

Opening Hours

Mornings:

Monday - Friday 8.30 a.m. - 12.30 p.m.

Evenings:

Tuesday & Thursday 4.45 p.m. - 6.00 p.m.



The practice operates an appointments system for all consultations.

We endeavour to offer appointments with the doctor or nurse of your choice.

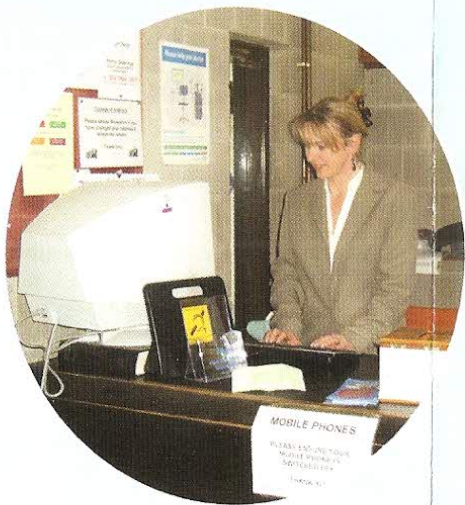
However, this is not always possible, for example in the case of an emergency. In such cases an alternative will be offered.

IF YOU CANNOT KEEP YOUR APPOINTMENT PLEASE LET US KNOW.

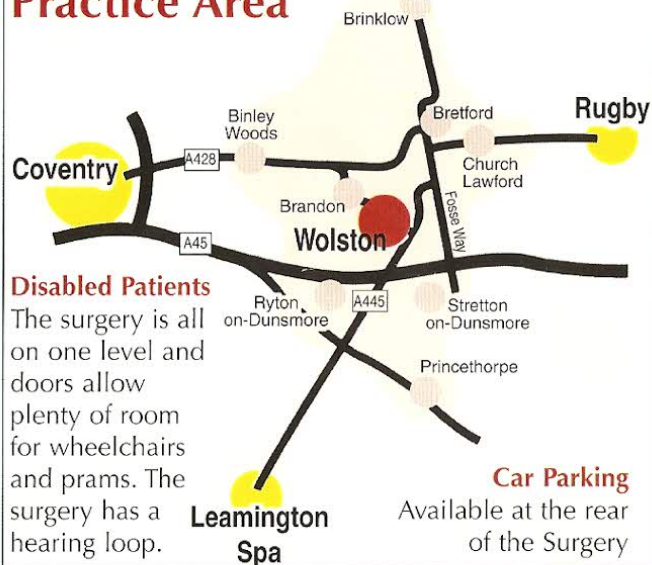
Please remember that ONE APPOINTMENT is only for ONE PATIENT.

REPEAT PRESCRIPTIONS

024 7654 2192 (Mornings only)



Practice Area



Disabled Patients

The surgery is all on one level and doors allow plenty of room for wheelchairs and prams. The surgery has a hearing loop.

Car Parking

Available at the rear of the Surgery

The Practice Provides:

- Fully comprehensive medical services
- Maternity medical services
- Child health surveillance
- Contraceptive advice and treatment
- Minor surgery services
- The practice is a registered Yellow Fever centre

Details of **Primary Medical Services** in the area can be obtained from the **Primary Care Trust:**
Tel: 01926 493491

USEFUL TELEPHONE NUMBERS:

Hospital of St. Cross	01788 572831
Walsgrave Hospital	024 7660 2020
Cov. & Warks. Hospital	024 7622 4055
Warwick Hospital	01926 495321
The Orchard Centre (Community Health)	01788 550860
Social Services	01788 541333
Drug Team	01788 555100
G U Clinic	01788 545218
Citizens Advice Bureau	01788 541000
Rugby Carers Support	01788 535206
RELATE	01788 565675
Dept. of Social Security	01788 577144

Wolston Surgery

School Street, Wolston, Coventry CV8 3HG

Telephone: 024 7654 2192

Fax: 024 7654 4075

wolstonsurgery.co.uk



Dr Wayne A. Ducharme

1983

MB ChB Leicester MRCGP DRCOG

Dr Anna L. Ducharme

1982

MBBS London MRCGP DRCOG

We are all here to provide you with a friendly and helpful service

Please keep this leaflet handy so that you can refer to it for information

INFORMATION FOR PATIENTS

Primary Healthcare Team:

Doctors:

Dr W. A. Ducharme

Dr A. L. Ducharme



Both Drs Ducharme are GP Trainers and undertake the training of doctors wishing to become General Practitioners, or to return to General Practice. These are fully qualified doctors and have undergone several years of hospital training. They may be referred to as GP Registrar or GP Returner. The doctors also undertake the training of other healthcare professionals.

