

Complaints

We believe that complaints should be viewed positively and seen as a mechanism for monitoring and improving the quality of the services the Practice provides. It is the right of all service users to bring to the Practice's notice any aspects which they are unhappy or concerned about. All complaints are fully investigated and treated fairly.

When a complaint involves clinical judgement, this will be investigated by the discipline involved. Please direct your verbal or written complaint to the Practice Manager. A written complaint will be acknowledged within three working days. If necessary a meeting will be arranged with the complainant and Practice Manager. Investigations will be completed and a reply sent within 10 working days of the complaint being received, if timescales cannot be met a letter will be sent out giving a reason for this.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing to our Practice Manager.

Additional Services

Available at the surgery by appointment:

- Antenatal care
- Respiratory clinics
- Baby clinic
- Blood pressure checks
- Cervical cytology screening
- Chronic heart disease clinic
- Contraception
- Cryosurgery
- Diabetic Clinic
- Dressings
- Ear syringe
- ENT clinic
- Suture removal
- Vaccination & Immunisations
- Well woman/man clinic

Confidentiality and Data Protection

All the staff and doctors are bound to maintain confidentiality at all times. Any breach of confidentiality will be treated very seriously and could lead to disciplinary action for the staff concerned.

Any medical information relating to yourself will not be divulged to any member of your family without written consent.

The Practice is registered with the Data Protection Register. In accordance with the Data Protection Act 1998 and the Access to Medical Records Act 1990, patients may request to see, have copies of or have their medical record released to a third party. Such requests should be made in writing and there may be an administration charge.

Information about patients is not released without consent unless there is a legal obligation to do so.

Freedom of Information

The Freedom of Information Act 2000 obliges the Practice to produce a Publication scheme, this is a guide to the 'classes' of information the Practice intends to routinely make available. This guide is available from reception.

Patient Participation Group (PPG)

This was established to provide an independent overview of the services we provide. As a patient, you are automatically a member of the PPG. There is a notice board in the main reception area which gives details of current activities.

Membership of the PPG committee is open to all patients and staff of the practice. If you are interested in joining the PPG committee, please see the contact details on the notice board.

Please also visit our website for a virtual patient group.



The Cloisters Medical Practice

Practice Leaflet

Greenhill Health Centre
Church Street
Lichfield
WS13 6JL

Telephone:
01543 416655

Fax:
01543 264750

Out of Hours
01543 414318

Website
www.thecloistersmedicalpractice.co.uk

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01543 416655 or email cloisters.practice@nhs.net

Welcome

The Cloisters Medical Practice was formed in April 2002 and is sited within Greenhill Health Centre. The building is owned and maintained by NHS Propco and also houses another general practice as well as Community Health Care.

Car parking is available for patients attending the health centre. Access and facilities for the disabled are also available.

The practice is committed to providing high quality, evidence based care in a caring and supportive environment. In addition to the four partners and salaried GPs, the practice employs nursing sisters and support staff to make the administration run smoothly and efficiently.

Opening Times

The surgery is open from 8.30am – 6.30pm, Monday to Friday. We also offer early morning and late evening surgeries. Please ask for details.

The General Practitioners

Dr Nigel Cole (full time)

Special Interests – Men's Health

Dr Helen Stokes-Lampard (part time)

Special Interests – Women's Health

Dr Gulshan Kaul (part time)

Special Interests – ENT & Cardiovascular Medicine

Dr Zakir Kasmani (full time)

Special Interests – Diabetes & Geriatric Medicine

Dr Kate Rees (part time)

Dr Sugandha Kataria (part time)

Appointments and Accessibility

The practice appointments system offers a balance of appointments available within 24 hours and routine appointments which can be booked up to two weeks in advance. In certain circumstances the doctors/nurse will give authority to staff to book an appointment beyond this.

Patients who ring and wish to be seen on the same day will be contacted by the duty doctor. During this telephone consultation the doctor will assess the clinical need for an appointment with a doctor.

Patients can also book and cancel appointments online. Please contact the practice for more information.

Home Visits

If you are too ill to attend surgery and require a home visit, please telephone 01543 416655 before 10.30am in order to help the doctors organise their rounds. It would help if you could give the receptionists some indication of the nature of your problem and its urgency. Non-urgent visits are strictly for house bound patients only.

New Patients

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception. A practice questionnaire is also required so that we have some basic knowledge about you whilst we await the transfer of your medical records.

You will be invited to make an appointment for a new patient health check with a member of our nursing team. This is important as it enables us to record full details of your medical history and discuss your general health.

Children under five years of age do not need to have a medical but parents will be asked for details of all immunisation dates.

Repeat Prescriptions

We provide a repeat prescription service, but it is your responsibility to re-order medicines before your supply runs out. Please allow at least two full working days for all prescriptions to be processed.

Whenever possible, you should use the right hand side of your prescription to order your next supply of medicines. Tick the items you require and leave the request slip at reception or the pharmacy of your choice. Alternatively, you can post your request to the surgery – please include a stamped addressed envelope or order it online by completing the form on our website, www.thecloistersmedicalpractice.co.uk, you can also arrange for prescription to be collected and dispensed by a local pharmacy by prior arrangement with them.

Test Results

We receive the results of pathology tests, x-rays and other correspondence from hospital departments late in the morning. These then have to be checked by a doctor. As different tests take differing times to process, your doctor will give you an indication of when your results will be available. Please telephone after 2.30pm for any results. You should always check any results – we will not necessarily contact you about abnormal results.

Weekend and Night Cover

For urgent medical attention when the surgery is closed, please telephone 01543 414318 and your call will automatically be transferred to the Out of Hours Service.

Other Local NHS Services

Call NHS 111 for expert NHS health advice and information 24 hours a day or log onto www.nhs.uk Your local pharmacist will also be able to give you advice, many pharmacies operate extended hours on a rota basis. For details call NHS direct.