

Cockhedge Medical Centre

An  Commissioned Service



Opening Times

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 1.00PM 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



www.cockhedgemedicalcentre.co.uk




**Warrington
Clinical Commissioning Group**

Welcome to the Cockhedge Medical Centre



Cockhedge Medical Centre is based in modern, purpose-built premises with car parking facilities.

The practice has suitable access and facilities for all patients including designated parking spaces for disabled patients. The waiting room offers a range of literature for all patient groups. A portable induction loop is available at reception for use by patients; please ask a patient advisor 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

Your named 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.

The Practice Team

Practice Manager: Stephanie Whitenburgh

Stephanie 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.

Patient Advisors

Our team of patient advisors are trained to help you. A patient advisor is always available between 8.00am and 6.30pm during the week. 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 advisor in private.

Health Visitors

Health visitors' are qualified nurses with additional qualifications in the health of babies and young children. Their areas or 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.

Practice Nurse: Janet Southwell

Consultations with the Nurse are available every weekday apart from a Wednesday. Janet is qualified in specific areas of disease/health promotion management e.g. Diabetes, Asthma/COPD, Heart Disease, Well persons check, Travel Advice, Family Planning, Smoking Cessation and Immunisations. General treatment room procedures of blood taking, ECG's, blood pressure checks and new patient checks are also carried out.

District Nursing Team

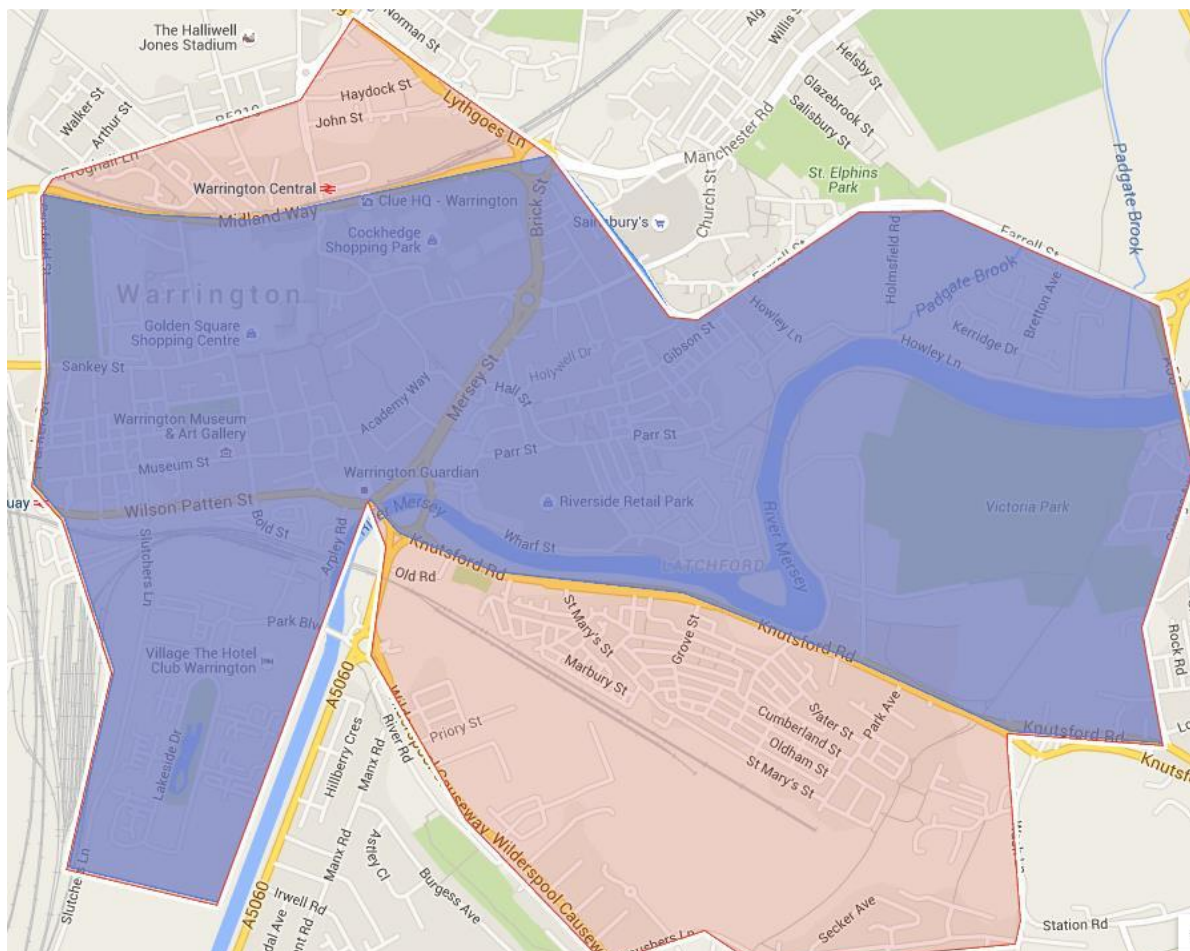
The district nursing team is attached to the practice. It consists of highly skilled nurses who offer advice and support to patients and families-giving specialist nursing care to patients in their own home.

