Our Telephone Numbers

Greenhill
Appointments, Enquiries & Visit Requests
01543 416633
Fax Number 01543 256364

Shenstone Surgery
Appointments, Enquiries & Visit Requests
01543 480840
Fax Number 01543 481394

Greenhill and Shenstone
Emergencies
01543 414319

Out of Hours
111

For your information:
Samuel Johnson Hospital 01543 412900
Good Hope Hospital 0121 424 2000
Queens Hospital Burton 01283 566333
Social Services 0300 111 8010

Our Practice Information Booklet

"Our aim is to offer quality care for you and your family"

Greenhill Health Centre
Church Street
Lichfield
WS13 6JL

Shenstone Surgery
26, Lincoln Croft
Shenstone
WS14 0ND

www.westgatepractice.co.uk
Your Information

Access to Your Records
You can see your medical records on request. Please speak to a receptionist to obtain further information. Reception and administration 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.

Use of Your Information
Where it is necessary for us to provide information to other organisations, the following details apply:
- Information given to the Health Authority is always in an anonymous format.
- Third Parties (e.g. medical insurers), patient consent is always obtained first.
- Within the NHS for secondary care, patient information is delivered in a secure manner with consent from a GP.

Patient information is always treated in a secure and confidential manner.

Responsibilities of Patients
You have the responsibility to keep your appointments or to contact us in advance if you are no longer able to attend. We operate a zero tolerance policy regarding violence towards members of staff.

Patient Feedback
Your input to the running of the Westgate Practice is invaluable. Your comments and suggestions are therefore most welcome. To join our online Patient Participation Group simply go to our website at www.westgatepractice.co.uk, click on the right hand Patient Participation Group tab, then click on the Virtual Patient Reference Group tab and complete the online form.

We also offer an in house Practice Complaints Procedure to deal with your concerns and complaints about the service we provide. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. Please ask a member of the Westgate Staff if you need any further information.
Additional Services

We are able to provide several additional services at The Westgate Practice:

Travel and Yellow Fever Immunisation
The Westgate Practice is a registered centre for Yellow Fever Immunisation. Appointments are available with our nursing team for this and all your travel immunisations and advice.

Anti Coagulation (Warfarin) Clinic
In house clinics every Thursday at Greenhill to monitor and support patients on Warfarin. Please speak to reception to book.

Citizens Advice Bureau
A representative from the Citizens Advice Bureau is in the practice every Thursday at Greenhill. Patients can book online via our website or with reception. The CAB can assist in the completion of Social Services forms and accessing benefits and support.

Counselling
Patients can take advantage of the services of our team of counsellors. Please speak to reception about how to be referred.

Physiotherapy
Our in house physiotherapist is available alternate Tuesdays at Greenhill. Patients can book an appointment to see the Physiotherapist, without the need to see a GP for the following conditions:

- Injuries which have occurred in the last six weeks.
- Ligament, muscular and joint pain that is the result of a recent injury.

Patients with a long standing injury or pain related to the neck or spine are asked to see a GP prior to booking an appointment.

Welcome to The Westgate Practice

This booklet is designed to inform you of the services we offer and to introduce the team who are here to help you. We hope it will be a useful source of information.

We aim to offer quality care for you and your family. We provide our services from both Greenhill Health Centre and from our Shenstone site. Appointments can be booked at either site depending on your preference; our computer systems are linked so staff at both sites have full access to the information they need.

We really value our relationship with our patients and have a virtual Patient Participation Group. Details on how to join this group can be found on page 11.

As well as the medical services all practices provide, we also have Advanced Nurse Practitioners (for minor illnesses), Stop Smoking and Counselling Services, an Anti-Coagulation clinic, Physiotherapy sessions and regular Citizens Advice Bureau sessions. Details of all of these can be found in this booklet.

Registration: We accept patients from Lichfield and from some surrounding villages (see map on back page). Visitors to the area can register temporarily. Further details are available from our receptionists.
When we are open

The Greenhill Surgery is open from 8.00am to 6.30pm each week day. The Shenstone surgery is open from 8:30am to 6:30pm each week day with the exception of Tuesday when the surgery closes at 1:00pm. Disabled access and facilities are available.

Appointments: All consultations are by appointment. Surgery times vary between 8:30am and 6:00pm. The majority of Doctors' appointments can be booked up to four weeks in advance. Appointments are available each day with an Advanced Nurse Practitioner at Greenhill Health Centre for more urgent cases.

Commuter Surgeries: These are available at Greenhill to all those patients whose work commitments make it difficult for them to attend during normal surgery hours. Two days a week we offer morning surgeries (7.00am to 8.00am) and evening surgeries (6.30pm to 8.00pm). Appointments with Doctors and Practice Nurses are available.

Home Visits: Please phone before 10.30am as this helps the Doctors organise their rounds.

Emergencies: Urgent calls only please. Monday to Friday 8.00am to 6.30pm phone 01543 414319.

Out of Hours: Telephone 111 to speak to the local NHS out of hours service.

Telephone Consultations: If you would like to speak to a Doctor on a non-urgent matter, such as a medication query, please call before 10.30am and one of the Doctors will call back later the same day on a designated phone number.