Practice Nurse: Mrs Vicki Greenway

Health Care Assistant: Mrs Sandra Wright

The practice nurse/healthcare assistant can be seen by appointment. They carry out the following services:



- Health checks, including blood pressure, cervical smears, breast examination.
- Ear syringing.
- Immunisation for children and travellers.
- Dressings and removal of stitches.
- Taking blood and other samples to be sent to the hospital laboratory for analysis.
- Chronic disease management, i.e. diabetes and asthma.
- Smoking cessation advice.

Practice Manager: Mrs Rachel Sheasby



The Practice Manager is available to deal with any day to day queries of problems you may have.

Five Reception/Dispenser staff.

District Nurses:



District nurses visit people confined to their homes. The district nurses are based at The Revel Surgery, Brinklow, and can be contacted on **01788 834841**.

Health Visitor:



The Health Visitor is responsible for monitoring the growth and development of children. All new babies should receive a visit from her. Child Health Surveillance Clinics are held at the surgery on the first and third Thursdays of the month between 9.00am and 11.00am. On the first and third Wednesday of the month there is a Walk-In Baby Clinic (Health Visitor only) from 1.00pm to 2.30pm.

Community Midwife:



The midwife attends Ante Natal Clinic every Wednesday between 9.00am and 12.30pm at the surgery and shares ante natal care with the doctors. She can offer help and advice during pregnancy and will look after mother and baby after confinement.

Chiropodist:



A chiropodist attends a clinic at the surgery on alternate Tuesdays of each month in the afternoon. Appointments are made via the Orchard Centre on **01788 551212** and not at the surgery. Please note that appointments are for those with a medical condition.

Laboratory Investigations:



Blood tests and other laboratory samples are taken at the surgery daily before 11.00am. Follow up tests ordered by hospital consultants can usually be arranged so that the results are available to your specialist when you next attend clinic. If you think we can help, please ask. The receptionists will be happy to give you the results of blood tests, smears, x-rays, etc, after the doctor approves the results. **Please do not ring for results on behalf of a friend or relative as you will be unable to obtain them. Results can only be given to the patient.**

How to Register:



Application forms for inclusion on the practice list are available from reception. We will not refuse an application on the basis of the applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition; we will refuse applications made by applicants who do not live within our practice area.

Home Visits:



Should be requested before 10.30am if possible.

Out of Hours Services:



If you need to see a doctor, or require medical advice, outside normal surgery hours please ring the usual surgery number (**024 7654 2192**). Your call will be answered by the 'out of hours' service (Coventry & Warwickshire Ambulance Service) where trained staff will take your calls and direct you to the service most appropriate for your needs. Alternatively, advice is available 24 hours a day from NHS Direct – telephone **0845 4647** or visit the website at www.nhsdirect.nhs.uk

Dispensary:



Most patients will be able to have medicines dispensed from the surgery when they attend for an appointment.

Repeat Prescriptions:



Can be requested by telephoning **024 7654 2192** during morning surgery or by delivering your repeat prescription slip into the surgery, by post or by hand or e mailing prescriptions.wolston@nhs.net. Prescriptions can be collected from the surgery or Wolston Spar. Prescriptions are also delivered to the Post Offices at Ryton and Stretton-on-Dunsmore on a Tuesday and Thursday at approximately 12.00 noon. This service is for those that are elderly and have no means of transport. Please tell the receptionist or indicate in a note which collection point you wish to use, and give at least 48 hours notice.

Repeats requested on Friday will be ready on Tuesday. If you are aged between 16 and 60 years and are exempt from NHS prescription charges, proof of exemption will need to be seen and the expiry date noted in your records. Some items are available only on private prescription for which there is an additional charge. The doctor or nurse will advise you where this applies.

Medical Certificates:

NHS certificates from the doctor for period of sickness lasting more than seven days.

Use of Personal Health Information:

We ask for information about you so that you can receive the best possible care and treatment, we keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It may also be needed if we see you again. There are times when we have to pass on information about you to other people, such as hospitals, Social Services or the Health Authority. This is always done confidentially or by removing your identifying details when they are not essential. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

Confidentiality:

Clinical information about patients is held on computer. All of our patients have rights under the Data Protection Act.

Freedom of Information – Publication Scheme:

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 make routinely available. This scheme is available from reception.

Suggestions or Complaints:

The practice has an in-house complaints procedure. In the event of you needing to make a complaint please consult the practice manager. The practice also welcomes suggestions. These should also be directed to the practice manager.

Abusive Behaviour:

Abusive behaviour towards any member of staff is neither necessary nor tolerated.