



# Cockhedge Medical Centre

An  Commissioned Service



## Patient Information Leaflet

### Hours of business

Monday	08.00 - 18:30
Tuesday	07:30 - 18:30
Wednesday	07:30 - 18:30
Thursday	07:30 - 18:30
Friday	08.00 - 18:30
Weekend	CLOSED

Please note the surgery closes at 12.30PM on the last Thursday of the month for staff training.

**Units 7-8 The Mall  
Cockhedge Shopping Centre  
Warrington  
Cheshire  
WA1 2QQ**

**Tel: (01925) 244655    Email: [WARCCG.cockhedgesurgery@nhs.net](mailto:WARCCG.cockhedgesurgery@nhs.net)**



**[www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk)**



  
**Warrington  
Clinical Commissioning Group**

# Welcome to Cockhedge Medical Centre



Cockhedge Medical Centre is a well-established practice offering a wide range of health care services to the patients of NHS Warrington. We aim to provide an efficient and friendly service to all our patients and continually strive to improve the services we offer. The practice has disabled access and facilities for all patients and will always offer assistance where necessary. Within the car park there are designated spaces for disabled patients. A portable induction loop is available at reception – please ask at reception for further information

This booklet will give you and your family all the information you require. Please keep this in a safe place for future reference.

For further information on the services we provide, please visit our website at [www.cockhedgemedicalcentre.co.uk](http://www.cockhedgemedicalcentre.co.uk)

Your Principal GP & Medical Director of the Practice is:

**Dr Martin-John Whitenburgh**  
**MBChb Qualified 1992**  
**Special interest: A&E Medicine**

There are also several other GP associates based at the surgery who provide continuous support for the patients within the practice. Please note all Doctors and Locums have full access to your complete medical record. This Practice is not a partnership nor is it a teaching Practice.

## Appointments

Appointments are made in person, online or by telephoning the surgery on (01925) 244655. There are also selected appointments available to pre-book online if you are registered for this service. If you cannot attend your appointment please let us know as soon as possible.

Reception will ask you for a brief reason when booking an appointment. This is to ensure we can assign the best appointment for you with the most appropriate clinician. The Practice offers open access in the morning Monday to Friday. Appointments are available from 8.00am. An appointment with a clinician is ten minutes. Should you have complex or multiple health concerns, please ask the patient advisers to arrange a double appointment so to avoid undue delays to other patients.

**The local clinical commissioning group for this area is:**

**Warrington CCG  
Arpley House  
110 Birchwood Boulevard  
Birchwood  
Warrington  
WA3 7QH**

**Telephone Number: (01925) 843636**

**For more general information you can go to: [www.nhs.uk](http://www.nhs.uk)**

**How you can help us**

- **Be on time for your appointment**
- **Let us know if you need to cancel your appointment**
- **Contact us for a home visit or urgent appointment before 10am**
- **Telephone for test results after 2pm**

**Useful Telephone Numbers**

<b>Cockhedge Medical Centre</b>	<b>01925 244655</b>
<b>Warrington Hospital NHS Trust</b>	<b>01925 635911</b>
<b>Halton Hospital NHS Trust</b>	<b>01928 714567</b>
<b>St Helens Hospital</b>	<b>01744 266 633</b>
<b>Aldey Hey Childrens Hospital</b>	<b>0151 228 4811</b>
<b>Broadgreen Hospital NHS Trust</b>	<b>0151 228 4878</b>
<b>Liverpool Heart and Chest Hospital</b>	<b>0151 228 1616</b>
<b>Unversity Hospital, Aintree</b>	<b>0151 525 5980</b>
<b>Walton Hospital</b>	<b>0151 525 3611</b>
<b>Whiston Hospital</b>	<b>0151 426 1600</b>
<b>Bupa North Cheshire Hospital</b>	<b>01925 265000</b>
<b>British Pregnancy Advisory Services (BPAS)</b>	<b>0345 730 4030</b>
<b>Social Services</b>	<b>01925 444000</b>
<b>Police Station (Warrington)</b>	<b>01925 652222</b>
<b>Samaritans</b>	<b>116 123</b>
<b>NHS England Customer Contact</b>	<b>0300 3112233</b>
<b>Registrar, Museum Street</b>	<b>01925 444212</b>
<b>Warrington Bereavment Support</b>	<b>01925 631516</b>
<b>Relate/Marriage Guidance</b>	<b>0300 33505793</b>
<b>Citizens Advice Bureau</b>	<b>01925 246994</b>
<b>Health Services at Wolves</b>	<b>01925 251300</b>
<b>Warrington Substance Misuse</b>	<b>01925 415175</b>
<b>Alcohol Team</b>	<b>01925 428465</b>

# Cockhedge Medical Centre - Behaviour Policy

As an employer, the practice has a duty to care for the health and safety of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff.

All patients are expected to behave in an acceptable manner and violent or abusive behaviour towards staff or patients may result in removal from our practice list or even criminal proceedings.

