

Contacting us

Central Medical Centre

42 St. Paul's Road,
Coventry,
CV6 5DF
Tel: **(024) 7668 1231**

Website: [http://
centrcentralmedicalcentre.co.uk](http://centrcentralmedicalcentre.co.uk)

Email:
crccg.centralmedicalcentre@nhs.net

Other local NHS services

- Call Out of Hours 111 for free expert NHS health advice and information 24 hours a day (calls charged at local rates).
- City of Coventry NHS Walk-in and Healthcare Centre
Stoney Stanton Road
Coventry, CV1 4FS to see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 8am until 10pm. You do not need an appointment.
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call 111.

Central Medical Centre

A guide to our

Telephone:	(024) 7668 1231
Fax:	(024) 7666 4935
Opening hours	
Monday to Friday	08:30-18.30
Monday (Extended Hours)	18.30-19.30
Tuesday, Wednesday (Extended Hours)	18:30-19.15
Thursday	08.30-13.30

This Practice is within the Coventry and Rugby Clinical
Commissioning Group Area



Welcome

At Central Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

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 all our receptions.

On the form, you will be able to say which Practitioner you would prefer to see. However, you will be registering with the Practice rather than an individual GP.

Our Practice



	AM	PM
MONDAY	08.30	19.30
TUESDAY	08.30	19.15
WEDNESDAY	08.30	19.15
THURSDAY	08.30	13.30
FRIDAY	08.30	18.30
SATURDAY	CLOSED	CLOSED
SUNDAY	CLOSED	CLOSED

Appointments

- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Ring for a repeat prescription after 11am

Opening Times

Dial 111 for medical advice out of hours (NB Not Accident and Emergency)

This is a service for all our patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the Practice if at all possible.

Please contact the Surgery before 10:00 to request a home visit from your GP who will usually call you back to discuss the nature of your request

However, we can visit you at home if your condition means you cannot attend the Surgery.

Ring our main switchboard number on **(024) 7668 1231** to book an appointment at our Practice.

Clinics

We run a range of clinics. For an appointment or further details, please call our surgery on **(024) 7668 1231**.

Antenatal

Mondays and Thursdays

This clinic is run by the midwives by appointment only. When a positive pregnancy is confirmed, you will be contacted by a midwife.

Extended Hours Commuter Clinic

Monday 18:30-19:30

Tuesday 18:30 – 19:15

Wednesday 18:30-19:15

Some pre-bookable appointments are available late-afternoons/ early evenings. These are specifically for those who work or have commitments that prevent them from attending during normal opening hours.

Child health & immunization

All new babies are invited for regular check-ups from eight weeks old. These are booked with our Practice Nurses. Parents/ Guardians are requested to bring the 'red book' for updating.

Repeat Prescriptions

Repeat requests may be made by any of the following methods:

- Completing the white sheet attached to your prescription by detaching and returning this by hand or post.
- E m a i l central.medicalcentre@nhs.net to
- Fax to Central Medical Centre on (024) 7666 4935.
- Arrangement through your preferred Pharmacy/Chemist.
- Registering on-line, please refer to our website.
- Electronic Prescriptions are transmitted to local pharmacies

Please allow at least 48 hours for preparation of your prescription request

Specialist and Hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically. You can also opt for a hospital of your choice.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

Notice Board

Please check the notice board and monitor in our reception regularly for updates and notifications.

Test Results

Your GP will explain at the time how to obtain your results. Our reception staff are unable to give specific test results at the desk or on the telephone.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

Sickness Certificates

Sickness certificate is required when you have been absent from work for more than 3 days. A self-certification form (SC2) needs to be obtained from your employer to cover days 3 to 6.

If you need a Doctor's certificate for longer periods of sickness, he/ she will need to see you with details of your recent sickness and any treatment.

Our Services

Smear Tests

These are carried out by our specially trained Practice Nurse and some of the GPs:

- Females aged from 35-50 years are offered routine cervical screening every 3 years.
- Females aged between 50-65 years are offered routine cervical screening every 5 years.

Family Planning

All family planning matters can be discussed at appointments with our GPs, Practice Nurse and Midwife.

Smoking Cessation

Our GPs and Nurses offer one to one support on longer appointment times.

Ear syringing, dressings, removal of sutures, etc.

These procedures can be booked with our Practice Nurse.

Charges for Non NHS Medicals and Medical Reports

The doctor will conduct private medical examinations and reports for insurance purposes, including holiday cancellation, and occupational cover such as HGV licences.

Travel Health

To ensure adequate protection, please arrange to pick up a travel health pack to be completed before attending. Appointments with the Practice Nurse need to be at least 8 weeks in advance of your travel date or earlier for complex schedules. Please note charges are made for immunisations not provided by the NHS.

