

ABOUT LAUREL HOUSE SURGERY

Laurel House was founded by Dr McFee around 1910 followed by Dr McColl. Dr Goodliffe and Dr Weston Smith then ran the surgery which was where Dr Weston Smith lived for many years. Since then the surgery has progressed and today offers a wide variety of facilities, including computer aided records which help our busy practice operate efficiently and expert staff who aim to deliver high quality patient care.

We have ten Doctors who employ a wide range of specially trained staff. All members of staff are bound by the same rules of confidentiality as your clinicians. They are likely to ask you questions to help further your treatment and book you an appointment with the most appropriate clinician.

Practice Nurses offer various clinics, deal with immunisations and will answer your queries on most health matters. The practice offers the following clinics:

Antenatal, Diabetic, Coronary Heart Disease, Asthma, Minor Surgery and medicals

We are proud of the service we offer to our patients. If you are too, please recommend us to your friends and family. Questionnaire is available at reception.

OTHER SERVICES AVAILABLE

Health Visitors can be contacted by telephone on 01283 504 426 and are available every Tuesday between 1.30- 3.00 at Fazeley Surgery for 'Well babies' weight and advice. District Nurses provide a service to visit you at home if you are housebound or chronically sick. We also have a practice phlebotomist who is available each weekday morning by appointment.

PARKING

There is a car park situated on the corner of Albert Road and Marmion Street. In order to help other patients we ask that you only park there when you are visiting the surgery. Parking permits are provided to be used whilst in the surgery which must be displayed in your window – please ask at reception.

Parking at the Fazeley surgery is available in the surgery car park.

PRACTICE MANAGER

CRAIG DORRINGTON

PRACTICE FINANCE MANAGER

DAVID HICKEN BA (Hons), FCIPD, MIHM

PRACTICE NURSES

RACHEL YOUNG RGN

ANGELA DAWN RGN

HEALTH CARE ASSISTANTS

CHARLOTTE BRIGHT & EMMA LARGE

PRACTICE PHARMACIST

Karen Crosby

PRACTICE MIDWIFE

KATIE KINSELLA— LAUREL HOUSE

PRACTICE PHLEBOTOMIST

Appointments ONLY

CLINICAL COMMISSIONING GROUP (CCG)

To obtain details of all primary medical services available, please contact:

South East Staffordshire & Seisdon Commissioning Group:
First Floor, Staffordshire Place Two, Stafford ST162LP.

Tele:01785 854482 Email:sessp.ccg.@nhs.net

Patient Advice & Liaison Services (PALS)

Freephone 0800 030-4563

SURGERY OPENING HOURS

LAUREL HOUSE SURGERY - TEL: 01827 69283

MON, WED, THURS, FRI – 8.00 – 6.00pm

TUES – 8.00 – 8.00pm

FAZELEY SURGERY - TEL: 01827 283994

MON - 7.30 – 11.30 am

TUES - 8.00 – 12.30 pm

WED - 8.30 – 12.30 am.

THURS – CLOSED

FRI – 7.30 – 12.30

Most of our Doctors offer two surgery sessions each weekday (Mon-Fri). These are normally between the hours of 8.30am- 11.30am and 3.00-5.30pm. (Pre booked appointments only)

LAUREL HOUSE SURGERY

PRACTICE LEAFLET

Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 30 working days. There may be a charge for this information.

G P's

DR H M FITZGERALD MB, BCh, DCH, DRCOG, FRCGP, Dip Occ Med, DFFP

DR M A YOUNG B med Sci, B.M.B.S MRCGP, Dip. Sports & Ex Med. FP Cert

DR K M CHAPMAN MBBS, DCH, DFFP

DR R T GLENNIE MBChB, MRCGP, DFRH

Dr A J RATHBONE MBBS, BSc, MRCGP, DRCOG

DR R PINDER MbChb (Hons) MRCGP

Dr.U.S.QURESHI MBBS,MRCGP,BSc,DRCOG

Dr. N.L.TURLEY MBChb MRCGP

Dr S E JOHN MRCPCH MRCGP DSFRH

DR J D WHITE MBChB FRCS MRCGP

ADVANCED NURSE PRACTITIONER (ANP)

KATHERINE FRICKER (ANP)



Revised November 2019

APPOINTMENTS

All consultations are by appointment. To make an appointment, either telephone the surgery or call in at reception. We have a standard 10 minute appointment system in place for routine appointments. We also have an emergency sit and wait system operating between 9am and 11am Monday to Friday. If you need to see your Doctor again, please make your appointment before leaving the surgery.

(Emergency appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

PRACTICE NURSES

We have Practice Nurses available every day, morning and afternoon who can deal with minor ailments. This service is operated by an appointment system either by telephone or by calling in person to the reception desk.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requesting to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you may be required to have a new patient check to enable your registration to be fully complete. You will then be offered an appointment with one of our GP's. We also have a branch surgery at Fazeley for patients living in Fazeley and the surrounding areas.

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 ideally be requested **before 10.00am** 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.

TELEPHONE ADVICE

Doctors offer some telephone consultations each day and these can be booked in advance. Doctors will deal with urgent messages on the same day.

PRESCRIPTIONS requests for repeats prescriptions will be dealt with within 72 hours. This can be in-person, online or by sending your prescription by post along with a stamped addressed envelope

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring **69283** and your call will be transferred to the out of hours triage service. Please note that when contacting them, your telephone conversation will be recorded. This provides full out of hours service via a team of medical professionals. You may then be asked to attend Sir Robert Peel Hospital, Tamworth where you will be seen by a medical professional.

Other numbers you can use in an emergency

NHS Direct 111

NHS Direct online—www.nhsdirect.nhs.uk

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs to the left of the main entrance. A disabled toilet is downstairs.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

COMPLAINTS

If you have a complaint, we do have a complaints procedure as part of the NHS system for dealing with complaints. Please contact the surgery for further information.

HOW YOU CAN HELP YOUR GP PRACTICE

Please cancel appointments, at the earliest opportunity, if you are unable to attend. This will then enable us to offer this appointment to another patient.

The Doctors and staff always try to provide the best possible service for our patients. If you have any comments or suggestions on how we might improve our service please contact the Practice Manager.

Our policy at Laurel House is to treat our patients with the utmost courtesy and respect and we in turn expect our patients to treat our staff courteously.

If you change your name, address or telephone number please let us know as soon as possible to enable us to keep your records up to date.

We operate a zero tolerance policy at Laurel House Surgery. Any patient that is abusive or violent to any member of staff will be removed from the practice list with immediate effect.

AREAS WE COVER

ALDERS

AMINGTON –excluding AMINGTON HEATH

BELGRAVE

BOLEHALL

BONEHILL

COTON GREEN

FAZELEY

GILLWAY

GLASCOTE –excluding GLASCOTE HEATH

KETTLEBROOK

LEYFIELDS

LEYS

MILE OAK

PERRYCROFTS

TOWN CENTRE

TWO GATES – NOT DOSTHILL

WIGGINTON

WEB ADDRESS

www.laurelhousesurgery.co.uk