

Access

The Practice is situated on Corporation Street. It is only accessible from the gyratory end. It has a patient car park that can be accessed at the back of the building, via West Leys.

Our practice is on the left-hand side of the building if you enter from Corporation Street or the right-hand side if you enter from the car park.

If the car park is full, there is plenty of alternative parking nearby.

Violence Policy

The NHS has a Zero Tolerance policy with regards to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes:

- Physical Violence
- Threatening Physical Violence
- Verbal Abuse

In this situation, the patient will be notified in writing of their removal from the list and it will be recorded in the patient's medical records.

Confidentiality

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you
- To help you get other services, e.g. social work
- When we have a duty to others, e.g. in child protection cases, anonymised patient information will also be used at local and national level to help the Health Board and Government plan services

If you do not wish anonymous information about you to be used in such a way, please let us know. Reception and admin staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Opening Times

Monday—Friday 08:30 to 18:30
Weekend Pre-bookable appointments only

In a genuine emergency you should call 999, e.g. chest pains and/or shortness of breath

Out of Hours

Out-of-hours is currently defined as 18:30 to 08:00 weekdays, weekends and Bank holidays. The service is based at St Cross Hospital Casualty Department and in Primary Health Care Centre

To be seen, it is best to phone in first: call the surgery number and the call will automatically be forwarded. The direct line number is **0300 130 3040** or alternatively call **111** which will connect you to out-of-hours.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

Repeat Prescriptions

The preparation of repeat prescriptions is computerised. On the right hand side of your prescription will be your medication list. When you require a repeat prescription, please tick the boxes against the items and bring it to the surgery.

Alternatively, you can order online or order through the POD (Prescriptions Ordering Direct) on **02476 246072**. More information about the POD can be found online.

All prescriptions take **48 working hours** to be completed. We do not accept requests over the surgery phone.

Local Pharmacy Services

Patients can request that their prescriptions are sent electronically (EPS) to their preferred pharmacy and collect their medication directly from them. Patients can also consider repeat dispensing arrangements in which their designated pharmacy stores repeat prescriptions and dispenses them at intervals; ask at reception for more information about repeat dispensing.

For more information about access to medical records, patients' rights & responsibilities and other details, please visit our website or ask a member of our staff.

Westside Medical Centre



Westside Medical Centre
Hilton House
Corporation Street
Rugby
Warwickshire
CV21 2DN

Phone: 01788 544744

Fax: 01788 563141

E-mail: westsidemedicalcentre@nhs.net

www.drgallagherandpartners.org.uk

Registration

In order to register, you will need to fill in a registration form, available at reception. Ensure you bring photo I.D. and proof of address.

Alternatively, you can pre-register by submitting a registration for online. However, you will still need to visit reception with your I.D. and proof of address.

It can take between 7 to 10 days to become registered at the surgery. You will receive a welcome letter through the post once you have been fully registered and then you are able to access all of our services as needed.

If you have a preference as to which GP is your named doctor, please write to us at the time of registration or anytime afterwards and your preference will be accommodated.

How to register for Online Services (EMIS Access)

Once you have been registered with us for a minimum of three months, you will be able to register for the online services which enable you to view and book appointments and order repeat prescriptions.

You will need to bring a form of I.D. into reception when signing up for online access. Any person over 16 years of age will be required to request their own online access and to sign their own registration form. Once the application process is complete, you will be given a login and password for online services.

Meet the team

Doctors

Dr D Martyr

- *She has a special interest in paediatrics and psychiatry.*

Dr M W Lindsey

- *He has a special interest in ENT, emergency medicine and minor operations. He is also a GP trainer.*

Dr P Chopra

- *She has a specialist interest in Obstetrics and Gynecology. She is also a GP trainer.*

Dr C Davies

- *She has a specialist interest in child health and diabetic management.*

Dr E McEvoy

- *She has a particular interest in Minor Surgery, family planning and end-of-life care.*

Dr T Courtenay-Evans

- *He has an interest in drug and alcohol misuse.*

Nurses

Mrs C Pagett (Advanced Nurse Practitioner)

- *Advanced Nurse Practitioner*

Nurse Heather Walker

- *Her specialist clinics include asthma and baby imms*

Nurse Charlene Manning

- *She complies careplans and has diabetic clinics*

Nurse Ruth Greenfield

- *Practice Nurse*

Mrs Vicky Smith

- *Health Care Assistant*

Practice Team

Mrs Kellie Preece

- *Practice Manager*

Mrs Samantha Cooper

- *Reception Manager*

Mrs Sue Payne

- *Secretary*

Miss F Dunn

- *Secretary*

You can find more information and photographs of the rest of our practice team on our website.

Appointments

The doctors and nurses have bookable surgeries. The number of available appointments varies depending on the on-call rota, holidays, study leave, etc. Routine appointments may be booked three weeks in advance at 4:30pm every day and can be made online, via telephone or at the reception desk.

Urgent appointments are available via telephone triage from 8:30am to 10:15am on Mondays and from 8:30am to 9:15am other weekday mornings. Telephone triage is also available at 2:00pm weekdays. You will be called back by the duty doctor or the nurse as soon as possible, provided you keep your mode of contact free.

Cancellations

If you cannot attend an appointment for any reason, please inform us as soon as possible in order for us to give the slot to another patient.

Chaperones

If you feel you would like a Chaperone present at your appointment, please inform your doctor or nurse who can arrange this for you.

Home Visits

Whilst we encourage patients to come to surgery, where we have the correct equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, please call reception before 12:00pm to arrange this.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit if they think your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

If you are not in the house when the doctor visits, this will lead us to believe that you were not housebound and we will make note of this on your records in the future.