

Studholme Medical Centre

www.studholmemc.nhs.uk

50 Church Rd Ashford Middlesex TW15 2TU

Practice Information Booklet

(01784) 420700

Introduction

Studholme Medical Centre is a well established and successful GP Practice located in centre of Ashford, Middlesex. Our recent CQC audit rated us good in all areas with 2 areas noted as outstanding – the work that our pharmacists do and the work that we do to organise our patient support groups.

We have a clinically strong team comprising of several doctors who are supported by prescribing paramedic, nurse practitioners, practice nurses, health assistants and administration staff. We offer extended opening hours via the NICS acute illness service located at Ashford Hospital.. We have an extensive practice website and offer a range of online services including clinical help requests, repeat prescriptions, a mobile text reminder service and online self- help portal.

Our practice facilities are of a high standard and we have 45 onsite car parking spaces.

We provide a full range of NHS services and run several additional clinics including Complex Wound Care, Phlebotomy, NHS health checks, Diabetes reviews, COPD clinics, Asthma, Spirometry via Nics, INR, Immunisations, Minor surgery/Joint injections (Buddy scheme) and Ear Microsuction.

We also offer onsite services such as NHS Physiotherapy and Chiropodist .



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History Of The Practice

Studholme Medical Centre is a large GP practice caring for nearly 17,000. We practise from a large Edwardian house in the centre of Ashford, Middlesex. The premise, was originally build and named after Mr John Studholme Brown-Rigg. Admiral Sir Henry John Studholme Brownrigg, KBE, CB, DSO (3 September 1882 – 24 January 1943) was a Royal Navy officer who was Commander-in-Chief, The Nore.

There has been a GP surgery on this site since the First World War and the Group Practice, one of the first in the country, was established in 1948. The surgery premises have been modernised internally and extended at the rear to provide comprehensive GP services as well as approx 40 car parking facilities for attending visitors.

Area Covered By The Practice

We cover the town of Ashford, Middlesex and the direct surrounding area:

Practice Teams

For a list of current Practice GP's please consult our practice website www.studholmemc@nhs.net

Practice Hours And Contact Numbers

Surgery Hours

The surgery is open Monday to Friday, 8.00am - 6.00pm

Evening and Saturday pre booked appointments are available at the Acute illness Hub at Ashford Hospital.

Friday

The surgery doors are closed between 1.00 - 2.00pm however we are open for pre-booked appts. If you have a pre-booked appointment please ring the bell for assistance.

The surgery closes at 6.30pm however the last appointment is 6.00pm

Contact Numbers

(01784) 420700

Web Address: www.studholmemc@nhs.net

The Reception Team

The receptionists are usually the first members of the team you will meet. They will be able to help you make the most of the many services we provide. Sometimes

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they have to relay the urgency of your request, so please try to give them all the necessary information. They are bound by the same rules of confidentiality as doctors and nurses.

Booking Clinical Help

The NHS has changed in that there are several health professionals involved in providing care for patients including paramedics, pharmacists and nurse practitioners.

To request help the fastest way to do so is via our practice website as this will avoid the need to wait on the phone.

Once the form is completed you do not need to telephone the Practice about the same request. The request will be received by the Practice and triaged to match your request with the right level of response be it with a GP or another health care professional or our admin team. If you cannot go online then you can still call our reception team to book an appointment.

When an appointment is booked you will receive an email or SMS (or phone call if no internet or mobile on record) to let you know that a health care professional will be telephoning you to discuss your health care needs. The health care professional will then decide the best course of action which may involve you attending the Practice for further examination or being referred to the hospital.

Please ensure that you keep your phone with you so that you do not miss our phone call and then have to resubmit another request.

Text Service

Patients with a registered mobile number may receive text messages from our health care team regarding test results or requests to contact the Practice etc. The same service can be used for video calls and for sending documents to patients like diet sheets or health care information and advice.

Cancel an appointment

You can cancel an appointment via our website or by phoning the Practice. Some types of appointment will also receive a text message and within that text message there is link which can be used to cancel an appointment.

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Home Visits

Diagnosing and treating medical problems is best done in our fully equipped surgery. The majority of medical conditions allow you to come to the surgery even in an emergency. However, if you are housebound or genuinely too ill to visit the surgery, please contact the surgery as soon as possible in order to request a home visit. Please try to make the request before 10.00am if at all possible. A GP will call you back to discuss your request. We also use the NHS home paramedic visiting service who work in unison with our GP's to perform home visits when deemed clinically required.

Out Of Hours

When the surgery is closed please call NHS 111

Test Results

Test results are best viewed by signing up to the NHS app. You can register for the app and sign up without contacting your GP. Simply download the app via the Apple Store or Google Play Store. The app can also be used on a desk top computer or lap top.

Normal results may be given over the telephone, which will often save you making a further appointment. However, please note our receptionists are not medically trained and you may need to review the results with a clinician.

Minor Ailments And Injuries

For minor ailments and injuries patients contact their local pharmacy. Most pharmacists have special arrangements with NHS where they are funded to offer a minor illness clinic to patients. No appointment is necessary for this service you simply ask your local pharmacy shop to help.

There is also a local walk in centre based at Ashford Hospital site.

Ashford Walk-in Centre:

8.00am to 10.00pm (GP available until 8.00pm)

Weybridge Walk-in Centre:

Opening times: 7.00am to 7.00pm Monday to Friday

9.00am to 3.00pm weekends and bank holidays

Telephone: (01932) 826013

This is a nurse-led service that can deal with most minor ailments and injuries. However, they cannot deal with chest pain, abdominal pain, chest infections and children under the age of two years.

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Emergency Dental Care

Please don't ask our Practice staff to treat dental problems as we are not trained or able to provide such services. Please consult your local dentist or the NHS emergency dental help service

<https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/>

Services Provided By The Practice

New Patients

Our patient registration form can be completed online and any requested documents can also be submitted online or brought to the Practice if you cannot submit these online. We ask new patients to complete a brief health questionnaire (available on our Website) and offer a new patient check which includes measuring your height, weight, blood pressure and testing your urine. This gives us some background information, which will help in your future care. It is vital you keep the surgery updated with your latest contact information.

Allocating A Doctor

Although you will be registered with the Practice, you will be allocated to a nominated doctor. There will be times when he/she is not available in which case you will be seen by another doctor. You can request an appointment with any doctor of your choice providing that doctor is available.

Sickness Certificates

You do not require a sickness certificate for illness lasting seven days or less. However, your employer may ask you for a self-certification form which is available from the DSS. For illness lasting longer than seven days, you will need to see a clinician for a sickness certificate.

Repeat Prescriptions

There are several ways to make prescription requests for medication that has already been approved by our team for you to take.

Requests can be made over the phone or by using our practice website. Select "Prescriptions" tab. "Request Medication online" and then complete the online form and submit. No passwords are required to use this service.

Please allow 72 working hours for your prescription request to be processed. If your medication review is due then your request may be rejected until you have responded to our teams requests to complete a medication review.

Prescription Charges

People in the following categories are automatically exempt from prescription charges: children under the age of 16; under 19 and in fulltime education; and all

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patients over 60 years of age.

There are other categories of exemption. Please see the back of any prescriptions form given to you by your doctor for full details. It is sometimes worthwhile to buy a season ticket for pre-payment of prescription charges. For the latest prescription prices, please refer to the NHS prescription website or speak to your local pharmacist.

Disabled Access

The surgery is suitable for access via a wheelchair on the ground floor. We have a disability toilet facility. Unfortunately we do not have a lift however we can provide all required services on the ground floor if required.

Parking

45 Parking spaces are provided at the rear of the building. Please use this only when visiting the medical centre. The car park at the front is for use by the medical staff.

Clinical Services

Complex Wound Care

We offer a complex wound care services 4 days per week which covers all sorts of wound care treatment and management. This service may also include a Doppler analysis in order to understand the blood flow within the wound site and hence the best course of treatment.

