

# Brook Medical Centre

98 Chell Heath Road

Bradeley, Stoke-on-Trent ST6 7NN

**Tel: (01782) 838355 • Fax: (01782) 836245**

2 Baden Road, Smallthorne

Stoke-on-Trent ST6 1SA

**Tel: (01782) 834288**

Brook Medical Centre is a non-limited partnership



We are a two-site practice with the main site at Bradeley  
The opening hours are as follows at each location:

## BRADELEY SITE SURGERY HOURS

Monday	8.00am – 6.00pm	
Tuesday	8.00am – 6.00pm	6.00 – 8.00pm Extended Hours Service
Wednesday	8.00am – 6.00pm	6.00 – 8.00pm Extended Hours Service
Thursday	8.00am - 1.00pm 2.30 - 6.00pm	(1.00 - 2.30pm closed for staff training)
Friday	8.00am – 6.00pm	
Saturday	8.00am – 1.00pm	Extended Hours Service

## SMALLTHORNE SITE SURGERY HOURS

Monday - Wednesday	8.00am – 6.00pm
Thursday	8.00am – 1.00pm
Friday	8.00am – 6.00pm
Saturday	Closed

**We no longer close at either site at lunchtime (except Thursday for staff training)**

**This booklet is also available in a larger print**

**Please ask at Reception**

# WELCOME TO BROOK MEDICAL CENTRE

We offer a wide range of healthcare facilities. The staff who work here are part of our healthcare team, working for your benefit.

The information in this booklet will give you and your family all the details you need to get the best out of this Practice.

## OUR PRIMARY HEALTHCARE TEAM

### DOCTORS

Dr Ken Parkinson	BSc MB ChB	Senior Partner
Dr John Gilby	MB ChB	Partner
Dr Sarah Vellenoweth	MB ChB MRCP FRCOG FPC	Associate GP
Dr Joanna Joscelyne	MB ChB	Associate GP
Dr Philippa Blaxter (Sessional)	MB BS MRCS	Associate GP
Dr Raju Valasapalli	MB BS MRCP	Associate GP
Dr Marion Young	MB ChB	Associate GP
Dr Kirstin Silf	MB BS	Associate GP

### PRACTICE MANAGER

Alyson Turner Business & Finance HNC, AMSPAR Dip Practice Management

### NURSE PRACTITIONERS

Carolyn Armitt	RGN, Independent and Supplementary Prescriber
Sara Pepper	RN, BSC (Hons) Clinical Practice, Independent and Supplementary Prescriber
Debbie Simpson	RN, BSC (Hons) Nursing, Independent and Supplementary Prescriber
Margaret Young	RGN, Diabetes Nurse Specialist, Independent and Supplementary Prescriber

### PRACTICE NURSES

Maureen Salt	RGN Diploma Palliative Care
Kim Jones	RGN
Becky Bloor	RGN

### HEALTHCARE ASSISTANTS

Ann Worrall	HCA NVQ L3
Jo Smith	HCA NVQ L3
Mark Finney	HCA

Our Nurse Practitioners and Nurses also have certificates or diplomas that enable them to work in specialist areas such as COPD, CHD, Hypertension, Asthma, Family Planning, Paediatrics, Sexual Health, etc.

### RECEPTION MANAGER

Karen Stanway

### MEDICAL ADMINISTRATORS

Melanie Holdcroft, Angela Goddard, Wendy Bireh, Kathie Walley, Lynn Lloyd, Sharon Fox, Eileen Ellerton, Andrea Dowdeswell, Dawn Blurton, Michelle Hollins, Carol Gibson, Julie Spencer, Deborah Gaskell

### MEDICAL SECRETARIES

Beverley Boulton, Sheila Proctor, Fiona Dakin

### CLINICAL GOVERNANCE

Kari Limond AMSPAR Dip Practice Management

### CLINICAL CODER / SUMMARISER

Janet Whitfield

Jacqui Potts

## COMMUNITY STAFF

### DISTRICT NURSES

NHS Stoke employs District Nurses, