment at 2am!

Our Nursing Staff are virtually always in attendance, and the Doctors may consider it appropriate to use their expertise to deal with your problem.

We aim to see 70% of patients well within 30 minutes of an appointment time assuming 10 minutes per consultation. We review our performance but complex problems or emergencies may interfere with this and we would inform you if that were happening. In return we expect to be informed if you are unable to keep your appointment.

TELEPHONES

Our staff aim to answer a call within three rings, but mornings are busy so to avoid frustration, please ring later for routine enquiries, results, etc. Out of hours please ring 01782 719 100 for the North Staffs Urgent Care centre at Basford.

REPEAT PRESCRIPTIONS

To avoid needing to see a Doctor each time you need further supplies of regular medication we have arranged a repeat prescription system. Please ensure you give **48 working** hours notice to the dispensary when you need more medication. Please see page 10.

REFERRALS

We try to investigate and deal with your problems ourselves as far as possible. If however, you need special treatment, tests or even a further opinion we can arrange it. If you feel you would prefer an alternative opinion we will help you, but may recommend that you arrange it privately.

FEEDBACK

We do welcome good ideas for improving the practice and frequently monitor and discuss our arrangements. If we make a mistake or give cause for dissatisfaction we much prefer you to tell us. Please contact the Practice Manager in writing.

We guarantee to take your comments or complaints seriously and investigate promptly. Our staff have a well understood procedure to deal with concerns and for bringing them to the Doctor's attention. We ask that you speak or write to Dawn Forrester our Practice Manager, or one of the Doctors.

If we are not able to satisfy your comment/complaint you have the option to contact the PCT complaint liaison officer for help Eileen Jones / Cathy Haigh are situated at Bradwell Hospital (01782) 425 481 but we would hope that you would be able to approach the surgery and resolve any issues that you have at practice level.

PARKING

Please remember that parking space can be limited and the doctors need access at ALL times. We would ask that consideration is paid to our neighbours and that you DO NOT obstruct their driveways to their homes.

The Tean surgery has a large car park at the bottom of Old Road and we respectfully request that this is your car park of choice allowing more parking for patients with limited mobility.

There is a large car park adjacent to the Blythe Bridge Primary Care Centre.

TEAN SURGERY

Old Road
 Upper Tean
 Stoke-on-Trent
 ST10 4EG.
 Telephone (01538) 722 323 (Office Hours)
 Fax (01538) 722 215
 Out of Hours North Staffs Urgent Care at Basford (01782 719100)

OFFICE HOURS

Monday – Friday 8:00am – 12:00pm & 2:00pm – 6:00pm
 (CLOSED THURSDAY PM)

SURGERY TIMES

DAY	Morning Surgery is by appointment only 8:30am – 12 Noon	Afternoon Surgery is by appointment only 3:30pm – 6:00pm
Monday	Dr Tiguti Dr Pilpel	Dr Pilpel Dr Donoghue
Tuesday	Dr Pilpel Dr Tiguti	Dr Donoghue
Wednesday	Dr Donoghue Dr Pilpel	Dr Tiguti
Thursday	Dr Donoghue Dr Tiguti	CLOSED
Friday	In Rotation	In Rotation

NURSE**By appointment unless an emergency**

Monday – Friday 9:00am – 11:00am 3:00pm – 5:45pm (Not Thurs .pm)

HEALTHCARE SUPPORT WORKER

Monday & Wed : 8:30am – 11:30am 2pm – 5pm
 Thurs: 8:30am – 11:30am

BLYTHE BRIDGE PRIMARY CARE CENTRE

Uttoxeter Road
 Blythe Bridge
 Stoke-on-Trent
 ST11 9NT.
 Telephone 0300 123 4017 (office hours)
 Fax 0300 123 4301

OFFICE HOURS

Monday – Friday 8:00am – 6:00pm (Thursday 1pm)

SURGERY TIMES

(will vary when a doctor is on holiday or study leave)

DAY	Morning Surgery is by appointment only 8:30am – 12 Noon	Afternoon Surgery is by appointment only 3:30pm – 6:00pm
Monday	Dr Donoghue	Dr Donoghue
Tuesday	Dr Donoghue	Dr Tiguti
Wednesday	Dr Tiguti	Dr Pilpel
Thursday	Dr Pilpel	CLOSED
Friday	In Rotation	In Rotation

NURSE**By appointment unless an emergency**

Monday – Friday 9:00am – 11:00am & 3:00pm – 5:45pm (not Thurs pm)

HEALTHCARE SUPPORT WORKER

Tuesday 8:30am – 11:30am & 2:00pm – 5:00pm

OUR STAFF

The **1 female, 2 male Doctors** employ and train our highly experienced staff to provide the best professional back-up possible. Please feel free to approach any of them for advice or help.

4 Nursing Sisters (navy uniforms with white piping): (Sister Marjorie Carnall SRN, Sister Joy Whalley EN, RGN, DiPN, Sister Ann Hughes RGN and Sister Louise Whitehurst RGN, DPNBN (Hons) Nursing. They deal with many minor or routine medical matters as well as traditional nursing duties. In addition to their normal surgeries Sister Whalley & Sister Hughes run Asthma, Diabetes and Healthy Heart clinics.