Joint Injections

If you have problems such as Trochanteric Bursitis, Plantar Fasciitis, Carpal Tunnel Syndrome, Trigger Finger, Bicep Tendonitis, Frozen Shoulder, Supra Spinatus Tendonitis, Osteoarthritis of the knees, Osteoarthritis of the thumb, Golfer's and Tennis Elbow, your GP may feel that you would benefit from a steroid joint injection.

Minor Surgery

We refer to the Buddy minor surgery service whereby lumps and bumps are removed under local anaesthetic. Conditions treated include sebaceous cysts, lipomas, moles and pyogenic granulomas. These can be removed from most areas on the body except around the face, hands and near joints. Shaving some lesions around the face and chin can also be undertaken.

Anticoagulation Monitoring

Studholme Medical Centre currently offers an INR monitoring service for those

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patients taking warfarin. This service is only offered to those patients whose INR is currently stabilised. We offer a one-stop service whereby a finger-prick blood test is taken and processed by our on-site machine. The result is then entered into a computer software programme, which automatically generates guidance regarding the dose of warfarin required and the date for the next blood test. This service removes the need to visit the hospital anti-coagulation service.

If you are currently taking warfarin, have a stable INR and would like to avail yourself of this service, please enquire with reception for further details.

Pregnancy

The midwives hold antenatal clinics at Ashford hospital. If you are pregnant you can contact the team directly and this does not need to be done via our Practice. Their contact details are on our website just type pregnancy into the search function.

After your baby is born certain checks like the 6 week mother and baby checks are done at our Practice. Prior to this check you should see health visit in order to have baby weighted and measured. We do not check baby weights at our Practice.

Cervical Smear Tests

We provide a smear checking service. Once you have received your NHS letter you can then book an appointment with one of our nurses.

We also have a dedicated care co coordinator who will liaise with you regarding appointments or any concerns.

Child Health Immunisations

Our nurse-led immunisation clinic provides the latest immunisations recommended by the Department of Health for your child's protection. We have a recall system in place to ensure your child is offered all their immunisations at the correct time.

For information about children's immunisations, you can visit www.immunisation.org.uk, an evidence-based website.

Tests

Blood tests are conducted at the practice and an appointment can be booked.

x-rays and ECGs etc are routinely carried out at Ashford and St Peter's Hospital.

Diabetic Clinic

The practice runs regular diabetic clinics carried out by trained staff supported by GPs, which are able to help provide comprehensive care to people with both Type 1 and Type 2 diabetes.

Asthma And Chronic Obstructive Pulmonary Disease Clinic

The practice runs regular asthma/COPD (emphysema and chronic bronchitis) clinics

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carried out by trained nurses supported by GPs, which are able to help provide comprehensive care to both asthma and COPD patients. The practice nurses are also able to help patients with their inhaled treatments. The practice also offers a spirometry service via Nics

Travel Clinic/Adult Immunisations

Practice nurses run a comprehensive NHS travel clinic. Our aim is:

- To vaccinate against diseases which can be contracted abroad
- To provide an up-to-date advice service

We offer a range of NHS travel vaccinations. We do not offer private travel vaccines. Appointments should be booked 4-8 weeks prior to travel, as you may need a course of injections. All vaccinations take a minimum of two weeks to be fully effective. Routine adult immunisations are by appointment with our nurses.

To find out which travel immunisations you may require, go to the 'Fit for Travel' website.

Childhood Immunisations

The information below is simply a guideline, however these guidelines are constantly reviewed and updated. For the latest information please refer to the following NHS website.

<http://www.nhs.uk/conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx>

Self Treatment Of Common Illnesses And Accidents

Please refer to NHS choices at www.nhs.uk

Private Medical Examinations

In addition to our NHS contract, the practice offers some private medical services. These include the completion of medical reports and examinations for external organisations. These services incur charges, as they are not part of the practice's NHS contract. A list of private services and the current fees charged can be obtained from our website.

Help Us to Help You

- If you cannot keep your doctor's appointment, you must inform the surgery and cancel, as another patient may require this appointment. If you persistently fail to

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keep appointments, you risk being removed from our list. If you are more than 10 minutes late for an appointment with the GP/nurse, it will be at the discretion of the GP/nurse whether you will be seen.

