

WATERHOUSES MEDICAL PRACTICE



Waterfall Lane,
Waterhouses,
Stoke-on-Trent,
ST10 3HT

Alton Primary Care Centre
Hurstons Lane,
Alton,
Stoke-on-Trent,
ST10 4AP

Waterhouses Phone

01538 308207

Waterhouses Fax:

01538 308653

Alton Phone:

01538 704220

Alton Fax:

01538 703345

Web site:

www.waterhouses.net

Doctors:

Dr Sunil Angris BM BS BMedSci (1986)

Dr Dawn Moody MB BChir (1991) DCH

Dr Majid Artus MB ChB, MRCP, FRCS

Practice Manager:

Kate Robotham: 01538 308155

Email: kate@waterhouses.net

Surgery Opening Hours:**Waterhouses:**

Monday: 08.00-13.00 14.00 - 20.00 (☎till 18.00)

Tuesday, Wednesday, Friday: 08.00-13.00 14.00 - 18.00

Thursday: 08.00-13.00

Alton:

Monday - Friday: 08.30-12.30

Out-of-hours emergency treatment service:

North Staffordshire Urgent Care: 01782 719100

Leek Moorlands Hospital Minor Injuries: 01538 487138

(Daily 8.00-20.00)

Practice website:

More detailed information about the practice and the services we offer is available on our website: www.waterhouses.net

Booking appointments online:

Appointments with the doctors can be booked and cancelled online at any time. Ask the Receptionist at either surgery for information about registering to use this service.

About Us

Waterhouses Medical Practice is a long established rural practice in the heart of Staffordshire Moorlands. We aim to provide the highest quality medical care to patients over a wide geographical area, with a large and dedicated team of health professionals. In an increasingly complex NHS, our emphasis is firmly on patient-centred care, with every opportunity and encouragement to discuss your concerns and preferences with us.

In offering traditional general practice care, we also provide the most up to date service, with fully computerised medical records, electronic links to the hospital laboratory and in-house facilities that include:

- ECG recording and 24 hour ECG monitoring
- Ultrasound scanning in pregnancy
- Liquid nitrogen and diathermy treatments for skin conditions
- Near patient testing and control for anticoagulant treatments
- Spirometry for assessment and monitoring of lung problems

The new facility opened at Alton in August 2006 and, starting with doctor and nurse consultations, we plan to develop more services in Alton, as well as welcoming patients from a wider area around Alton.

Patients are welcome to attend either Alton or Waterhouses surgery for routine appointments and a single appointments booking system can handle all your requests.

Practice Nurse Team

Alison Hawley	(Nurse Practitioner-Waterhouses)
Ann Strang	(Practice Nurse-Alton)
Barbara Williams	(Health Care Assistant-Waterhouses)

The Practice Nurse team is available for dressings, well-woman and contraception services and routine medical examinations, as well as monitoring problems such as diabetes, asthma etc. Alison Hawley, our Nurse Practitioner, is also able to advise on and treat a range of minor medical problems and can prescribe medicines. Please ask for an appointment with the nurse instead of the doctor if you feel this is

appropriate, and reception staff will suggest speaking to or seeing the nurse on suitable occasions.

The Health Care Assistant, Barbara Williams, is available each morning except Monday in Waterhouses for blood tests. She also does ECGs, INR tests, elderly and new patient health checks and a walk-in clinic for monitoring weight and blood sugar levels.

District Nurses

We have a team of community nurses who provide key services to our housebound patients in the community. They also have an important role in assessing and treating patients discharged from hospital after operations or serious illness. The community nurses are in daily contact with the doctors and other team members and often take the lead role in treating patients at home. We also involve a wider team, such as the Douglas McMillan nurses where appropriate.

Other services

We offer joint injections and liquid nitrogen therapy at Waterhouses surgery, and minor surgery (lumps and bumps) at Alton surgery. Please consult a doctor for advice before making an appointment for these procedures.

Counselling

A Community Psychiatric Nurse and a Counsellor both have weekly sessions at Waterhouses or Alton surgery and your doctor may suggest referral to one of them. Please feel free to ask for a referral if you think it is appropriate and the doctor has not suggested it.

Pregnancy services

All the partners provide full pregnancy services, in partnership with our attached midwife, Liz Beswick. We offer bookings at Derby, Macclesfield or University Hospital of North Staffordshire, as well as home births when appropriate. We have an ultrasound scanner at Waterhouses surgery for routine pregnancy scans.

Child Health services

We work with our attached Health Visitor, Judith Johnson to provide all routine child health care and immunisations. Judith is also closely involved with the local "Sure Start" programme and other local initiatives, such as baby massage.

Hospital services

We refer patients to specialist services at a wide variety of hospitals, including Derby, Macclesfield and University Hospital of North Staffordshire. In addition we have access to X-ray at Leek Moorlands Hospital, and physiotherapy and outpatient clinics at Leek, Cheadle and Ashbourne. We try always to recommend the most efficient and reliable service for your problem. Please let us know of your preferences and experiences relating to hospital care.

Teaching in the practice

We have a Foundation Year 2 doctor working in the practice, usually for four months at a time. The FY2 doctor is fully qualified, and is with us to gain experience of working in General Practice as part of their post-registration training. They run their own surgeries, with advice always available from the other doctors.