Before attending we request you to seek advice on current requirements and safety information for the area you are visiting.

- www.fitfortravel.nhs.uk (free advice and brief information)
- www.masta.org (advice immediately on-line or email – small fee)

Further Information

Freedom of Information

The Freedom of Information Act 2000 recognizes that members of the public have the right to know how public services are managed, the cost and how decisions are made. This information is available at

www.warwickshirepct.nhs.uk/contactus/freedomofinformation.aspx

care.data – NHS England

How Information about You Helps Us Provide Better Care

Confidential information from your medical records can be used by the NHS to improve services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services and those carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way, you do not have to do anything. If you have concerns or wish to prevent this from happening, please speak to the practice staff. A leaflet is available at the practice or online.

Patient Advice and Liaison Services PALS

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details.

Warwickshire Primary Care Trust provides a patient support service called "Patient Advice and Liaison Service" (PALS)

PALS will provide an "on the spot" advice, support and information and it is confidential for patients, their carers, families and friends.

Contact details

Telephone: (024) 7653 6804
0800 212 445 (Freephone)
Email: pals@warkpct.nhs.uk
Text: 07826 900 926

Protection and Use of Patient Information

We ask for appropriate information so that we may offer the best possible care and advice. We keep this information, with details of your care, because we may require it again at a future consultation. We sometimes use the information for other reasons, for example to protect and promote the health of the population, to ensure that the NHS is run efficiently, planning future healthcare, for general research approved by Ethics Committees or to train staff.

- The NHS Central Registrar for England and Wales contains basic personal details of all patients registered with a GP.
- You have the right of access to your medical records.
- Everyone working for the NHS has a legal obligation to ensure all information about you is kept in a secure and confidential manner.
- Anyone who receives information about us about you is under legal obligation to maintain confidentiality.
- Only if you explicitly agree, your relatives, friends or carers have information about you shared with them.

Complaints

Central Medical Centre aims to give a friendly and professional service to all 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 – your GP, our Practice Manager or our reception staff will be happy to help.

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 contact our Complaint Manager by telephone or in writing. Every effort will be made to answer your concerns as soon as possible.

Your local CCG

The area served by Central Medical Centre is in the district covered by Coventry and Rugby CCG.

Coventry and Rugby CCG is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at Your CCG Guide to Primary Care Services at www.coventryrugbyccg.nhs.uk or get the information you need at www.nhs.uk

The CCG also produces Your Guide to Local Health Services.

Coventry and Rugby
Care Commissioning Group
Wayside House
Wilsons Lane
Coventry
CV6 6NY

Freephone Number: 0800
212445
Email:
enquiries@covwarkpt.nhs.uk
Website:

Zero Tolerance to Abuse

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Your opinion matters...

Patient Participation Meetings

Central medical Centre has a Patient Participation Group, so why not come along to discuss your ideas and hear about planned changes. Any patient can join with our aim to have a truly representative group.

We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

Feedback

We welcome your feedback. There is a suggestion box and forms available at the front desk to submit your ideas for improvement.

Alternatively, you can write to us at our surgery's address:

42 St. Paul's Road
Coventry, CV6 5DF

Our responsibility to you

Access

In the case of an emergency, you will receive the rapid attention of our medical staff. We will arrange a home visit for those patients too ill or infirm to attend the surgery.

Telephones

We will try to answer the phone promptly and ensure there is sufficient staff to do this. You should be able to consult your GP by telephone also.

Information

We will provide information about all of the services we offer at the practice and ensure that you receive all the information that directly affects your health and care offered.

Health Promotion

The practice will offer information and advice to support the promotion of healthy lifestyles and prevention of illness.

Your responsibility to us

It is the aim of the practice to offer a friendly and efficient service with high standards of healthcare meeting the specific needs of our practice population.

Respect

Patients will be treated as individual and partners in their healthcare, irrespective of ethnic origin, religious or cultural beliefs.

Other NHS Services

The people involved with your care will give you their names and will ensure you know how to contact them.

Waiting Times

We run an appointment system that aims to ensure that you are seen in a timely fashion as far as possible.

Your treatment

Following discussion, you will receive the most appropriate care by suitably qualified staff. No care or treatment will be given without your informed consent.

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Your local Pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

Self-by date

- Take all unwanted and out-of-date medicines back to the pharmacy

City of Coventry NHS Walk-in and Healthcare Centre

We are a GP-led service available in the heart of Coventry open to registered and unregistered patients, with or without an appointment, 8am to 10pm, 365 days a year.

Based at the new City of Coventry Health Centre, which opened on 20 December 2011, the City of Coventry NHS Walk-in and Healthcare Centre offers a wide range of services from stop smoking support to family planning advice and contraception, to wound management and phlebotomy.

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on 0845 4647 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.