- Be courteous to the staff at all times. Please remember they are working to help you and many other patients too at the same time.
- Use the NHS app to view your test results. If you do call us then telephone after 11.00am. If you ring before that time, you may have to longer to wait.
- Home visits are only if you are too ill to come to the surgery or are housebound. If you need a visit, please ring before 10.00am if possible.
- When requesting urgent appointments or home visits, please be prepared to give a description of your problem.
- If you have a regular prescription for the same medicine, please request repeat prescriptions in plenty of time (ie 72 hours). Please note if a medication review is due then for your safety your prescription request may be rejected until you respond to our requests.
- If you are dissatisfied with, or have a query about, any aspect of the care or service which you have received, please notify the practice manager. Please do not vent your anger and frustration on members of staff.

Policies And Procedures

Practice Policy On Equality, Diversity And Human Rights

As part of the NHS, the Studholme Medical Centre shares the belief that people who use our services, their carers and our staff should be treated with respect and dignity. This means we will not tolerate racism, homophobia, sexism or any other form of discrimination against staff, service users or carers.

Practice Charter - Your Rights

As a patient of this practice, you can expect:

- To be contacted the same day for conditions that are deemed to be clinically urgent.
- To have your records treated confidentially.
- To have your long-term medication and treatment reviewed at agreed intervals
- To be informed (primarily by our website etc) of the practice's services and how best to utilise them
- To receive healthcare in safe, comfortable and appropriate surroundings
- To be treated courteously. We may not always be able to give you what you would like however we will do our best to provide good clinical care.

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Your Responsibilities

- To treat the doctors and practice staff courteously at all times
- To be punctual for your appointment or, if you are unable to attend, to cancel well in advance
- You may need to make more than one request if more than one person needs to be seen
- To be prepared to make further requests if you have numerous or complicated problems
- To be patient if appointment times are running late - it may be you who needs the extra time on another occasion
- To ask for a home visit only if you are housebound or if the illness completely prevents you from attending the surgery - children can usually be brought to the surgery safely. This is very important as a single home visit uses up at least four surgery appointments.

Surgery Policy On Antisocial Behaviour

In accordance with Government Policy, we follow the advice of the NHS Security Management Service. As such, any verbal and physical abuse of practice staff will NOT be tolerated and may result in removal from the practice list as well as potential police action.

Comments, Complaints And Suggestions

Our complaints procedure is on our Practice website and there is a leaflet in reception. We aim to acknowledge complaints as soon as we can. We will endeavour to give a full response as soon as practicable and will keep you informed of the progress.

Change of Personal Details

Please let us know as soon as possible if you change your name, home address or telephone number. You will have to change to another practice if you move outside our catchment area. Such changes can also be updated via our website.

Medical Information And Confidentiality

Everyone working with your information has a legal duty to keep it confidential and therefore all patient records held on file either on paper or on computer are strictly confidential. Studholme Medical Centre is registered with the Data Protection Act and takes its duty to protect confidential information very seriously. All staff are governed by our confidentiality policy. The practice complies with the NHS Caldicott guidelines on patient confidentiality; we also comply with the Freedom of Information Act. Patients can be provided with copies of their referral letters upon written request. If you have any concerns about the way your data is handled, or any other aspect of the service, please contact the practice manager. You have the right to opt

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out of the NHS electronic care record service should you so wish and the NHS provide a website to allow you to do this. Such opt out is not done via the Practice.

Continuity Of Care Statement For Patients

Our approach to your health care

- We work to promote the benefits of continuity of care, and to ensure that your health care professional does their best to support you care.
- If you have ongoing health needs and wish to have continuity of care with one GP please request appointments with the GP of your choice where availability allows and, excluding emergencies, we will endeavour to book you with the same GP.
- We try to cover annual leave internally so that you will be seen, wherever possible, by a permanent doctor. Where this is not possible we try to use the same locum GPs to ensure our service is to the same high standard at all times.