Community Midwives

The midwives offer specialist advice in both antenatal and postnatal care. To be referred to your community midwife complete an online referral at <https://www.whh.nhs.uk/services/maternity>. Upon receipt of the referral a midwife will be in touch within 7-10 working days to arrange your first appointment. You do not need to see your GP.

How to register

We are pleased to accept any patients residing within the town centre of Warrington as shown in blue on the map below:



Please bring with you proof of identity, your address and ensure you allow sufficient time to complete the registration process. You can pre-register online, and further information can be found at www.cockhedgemedicalcentre.co.uk

Once you are registered with us you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Please speak to a member of reception team.

We regret to inform you that if you move out of our catchment area you will need to find a GP practice that serves your new area.

[Change of Address and Telephone Numbers](#)

We ask that you notify us of any change of your address, your name or telephone number. This will enable us to update your records. You can amend your address or contact number online at www.cockhedgemedicalcentre.co.uk. For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

[Appointments](#)

Appointments may be made online or by telephoning (01925) 244655. The practice also offers the option to use eConsult by accessing the practice website www.cockhedgemedicalcentre.co.uk.

In order to allocate you the most appropriate clinical resources, the patient advisors will ask you about the nature of your appointment. Appointments are available from 8.00am.

[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.

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 Doctor, will a home visit be arranged. This service is for housebound and terminally ill patients only. For your information the visiting guidelines are available from reception.

Our services:

- Immunisations/Vaccinations
- Well-person clinic
- Chronic disease management
- Family planning

Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

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

Your local pharmacy is available for treatment of minor ailments.

Repeat Prescriptions

We do not except prescription requests by phone.

To avoid being issued with the wrong medication we can only accept written requests, either by using the right hand side of the original prescription or written request. If it is not convenient for you to bring the slip 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. Please call into the practice and ask at reception to register for this service. Some local pharmacies may accept requests; however you would need to contact your chosen pharmacy so they can advise you of their ordering protocol.

Please allow 48 hours (excluding weekends and bank holidays when ordering repeat prescriptions).

Test Results

Cervical screening tests, 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.

Training

Although we are not a training practice, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

Complaints and Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complains manager is the Practice Manager: Stephanie Whitenburgh, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complains. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings.

Patient Responsibilities

Our patient advisors are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a

clinician you have requested. However, this may not always be possible, but the team will do their best to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in you being asked to register at another practice.

Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of our staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is no commonplace and is a measure that is taken as a last resort.

Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Patient Participation

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at www.cockhedgemedicalcentre.co.uk. Alternatively, contact Stephanie Whitenburgh, who is the nominated point of contact for all PPG matters.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

Commissioning Group Clinical

The local Clinical Commissioning Group (CCG) for this area is:
NHS Warrington Clinical Commissioning Group
No.1 Lakeside
920 Centre Park
Warrington
WA1 1QY

Telephone Number: (01925) 303030
Email: queries.warringtonccg@nhs.net

Further information about local services can be found by visiting www.nhs.uk

Useful Information

The following telephone numbers may prove useful:

Cockhedge Medical Centre
Warrington Hospital NHS Trust

01925 244655
01925 635911

Halton Hospital NHS Trust	01928 714567
St Helens Hospital	01744 266 633
Aldey Hey Childrens Hospital	0151 228 4811
Broadgreen Hospital NHS Trust	0151 228 4878
Liverpool Heart and Chest Hospital	0151 228 1616
Unversity Hospital, Aintree	0151 525 5980
Walton Hospital	0151 525 3611
Whiston Hospital	0151 426 1600
Bupa North Cheshire Hospital	01925 265000
British Pregnancy Advisory Services (BPAS)	0345 730 4030
Social Services	01925 444000
Police Station (Warrington)	01925 652222
Samaritans	116 123
NHS England Customer Contact	0300 3112233
Registrar, Museum Street	01925 444212
Warrington Bereavment Support	01925 631516
Relate/Marriage Guidance	0300 33505793
Citizens Advice Bureau	01925 246994
Health Services at Wolves	01925 251300
Warrington Substance Misuse	01925 415175
Alcohol Team	01925 428465
Talking Matters	01925 401720