1 Health Care Assistant (burgundy uniform with white piping). Helen assists the nursing sisters and runs her own smoking cessation sessions.

5 Clerical/Secretarial Staff (white uniforms with navy piping): As well as the office work they will help you make the best of our facilities and services. In case of difficulty they will always let you speak to the Doctor.

2 Dispensers (white uniforms with navy piping): Order and run the dispensing of drugs and medicines according to the Doctors prescriptions. They can also give simple drug advice and explanation.

1 Practice Manager: Dawn Forrester: Helps to run the organisation.

Other Staff: We work closely with:

- Midwives (Antenatal and maternity care)
- District Nurses (Home Nursing)
- Health Visitor (Baby and Child advice)
- Diabetes Specialist Nurse (runs clinics once a month)
- Community Psychiatric Nurses (Help for stress or psychiatric problems)
- Dietician (Medical food problems and obesity)
- Physiotherapists (Joint and muscle problems)
- Chiropodist (Elderly foot care)
- Occupational Therapists (Disabilities)

We also offer counselling services at the practice. Jo Hibbert has joined us and she holds sessions on Friday afternoons by appointment after referral from one of the doctors.

Should you have any questions or wish to book an appointment with any of the people listed above please do not hesitate to contact the reception staff on **01538 722323** or **0300 123 4017** and they will be happy to either book an appointment or explain how you can arrange an appointment.

Please note that we are unable to deal with dental problems. If you are not registered with a dentist you can contact the local Primary Care Trust (PCT) on 01782 298000 and they will be able to supply the names and telephone numbers for NHS and private dentists in your area.

For dental emergencies outside normal office hours please ring 01782 425846.

ALLERGIES

If you have an allergy **OF ANY KIND** please make sure to tell the doctor or reception staff. **IF WE DO NOT KNOW YOU HAVE AN ALLERGY IT MAY CAUSE A PROBLEM IN THE FUTURE.**

OTHER SERVICES AS WELL AS THE USUAL MEDICAL SERVICES AVAILABLE

- Medicals (for insurance, HGV etc.)
- Routine Holiday Vaccinations
- Maternity Care. We do not encourage home delivery but we do have access to the GP delivery unit if appropriate.
- Baby and Child development.
- Family planning including coils and implants
- Cervical Smears
- Minor surgical procedures
- Blood tests, ECG & Spirometry

CLINICS:

For review of the following please ask for a clinic appointment if possible:

- General check up
- Health promotion advice:
- Blood Pressure, Heart problems, Asthma, Diabetes, Cholesterol.
- Smoking cessation clinic
- Weight reduction

DISPENSARY
AT TEAN SURGERY

Monday – Friday 8:30am – 11:30am & 3:30pm – 6:00pm (except Thurs pm)

We will be offer a variety of options for prescription ordering:

- You can leave your request at either surgery or ask your local pharmacy to do this for you.
- You can e-mail us at carol.coates@northstaffs.nhs.uk
- You can fax your request on 01538 722215.
- If you are housebound or have difficulty visiting the surgery to submit your repeat please speak to Carol or Mary and they can arrange for you to be added to our telephone request list (01538 722215). **This line is only open between 11am – 12 noon & 3pm – 4pm.**

If you live outside a mile radius of a chemist we are able to dispense your medication but, again, please give **48 working** hours notice.

Special arrangements e.g. delivery for repeat prescriptions to local chemists may be available, please ask our Dispensary staff for details. You may also arrange to collect your prescription from Blythe Bridge Surgery.

Please note: If you request the chemist to collect your prescription you must allow extra time as the 48 hours notice is notice to the surgery.

Should you need to have a prescription dispensed out-of-hours please ring NHS Direct, 0845 4647 and they will tell you your nearest open pharmacy

OTHER USEFUL INFORMATION

OUT OF HOURS – 01782 719 100

HOME VISITS

We are almost always available to provide a quick, safer and more thorough service in the proper setting of our fully equipped surgeries. Please telephone before 10:00am (unless an emergency) to speak to a Doctor who will make any necessary arrangements.

USEFUL TELEPHONE NUMBERS

TEAN SURGERY:
(01538) 722323 / (01538) 722215 (fax & dispensary)

BLYTHE BRIDGE PRIMARY CARE CENTRE:
0300 123 4017 / 0300 123 4301(fax)

NORTH STAFFS URGENT CARE
(01782) 719100

UNIVERSITY HOSPITAL NORTH STAFFORDSHIRE:
(01782) 715444

CHEADLE HOSPITAL:
(01538) 487500

STAFFORD DISTRICT GENERAL HOSPITAL:
(01785) 257731

District Nurse: (01538) 487570

Health Visitor: (01538) 487570

Social Services (Cheadle): (01538) 483800

NHS North Staffordshire: 0845 602 6772

Emergency Dentist (01782) 425846

NHS Direct 0845 4647

EMERGENCY: 999

Please use this leaflet as a guide but if in doubt, please ask. We may need to change our arrangements from time to time in the light of need. We welcome helpful comments on how to improve our service, however should you have a problem, we ask you to write to the Doctor or Practice Manager.