

# The Caxton Surgery



## WELCOME

Dr Campbell & Partners welcome you to the Practice and hope that this guide will help us give you the best possible service.

### Consulting Times (subject to alteration)

Appointments	8:30am - 5:30pm	Monday to Friday
	2:00pm - 5:30pm	Monday to Friday
	6:30pm - 8:00pm	Thursday
	8:00am - 11:30am	Saturday
Office Hours	8:30am - 6:00pm	Monday to Friday

### Useful Telephone Numbers

Emergencies	01691 654646
General Enquiries	01691 654646
Home Visits	01691 654646
Appointments	01691 653600
Dispensary	
Answerphone	01691 658519
Direct Line	01691 659250
Website Link	<a href="http://www.caxtonsurgery.co.uk">www.caxtonsurgery.co.uk</a>
District Nurses	01691 671677
Health Visitors	01691 657150
Practice Manager	01691 655026
Fax	01691 670994
Email	<a href="mailto:caxton.surgery@nhs.net">caxton.surgery@nhs.net</a>

**The Caxton Surgery**  
**Oswald Road**  
**Oswestry**  
**Shropshire**  
**SY11 1RD**

**Tel: 01691 654646**

**Fax: 01691 670994**

Unfortunately there is a delay in the manufacture of Flu vaccine for this year.

Please check at the end of September for an update.

All patients on repeat medication need regular reviews.

Please make an appointment when your review is due.

The Choose and Book facility will soon be available at this Practice.

Watch this space.



## THE PRACTICE TEAM

### **Dr David Lister Campbell**

TD, BSc, MRCP, DRCOG (1974, Edinburgh)

### **Dr Paul Ian Middleton**

MRCGP, DRCOG (1980, Southampton)

### **Dr Alastair Ian Mackereth**

MB, ChB, DRCOG (1983, Manchester)

### **Dr Michael Arthur**

MA, MRCP, DCH, DRCOG (1993, Cambridge)

### **Dr Jane Green**

BSc, MRCP, DRCOG (1997, Cardiff)

### **Dr Jacqueline Leather**

MB, ChB (1980, Manchester)

### **Dr John Peterson**

MRCGP, FRACGP, DRCOG, DFFP (1980, Sydney)

### **Dr Arindam Das**

MB, ChB, DRCOphth (1999, Aberdeen)

Dr Das joined the practice as a GP SHO for 4 months from December until April 2007. He returned in August 2007 as GP Registrar on a year long appointment. Since October 2007, we have also become involved in the training of second year medical students Keele. You will always be given the option to decide whether or not you are happy for the student to be present during your consultation.

We have 3 nurses who can be seen by appointment: Eryl Thomas, Nurse Practitioner; Brenda Duffus, Nurse Specialist and Sister Norma Evans. You may also be seen by the nurse for assessment if you are requesting an urgent appointment with a doctor. The nursing team is supported by two Health Care Assistants, Joanne Roberts and Charlotte Timney. The Primary Care Unit extension houses our health visitors: Vicky Bagguley and Chris Myhill and Nursery

Nurse Mo Cowper. Following Brian Daley's move to a teaching post, the community nursing team is now led by Becky Richardson who joined the team in December 2007. All work on site as a Primary Health Care Team providing valuable clinical support and health promotion.

The practice manager, Mrs Helen Owens and dispensary manager, Mrs Jill Leonard and their administrative team strive to promote a friendly and efficient service in supporting the clinical staff.

We have several attached staff including Counsellors Sue Pearson and Jackie Earle, Chiropodist Elizabeth Robinson and Midwives from the Robert Jones Hospital also operate weekly ante-natal clinics. Physiotherapist Eirian Jones, also from the Robert Jones Hospital provides a physiotherapy assessment service.

## APPOINTMENTS

### **Non-Urgent Appointments**

Non-urgent appointments may be made by telephone or personal visit. The times of surgeries are given above. Patients are usually allocated ten minutes for their appointment. However, some consultations such as cervical smears, coil fittings and minor operations need longer, so please let the receptionist know if this is the case. It is better for patients to see one particular doctor for most problems, but unfortunately this may not always be possible. We are able to offer a limited number of early morning appointments between 08.10 and 08.30.