The practice follows the NHS guidance concerning Zero Tolerance. The Practice has a policy of "zero tolerance" of verbal and physical violence towards GP's, staff or other patients.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards any Clinician, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs. Any alteration of prescriptions is illegal and will not be tolerated.

If you are seriously unhappy with the quality of service you have the right to register with another practice without notifying us.

Similarly, on the very rare occasions when a patient repeatedly ignores their responsibilities to the Practice, we have the right to remove the patient from our Practice list.

## Examples of Unacceptable Standards of Behaviour:

- Violence.
- Excessive noise e.g. recurrent loud or intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offensive remarks.
- Derogatory racial or sexual remarks.
- Malicious allegations relating to members of staff, other patients or visitors.
- Offensive sexual gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Drug dealing on practice premises.
- Wilful damage to practice property.
- Threats or threatening behaviour.
- Theft

### **Afternoon Appointments**

Patients can pre-book online directly into the clinical system. To learn more about this, please contact the practice for further details.

**When patients fail to attend an appointment it prevents someone else being seen. If patients frequently fail to attend or cancel within 24 hours they may be asked to register elsewhere.**

### **Extended Hours**

On Tuesdays, Wednesdays and Thursdays the practice offers early appointments commencing at 7.30am. There are a limited number of appointments which are available to book in advance, if unsure please speak to reception who will be happy to explain our protocol.

### **Telephone Consultations**

Telephone consultations are only available for housebound patients and these are at the Doctors discretion.

### **Home Visits**

Requests for a home visit should be made before 10.00am, except in cases of emergency. The patient advisor will ask you the reason for a visit. Only on grounds of MEDICAL NEED, following a discussion with the Clinician, will a home visit be arranged. This service is for housebound patients only. For your information the visiting guidelines are available from the Medical Centre reception or practice website.

### **Test Results**

Cervical screening test, urine tests, blood tests etc. are carried out for the benefit of your health. If there are any abnormalities with the test results the practice will contact you immediately to arrange an appointment with a clinician. It is advisable to telephone for test results after 2.00pm. To ensure patient confidentiality no results will be given to any other person without written consent to disclose information to a third party.

**We do not routinely contact patients with test results.**

### **Self-check-in**

The practice has an automated self-check-in touch screen in the waiting room. This is a simple to use system that enables patients to check -in for appointments. Should you feel uncomfortable about using this you can obtain help, or book in at the reception desk in the traditional manner.

## **Emergencies**

Emergency calls are dealt with by the Clinician on duty, telephone (01925) 244655. Should the emergency occur during the out of hours period your call will automatically be diverted to the NHS 111 which is staffed by specially trained call handlers who will offer advice and assistance.

## **Repeat Prescriptions**

**We do not except prescription requests by phone.**

If it is not convenient for you to bring your medication request into the practice, you may post it to us with a stamped address envelope. Alternatively, you may request repeat items online once you have completed one of our online access forms. Normally, the prescription will be ready two full working days after the request is received.

**Please do not make an appointment with our clinicians for repeat medication requests.**

## **Change of Address and Telephone Numbers**

We ask that you notify us of any change of your address or telephone numbers. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

## **Other Information**

### **Consent for Children's Treatment (Under the age of 16)**

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has full understanding of the advice and treatment being provided.

### **Patient Confidentiality**

All patient information is handled with confidentiality according to the NHS guidelines. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give the best possible advice

**The Nearest Walk in Centres are at:**

- **NHS Widnes Urgent Care Centre  
Health Care Resource Centre  
Oaks Place  
Caldwell Road, Widnes  
WA8 7GD**

**Open: 07.00–22.00hrs**

**Tel: 0151 495 5000  
Text phone: 18001 0151 495 5000**

- **Leigh Health Centre  
(Leigh Infirmary)  
The Avenue  
Leigh  
WN7 1HR**

**Open: 07.00–21.00hrs**

**Tel: 01942 483453**

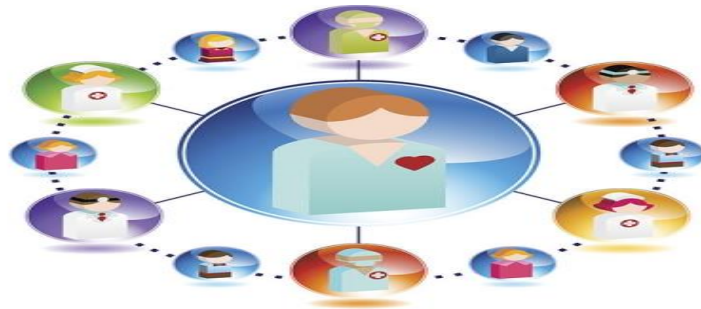
- **St Helens Walk in Centre/Minor Injuries Unit  
Corporation Street  
St Helens  
WA10 1HJ**

**Open: 07.00–22.00hrs**

**Tel: 01744 627400**



# The Practice Team



## **Business Manager: Mrs Stephanie Whitenburgh**

Mrs Whitenburgh will be able to help you with any administrative problems you may have with the way our practice is ran. If you have any suggestions to make for an improved service, or any complaints please address them directly to her.

