

How do I register with the Practice?

Please visit reception for a New Patient Registration Pack, or download the forms from our website and bring them into reception. To register with the practice you must live within our defined practice catchment area. Further information is available on our website, or contact us and we will be happy to confirm if your home falls within the boundary.

Practice Catchment Area

A map of the practice catchment area is available on our website or you can check with reception.

Patients who move out of the catchment area will be asked to register with a GP nearer their new home.

Online Access & NHS App

You can now order prescriptions, book or cancel appointments, check results, view your medical record and many other things online.

The best way to access our services is via the NHS App, which is available to download on all smart devices, scan the QR code to download:



You can also get online using a normal computer via PatientAccess.co.uk or the Patient Access app – Just ask our reception for details.

Online Consultations

For routine queries you can also access online consultations 24/7 via our website, just click on the “online consult” icon and complete the form. We aim to get contact you within 2 working days.

Patient Conduct

We do not tolerate abusive behavior and have a patient behavior policy in operation which is available to view on our website. Any abusive behavior, physical or verbal, towards our staff or other patients will be taken very seriously. In the case of violence or persistent abuse, the police will be informed and you will be removed from our patient list immediately.

Freedom of Information

The practice complies with the Freedom of Information Act 2000. Further information can be found on the FOI website: www.foi.nhs.uk

Data Protection & GDPR

The practice complies with all Data Protection and GDPR requirements. All staff are trained in the area of confidentiality. Patient information is completely confidential and will not be disclosed to third parties without prior permission. You are entitled to access your medical records by applying in writing to the practice or via online access.

Comments, suggestions and complaints

We aim to provide a high standard of care that meets the needs of all our patients. We welcome any feedback you may have about our service and we recommend you speak to a member of our team in the first instance. If you wish to raise a complaint, the Practice operates a complaints procedure as part of the NHS system for dealing with complaints. Our policy is available to view on our website.

Contacts

Kingsbridge Medical Practice operates under a partnership agreement and provides services on behalf of **NHS England**, PO Box 16738, Redditch, B97 9PT. Telephone: 0300 311 2233 Email: england.contactus@nhs.net

North Staffordshire Clinical Commissioning Group

Smithfield 1 Building
Leonard Coates Way
Stoke-on-Trent
Staffordshire
ST1 4FA
Telephone: 01782 298002
Email: NSCCGContactUs@northstaffs.nhs.uk

Opening Hours

Monday to Friday 8:30am to 6:00pm

Our phone lines close everyday 12:30-1:30pm but our reception desk remains open.

The practice is closed at weekends.

Extended Hours

We offer telephone consultations with a GP on a Saturday morning 7:45am to 12:00pm via pre-booked appointment only. These should be booked in advance during normal opening times.

Extended Access

Where available, we may also be able to offer you appointments located elsewhere, our reception team will offer this to you where appropriate.

When we are closed

When the practice is closed, if you require urgent medical assistance and it is life threatening, dial 999. If it is not life threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Are you using the right service?

SELF-CARE	PHARMACY	NHS 111 (24/7)
 What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	 Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	 Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day

GP ADVICE	WALK IN CENTRE	A&E or 999
 Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	 Minor injury or illness Symptoms not getting better and you cannot see your GP	 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Practice Information Leaflet



Kingsbridge Medical Practice

**Kingsbridge House
Kingsbridge Avenue
Clayton
Newcastle-under-Lyme
Staffordshire
ST5 3HP**

Telephone:
01782 525740

Email:
kmp@staffs.nhs.uk

Website:
www.kingsbridgemedicalpractice.co.uk

Facebook:
[@kingsbridgemedicalpractice](https://www.facebook.com/kingsbridgemedicalpractice)

GP Partners

Dr W Cooper MBBS DRCOG DFRSH

Dr A Hussain MBBS FRCGP DRCOG DFRSH

Dr T Helliwell MBChB DRCOG FRCGP

Dr A Egopija MBBS MRCGP PgD

Dr E Richardson MBChB MRCGP PGDip

Salaried GPs

Dr S Lee MB ChB DFFP

Dr E Shaw MB ChB

Dr R Lu MB ChB

Practice Nursing Team

Senior Nurse: **Sue Lomas**

Practice Nurse: **Julie Barker**

Practice Nurse: **Ruth Woodward**

Health Care Assistant/Trainee Nurse Associate:

Michelle Riley

Health Care Assistant: **Emma Willett**

Management Team

Practice Manager: **Matthew Bryan**

Deputy Practice Manager: **Matt Griffiths**

Office Manager: **Stephanie Wheat**

Administration and Secretary Team

Stephanie manages our Administration team who will be happy to help with any queries.