### **Urgent Appointments**

We try to reserve several appointments for urgent cases throughout each weekday. If you need an urgent consultation, please telephone or come to the surgery. If during the consultation the doctor feels that your request for an urgent appointment is



unreasonable, you may be asked to book a routine appointment for another time.

### **Non-Urgent Home Visits**

If your medical condition prevents a visit to the surgery, please try to request a home visit before 10.00am. As you will see from the map at the back of this booklet, the practice covers a very wide area and early requests help us to get to you as efficiently as possible.

Please remember that home visits take about four times as long as normal appointments and it is much better for all of our patients if everyone who is able comes into the surgery.

### **Cancelling Appointments**

As many as 50 appointments are wasted every week when patients fail to turn up. Please make sure you contact the receptionist if the appointment is no longer required. This can be done by telephoning 653600 or by e-mailing [caxton.surgery@nhs.net](mailto:caxton.surgery@nhs.net). Unless the receptionist is advised beforehand the time cannot be allocated to somebody else.

### **Urgent Visits and Emergencies**

For patients requiring urgent home visits or in the case of an emergency, telephone 654646. If an immediate response is required, the emergency ambulance service can be contacted by dialling 999.

### **Out of Hours**

For urgent medical assistance outside the normal office hours (when the surgery is closed) patients telephoning the emergency number 654646 will receive a recorded message. This message advises patients to contact the doctors' answering service on 08450 20 21 31. All calls will be answered by Shropdoc. You may be given one of the following options:

- \* advised that a doctor will call you back
- \* given advice over the telephone
- \* asked to meet the doctor in a convenient place
- \* visited at home if necessary

Although all medical advice is given by qualified doctors, the doctor who deals with your problem may not be from this surgery. Please have paper and pen to hand, and if you are phoning from a public telephone, try to have at least 2 coins ready. In a serious emergency dial 999.

## **GENERAL INFORMATION**

### **Dispensary**

For patients living outside Oswestry, the dispensary is open during reception hours except between 1 and 2pm. Rural patients may obtain their prescriptions from our dispensary. If you take regular medication please discuss it with your doctor who will arrange for repeat prescriptions. Details of these are kept on computer under the terms of the Data Protection Act, 1998.

To obtain your repeat prescription please give 48 hours notice. You can leave a message on the answerphone by dialling 658519 giving your computer number, name and address and the name(s) of the medication(s). If you need to speak to a member of the dispensary staff personally, you can dial direct on 659250. Otherwise you can complete the order form attached to your previous prescription and hand it in to the receptionist or send it through the post. You may also submit an order via the Repeat Prescription link on our website at [www.caxtonsurgery.co.uk](http://www.caxtonsurgery.co.uk). If you require medication urgently when the surgery is closed, please contact Shropdoc on 08450 20 21 31.

### **Medication Reviews**

To make sure we give the best possible care, patients who receive regular medication from their



doctor should have a drug review at least once a year. The back of the prescription listing repeat medication includes the date when your review is due and will need to see the doctor again. Please make a double appointment with the health care assistant at least 1 week before your medication review is due so that any blood tests, blood pressure recordings etc. are up to date by the time you see the doctor.

Patients suffering from coronary heart disease or diabetes should be aware that if their cholesterol has not been checked in the last 6 months, a fasting blood test will be required. We hope that this system will prove to be more convenient for patients who should either call into the surgery or telephone 653600 to make their appointments.

### **Test Results**

All test results are seen by your doctor who will follow-up all abnormal results. Results will only be given over the phone to the patient themselves and then only as "normal" or "please discuss this with the doctor". Reception staff are not qualified to discuss the clinical aspect of results; any concerns should be discussed with either a practice nurse or GP.

Occasionally, abnormal blood results are reported out of hours to the doctors at Shropdoc when they do not have access to any clinical information. This makes clinical decision-making very difficult so we have given consent for triage doctors working for Shropdoc to have access to previous test results to help make a correct decision regarding further care. This is via a password protected link and will not allow access to any other part of patients' medical records.

Pregnancy tests take about 4 days and the results of these are left in a sealed envelope for the patient to collect. Results will not be given to anybody else without written authorisation from the patient.

Cervical smear tests take about 6 weeks and results

are sent directly to patients' homes.