Child Health Clinics
We hold weekly clinics at Greenhill Health Centre on Wednesdays from 9.30am – 11.30am and alternate Wednesdays at our Shenstone Surgery between 1.30pm – 2.30pm. A Doctor, Health Visitor and Practice Sister are in attendance at Greenhill and a Health Visitor at Shenstone. Weighing, advice, immunisations and developmental checks, are offered. Contact the surgery for details.

Weight Management Advisor
Help and advice on health, diet and exercise is available from our weight management advisor.

Cryotherapy Clinic
This service is available to patients with certain skin problems such as warts. Appointments can be arranged through your Doctor.

Family Planning Services
We offer a range of contraceptive services including pill checks, coils and implanon.

EMIS Access
This service allows you to book appointments and request repeat medication via the internet. To register to use this service please attend the surgery, bringing an item of identification, and speak to one of our reception staff. Please note that, due to patient confidentiality, we are not able to produce registration documents for spouses, partners or children (over 16) without their prior written consent.
Our Services for You

Advanced Nurse Practitioners
Our Advanced Nurse Practitioners are available daily between 8.30am and 6.00pm if you need to be seen the same day.

Practice Nurses
Our team of Practice Nurses have appointments available on weekdays between 8.30am and 6.00pm. Practice Nurses are responsible for: Annual reviews of patients with ongoing medical problems; Well Person Appointments; Family Planning; Pre-Pregnancy Advice; Cervical Smears; Travel Advice and immunisations; Smoking Cessation; Diagnostic Tests and Dietary Advice.

Please be aware that it will be necessary for our reception staff to ask the nature of your appointment to ensure this is with the most appropriate member of the team.

Community Services
As part of our full health care service, we also work with a team of, District Nurses, Health Visitors, Midwives, Chiropodists, Dentists, Dieticians, Physiotherapists, Pharmacist, Psychiatric Nurses, Psychologists and Speech Therapists.

Ante Natal Clinics
Our team of midwives hold ante natal clinics at Greenhill Health Centre throughout the week and alternate Tuesdays at our Shenstone Surgery.

Our Doctors

The Partners are:
Dr Peter Cooper
Bristol University 1975
MBChB, MRCGP, DCH

Dr John James
Birmingham University 1979
MBChB, FRCPG, DRCOG, DCH, F P Cert, Postgraduate Cert Medical Education

Dr Clare Pilkington
London University 1987 MBBS, MRCGP, FP cert, DFSRH (LoC in IUT and SDI), Dip Advanced Therapeutics, Cert Medical Education

Dr Richard Walsh
Birmingham University 1989
MBChB, FP Cert

Dr James Rockett
Birmingham University 1991
MBChB

Dr Shalim Kharim
Birmingham University 1998
MBChB, DRCOG, MRCGP

Dr Lisa Higgins
Leicester University 1997
MBChB, BSc, MRCP, MRCGP

Dr Yiu-Chung Cheung
Birmingham University 2005
MBChB, MRCGP

Assisted by:
Dr Claire Bennett
London University 2002
MBBS, DRCOG, MRCGP

Dr Kathryn Furneaux
Nottingham University 2004
BMed Sci, BMBS, DFSRH (LoC in IUT and SDI), DCH, MRCGP,

Dr Gemma Canning
Leicester University 2007
MBChB, MRCGP, DFSRH, (LoC SDI)

Dr Rachel Moss
Leeds University 2008
MBChB, MRCGP, DFSRH, (LoC SDI).
For the Future

GP Training
Our practice participates in the advanced training of Doctors for General Practice. These Doctors have experience of hospital posts before joining us. They work with us for up to a year and share all aspects of medical care in liaison with the Partners. As part of their training it is necessary for some consultations to be video recorded. Your consent will always be requested in advance. Please accept their services as an extension of our own.

Student Doctors
Our practice also participates in the training of Student Doctors from the Universities of Birmingham and Derby. You will always be asked if you are happy to see them.

Chaperones
If you wish a chaperone to be present during any consultation, please ask. Nursing and administrative staff are fully trained to provide this service.

Our Nursing Staff

Our Advanced Nurse Practitioners are
Sr Sandy Reid
Sr Amanda Sheldon
Sr Karen Aucock

Our Practice Nurses are
Sr Elaine Stokes  Practice Nurse Manager
Sr Chris Straughan Sr Barbara Duckhouse
Sr Julia Yeomans Sr Emma Thompson
Sr Joy Chadwick Sr Sandra Derrick
Sr Chris Stringer Sr Leanne Hunt

Assisted by
Mrs Diane Coles  Senior HealthCare Assistant
Mrs Marilyn Brady HealthCare Assistant
Mrs Kate Sands Health Advisor

The Westgate Administrative Staff are
Christine Gentle  General Manager
Beverley Smith  Office Manager
Tracey Beglin  Deputy Office Manager
Michelle McLoughlin  Finance Administrator
Kate Morley  Data Quality Officer
Elizabeth Kilgallon HR & Patient Services Officer

Assisted by our large team of experienced administrators, officers, secretaries and receptionists.