Our team provide a variety of services which include:

Chronic disease management

We hold a range of clinics to help our patients to manage their long-term conditions, including but not limited to asthma, COPD, diabetes, hypertension, kidney disease and heart disease.

Immunisations

The nursing team administers vaccines for both adult and Children, including Travel vaccinations.

Cervical smear testing

For women aged 25 – 65.

If you require this leaflet in a larger format or require any further information please contact us.

Named GP

All patients, including those aged 75 and over have a named GP, with the aim of ensuring that there is a GP in the practice who can offer overall responsibility for the care and support that our surgery provides for you.

Trainees, Teaching and Research

We work closely with Keele University to support medical students and research programmes. On occasion you may be asked to be seen by a medical student or have one present during your consultation. Your consent will be sought for this and, whilst we value your co-operation, you are under no obligation to participate.

Home Visits

Home visits are for those who are genuinely housebound (unable to leave their home due to medical reasons). Requests should be made by 10:30am where possible. This helps the doctors to plan their rounds to avoid delays. In the event of a medical emergency you should call 999.

Please note: the provision of a home visit is at a GP's discretion and is only required on the basis of genuine medical need and for no other reason. Being unable to get to the surgery due to transport limitations does not qualify for a home visit.

Patient Participation Group

We are actively recruiting patients who can spare an hour or so on a bi-monthly basis to work with us, offering the Patient view on the service we provide. For more information please ask reception.

Veteran Friendly Accredited Practice

We are an Armed Forces Friendly Practice, please let us know if you are an Armed Forces Veteran. We provide a priority service for patients when the condition is relating to your service. Our Lead GP for Armed Forces Veterans is Dr Hussain.



**Armed Forces veteran
friendly accredited
GP practice**

Appointments

All clinics are by appointment only and can be made in person, online via the NHS App, or by telephone.

We offer a combination of routine appointments that can be booked up to 2 weeks in advance and acute "on the day" appointments for more urgent problems that don't require emergency services, these can be booked from 8.30am each day.

In some cases, our receptionists may take your contact number and arrange for the Doctor to call you back.

Giving the reason for your appointment

All of our receptionists are trained in NHS approved **Care Navigation**, this means they are trained to ask you the nature of your call when you contact the surgery. We ask all patients who contact us for the nature of their call and all information given is handled with absolute professionalism and confidentiality.

The reason we ask you for this information is because GP Practice no longer consists of just GPs and Nurses, there's many other clinicians available who are more specialised in certain areas, these include:

Social Prescribers who can help with many social issues including bereavement, loneliness, weight loss or stopping smoking.

Mental Health Practitioners who can help with depression, anxiety and low mood.

First Contact Physiotherapists who can help with joint pain including back pain which is a common ailment.

Clinical Pharmacists who specialise in medication, medication reviews and a number of minor ailments.

Phlebotomist's who can take your bloods instead of the Nurse.

There's many other clinicians and services that our reception team can book you into, but they need your cooperation in order to properly care navigate you.

Cancelling Appointments

Please remember to cancel any appointments you no longer need or are unable to make. This allows the appointment to be offered to another patient. Continually missing appointments may lead to you being removed from the practice list.

Queries

If you need advice please call us. If your query cannot be answered by our reception team, it will be placed on the query list for advice from a Doctor or Nurse. This may mean waiting for us to call you back when the clinician has had time to review your query.

Repeat Prescriptions

Please allow two full working days for a repeat prescription request to be processed (excluding weekends and bank holidays). The best way to request repeat prescriptions is via the NHS App or Online Access, see overleaf for details. If you don't have internet access, you can request prescriptions by dropping in the repeat order slip that is normally given to you by the Chemist when you last collected your medication. We **do not** take prescription requests over the phone or by email. When you register, you will be asked to nominate a pharmacy for your prescription to be sent electronically to using the NHS Electronic Prescription Service.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP whilst in the surgery. On occasion, the clinician you are seeing may also request a chaperone.

Disabled Access

The practice has 2 disabled parking spaces at the front of the building and automatic doors in to reception suitable for wheelchair access.