## **Health Visitors**

Health visitors' are qualified nurses with additional qualifications in the health of babies and young children. Their areas of expertise include baby massage, breast feeding advice, early parenting advice, women's health issues and family planning advice.

The Link Health Visitor for the practice can be contacted on (01925) 867928.

This number is available between the hours of 8.30am – 4.30pm during the week day. This is also the triage number which will operate between 10.00am – 12.00pm and 2.00 -4.00pm.

## **Patient Advisers**

Our patient advisers are trained to help you and are always available between 8.00am and 6.30pm Mon - Fri. They are here to welcome you direct, book appointments, arrange home visits and deal with certain queries which you may have. Please ask if you wish to speak to a patient adviser in private.

## **Nurse Clinician: Katy Litton**

Consultations with Katy are available every weekday, she is a Nurse prescriber and sees patients with acute and long term routine conditions, including minor illnesses. Katy also offers health promotion advice and screening including cervical smears, immunisations and vaccinations.

### **District Nursing Team**

The district nursing team is attached to the practice. It consists of highly skilled nurses who offer advice and support to patients and families-giving specialist nursing care to patients in their own home.

### **Community Midwives**

The midwives offer specialist advice in both antenatal and postnatal care. They provide antenatal clinics every Wednesday afternoon. All Consultations are by appointment via the practice .

Pregnant ladies may self-refer to the Midwife by completing a simple online referral form at [www.whh.nhs.uk/services/maternity](http://www.whh.nhs.uk/services/maternity) or call the Community Midwives on 01925 662092. Once you have completed the referral form, the Midwife will contact you to arrange a booking appointment. You do not need to see a Clinician.

## **Facilities available within the Practice**

We have:

- Disabled access to all rooms in the clinical areas
- A room available for breastfeeding in private on request
- A room to discuss matters in private on request
- A comfortable waiting area (our practice is cleaned & checked daily)

We will keep you informed through:

- Our up-to-date health and practice information booklets
- Notice boards in the waiting room
- Our practice website
- Patient newsletter which is published each month
- Our patient participation group (PPG)

### **Dogs**

All dogs, with the exception of assistance dogs, should be left outside the building. Those requiring an assistance dog to access the building are welcome to do so.

### **Smoking & Food**

The building is a non-smoking building and we request that this be honoured.

We also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception if needed.

## **Services outside the NHS**

Certain services provided by your Doctor are medically covered by the NHS, and you may be asked to pay a fee in line with British Association recommendations. Medical examinations can be arranged for travel, insurance purposes and HGV and PSV licences.

Our Nurse Clinician is happy to advise about holiday vaccinations but you must first complete a travel vaccination form which can be obtained from reception. Any vaccinations needed must be given 4-6 weeks before you travel.

### **Duty Chemists**

The duty chemist is open Mon to Saturday 9.00am- 5.30pm. Details of out of hours chemists are available online and in the local newspapers.

**Did you know that your local pharmacy can now handle minor ailments?**

### **Specialist and hospital care**

If a GP or another member of our healthcare team believes you need hospital treatment or specialist care elsewhere, you will be referred to the appropriate service, where they will contact you with an appointment unless otherwise specified.

### **When the Surgery is closed**

NHS 111 offers free expert health information and advice 24 hours a day on 111 or at their website [www.nhs.uk/111](http://www.nhs.uk/111)

You should use the NHS 111 service if you need urgent medical help or advice but it is not a life-threatening situation.

### **GP Extended Access and Out of Hours Service**

Warrington GPs are working together to provide evening and weekend NON-URGENT appointments at Bath Street Health and Wellbeing Centre for those who may find it difficult to get to a GP during the day.

Appointments are available:

**Monday to Friday 8AM – 4PM**

**Saturday 8AM – 4PM and Sunday 10AM – 2PM**

These are NON-URGENT, BOOKED appointments only through your GP surgery. This service is not for emergencies or for walk in appointments.

and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you under the Data Protection Act. We will not disclose any details to any other organisations without your written consent.

You can also view your records online. To access this service call into reception to complete an application pack. You are required to provide two forms of identification, photo ID and proof of residence. It can take up to two weeks following receipt of your completed application form and proof of ID before you will be able to view your record online.

Below is an example of what you are able view:

- Allergies/sensitivities
- Medication
- Test Results
- Detailed Local Coded Entries
- Immunisations/vaccinations
- Pre-bookable appointments

### **[Complaints and Suggestions](#)**

Cockhedge Medical Centre aims to provide a friendly and professional service to all of our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – a Clinician, Practice Manager or reception staff will be happy to help.

If you wish to make a comment or complaint, this should be made to the Practice manager initially in writing and you will receive a response within 10 days.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to: [NHS England, P.O Box 16738H, Redditch, B87 9PT.](#)

You may alternatively phone NHS England contact centre on 0300 311 233 or email [England.contactus@nhs.net](mailto:England.contactus@nhs.net) If it is still not resolved, you can contact your local PALS (Patient advisory liaison team) Tel: (01925) 843743. You also have the right to take the complaint to the Health Commissioner.