### **Hospital Referrals (Choose and Book)**

Your GP may need to refer you to a hospital to be seen by a specialist. You now have a "choice" and will be given contact details for making your appointment.

- \* You can choose from at least 4 hospitals
- \* You can choose the date and time of your appointment.
- \* The referral is done electronically so there is less chance of it getting lost in the post.

### **Health Promotion**

Feeling Well - Keeping Well

There are key areas which are important in health maintenance and in reducing the risk of heart disease and stroke:

- smoking
- blood pressure
- weight
- diet
- exercise
- alcohol intake

If you need any advice concerning a healthier lifestyle, please make an appointment to see one of our Practice nurses. If you are keen to give up smoking you can be given advice and support by one of the nurses in our Smoking Cessation Clinic. Please contact the receptionist to make an appointment.

REMEMBER - TIME WELL SPENT NOW COULD ADD TO YOUR QUALITY OF LIFE.

### **Access to Medical Records**

We keep information about you for your future care and treatment. We only ever use or pass on information about you if people have a genuine need for



it. Whenever we can, we remove details, which identify you.

The sharing of some types of very sensitive personal information is strictly controlled by law. However, sometimes the law requires us to pass on information, for example to notify a birth or an infectious disease. Anyone who receives information from us is also under a legal duty to keep it confidential. The Practice also operates a "Teenage Friendly" Policy.

You have a right to see your medical records. To do this you will need to make a written request. Please ask a receptionist for details or contact the Practice Manager.

### **Complaints Procedure**

We offer a Practice Complaints Procedure to deal with comments, suggestions and complaints about the service we provide. The Practice Manager will give you further information or you can obtain a form from any of the reception staff. Our aim is to give the highest possible standard of service and we try to deal with any problems quickly and efficiently.

### **Zero Tolerance of Violent or Aggressive Behaviour**

Surgery staff deserve the right to do their jobs without being verbally or physically abused. Most of our patients respect this right and we thank you for being one of them. Types of behaviour that will not be tolerated include the following:

- Loud or intrusive conversation or shouting.
- Threatening or abusive language involving excessive swearing or offensive remarks.
- Derogatory remarks of any kind, including comments regarding race, religion, gender, sexuality.
- Malicious allegations relating to members of staff, other patients or visitors.
- Threats or threatening behaviour.
- Physical violence.

The Caxton Surgery has a duty to provide a safe and secure environment. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

## **VACCINATION AND IMMUNISATION**

### **1st dose:**

Diphtheria/Pertussis/Tetanus/Hib/Polio, + Pneumococcal infection

### **2 months**

### **2nd dose:**

Diphtheria/Pertussis/Tetanus/Hib/Polio, + Men C

### **3 months**

### **3rd dose:**

Diphtheria/Pertussis/Tetanus/Hib/Polio, + Men C + Pneumococcal infection

### **4 months**

Hib + Men C

### **12 months**

MMR (Measles/Mumps/Rubella) + Pneumococcal infection

### **13 months**

### **Pre-School boosters:**

Diphtheria/Pertussis/Tetanus/Hib/Polio, + MMR

### **3yrs 4mths to 5 years**

Tetanus/Diphtheria/Polio

### **13 - 18 years**

Childhood vaccinations and immunisations are carried out by the health visitors, with or without an appointment on Mondays between 2pm – 4pm.

Please let your health visitor know if this time is not convenient so that alternative arrangements can be made.



The health visitors can give you a great deal of practical help and advice. You may telephone them direct on 657150. If they are unavailable to speak to you directly, you can leave a message. The health visitors also arrange Well Baby Clinics on Wednesdays from 9am – 11:00am.

Immunisation is not only for children's benefit. Adults, particularly the elderly or those with chronic illness, can prevent some serious illnesses.

**Tetanus** There is little justification for boosting with tetanus vaccine beyond the primary course followed by 2 reinforcing doses at 10 year intervals. Please check your tetanus status.

**Hepatitis B** Every 5 years for at-risk occupations - please see the nurse if you are in doubt.

**Pneumovax** A single vaccination will provide the over 65 year olds and those with chronic chest disorders. These can be given at any time during the year.