We have close links with Keele University Medical School, and medical students come into both surgeries on placements at various times during their training. You will **always** be asked for your consent before taking

part in any educational activity.

Community transport

The Moorlands Community Minibus provides a transport service to and from Waterhouses surgery Monday to Thursday, and to Alton surgery on Monday. There is also a daily service to various facilities in Leek, and medicines delivery. In addition a community car-sharing scheme can help with transport to and from hospital and other essential journeys. The minibus is a new vehicle, fully fitted with seat belts and a wheelchair lift. Please contact Waterhouses surgery for information about these services.

Emergencies and Out-of-hours service

One of the practice partners is on call during the day, until 6.00pm. The out-of-hours service (nights, weekends and bank holidays) is provided by North Staffordshire Urgent Care, based at Basford. Please phone the usual Waterhouses surgery number (01538 308207) for details of emergency cover or phone the number on the front of this leaflet if you know that the surgery is closed.

Home visits

This is a large rural practice area and we ask patients always to try to attend the surgery instead of requesting home visits. Visits take a lot of the doctors' time, and make them unavailable to other patients. The minibus provides daily transport to the Waterhouses surgery, and family, friends and neighbours are usually willing to help with transport. Please ask to speak to the duty doctor if you feel you are unable to attend the surgery but need medical attention.

Disabled access

All clinical rooms in both our surgeries are readily accessible to patients in wheelchairs and the patients' toilet is designed to accommodate those with disabilities. Please ask for any assistance you may need.

Dispensing

We dispense medicines at both surgeries to all patients on our list who live further than 1 mile from a pharmacy. Please remember to bring the standard prescription fee or exemption certificate when collecting medicines. Please order repeat prescriptions at least 2 working days in advance, or 3 days for delivery to Alton or on the minibus. Telephone orders can be taken **only** between 9.00am and 1.00pm. You can order your repeat prescription by fax (01538 308653) or by email to prescriptions@waterhouses.net.

All patients on regular medications are asked to see a doctor or nurse for review at regular intervals.

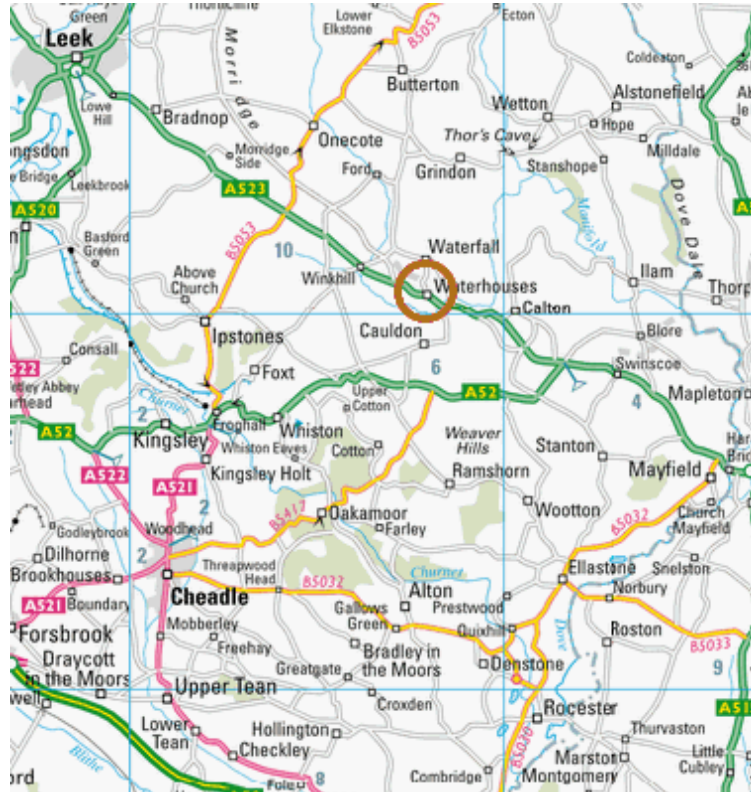
If you have a suggestion or complaint

We welcome constructive comments and suggestions about any part of the service we provide. If you have cause for complaint about any member of staff or the service we offer, please ask to see the Practice Manager in private to discuss it. A copy of our complaints procedure is available at the surgery or on the website, www.waterhouses.net.

Practice Area

We accept new patients from the vicinity of Waterhouses and the following villages: Bradnop, Onecote, Grindon, Butterton, Cauldon, Cotton, Whiston, Ipstones, Foxt, Froghall, Kingsley, Swinscoe, Stanton, Wootton, Ellastone, Denstone, Rocester and Alton (see map on page 8).

Please inform the practice immediately of any change of address or telephone number.



Data Protection

The **DATA PROTECTION ACT 1998** gives patients the right to access to their clinical records or any other personal information held about them.

Please contact the Practice Manager, Kate Robotham, 01538 308155 or email kate.robatham@northstaffs.nhs.uk

To find out more about the Data Protection Act visit www.ico.gov.uk go to our website www.waterhouses.net and click on "Links to health information"

Freedom of Information

The **FREEDOM OF INFORMATION ACT 2000** gives the public the right to know about how the practice is run, how much it costs and how its decisions are made.

This information is available on www.foi.nhs.uk/practice or visit our website www.waterhouses.net and click on "Links to health information"