**Influenza** Annually for the over 65 year olds or those with regular chest infections or chronic illnesses (asthma, diabetes or heart disease).

### Travel Advice

The practice Nurse will provide up to date information on vaccinations required for travel purposes. Some courses are not provided as part of the NHS and fees are payable. Patients will be advised of this at the time of booking their appointment. The surgery is a registered Yellow Fever Vaccination Centre.

## SERVICES AVAILABLE

### Non-NHS Services

Medical examinations for special purposes e.g. HGV and PSV licences, pre-employment, fitness to travel etc are undertaken during surgery times at the discretion of the doctor. Other forms such as private medical certificates, passport application forms,

food handling certificates, child-minder forms etc may also be submitted for completion.

You will be charged a fee for all non-NHS services and are advised to check on the level of payment before such forms are completed. Please ask the receptionist for details.

### Other Services

Service	Who to see
Acupuncture	Doctor
Antenatal care	Doctor/midwife
Blood pressure checks/health screening	Nurse/HCA
Cervical smears (we will remind you when to come)	Nurse
Childhood Immunisations	Health visitor
Contraception (incl. emergency contraception)	Doctor/Nurse
Dressings and stitch removal	Nurse
Ear syringing	Nurse
ECG	Nurse
Health Promotion Clinics (Asthma/diabetes/heart disease)	Nurse/HCA
Hearing tests	Nurse/HCA
Holiday Vaccinations	Nurse
Minor surgery	Doctor
"Well woman" clinics	Nurse

### USEFUL TELEPHONE NUMBERS

Benefits Agency	01743 266000
Chirk Hospital	772430
Choose & Book Booking & Information Bureau	01743 285619
Citizen's Advice Bureau	654425
Dyfed Powys Health Board	01267 225225
Helpmates	656882
Jobcentre	403232
Lorne Street Day Centre	655465
Maelor Hospital Wrexham	01978 291100



NHS Direct (24hr Routine Advice Line)	0845 4647
North Wales Health Board	01352 700227
Oswestry Borough Council	671111
Police	0345 444888
Princess Royal Hospital Telford	01952 641222
Robert Jones & Agnes Hunt Hospital	404000
Royal Shrewsbury Hospital	01743 261000
Shropdoc	
NHS Direct Emergency Service	08450 202131
Shropshire & Mid-Wales Hospice	01743 236565
Shropshire County Primary Care Trust	01743 261300
Shropshire Nuffield Hospital	01743 353441
Victoria Road Clinic	663400
Welshpool Hospital	01938 553133
Whitchurch Hospital	01948 666292
Women's Aid (24hr)	0800 783 1359

## GP REGISTRAR OPPORTUNITIES

### LOOKING FOR A GP REGISTRAR POST?

Idyllic country surroundings?

Hill walking, golf, easy access to major cities, Snowdonia and the beach?

Modern General Practice with enthusiasm, friendship and high standards?

We are a Practice of 4 full-time Partners and 3 salaried doctors in a modern building set in a Shropshire market town. We believe in high quality General Practice and high quality lifestyle. We are committed to education and training across our whole team.

We have a modern well-equipped surgery and a full complement of staff including counsellors, physiotherapists, health visitors and 2 nurse practitioners. All out of hours work is covered by the Shropdoc co-operative. GPs have special interests in dermatology, GU medicine, endometrial biopsy, rheumatology, homeopathy, acupuncture and postgraduate education.

We have been a training practice for 15 years and also regularly teach medical students and other PHCT members. We run regular in-house training sessions across the PHCT.

Interested applicants are invited to contact us in one of the following ways :

On e-mail to [m.ajarthur@btinternet.com](mailto:m.ajarthur@btinternet.com) or [hcowens@nhs.net](mailto:hcowens@nhs.net)

By phone to Helen Owens (Practice Manager) on 01691 653576

By mail to Helen Owens , Practice Manager , Caxton Surgery , Oswestry SY11 1RD

Availability : No availability until August 2008

For details of the West Midlands centralised application process please contact Ms G. Evans on 0121 414 8250.

For more details on GP training in Shropshire, visit these sites;

Shropshire Vocational Training Scheme  
<http://www.shropshirevts.com>

The West Midlands Training Site  
<http://www.pmde.org/>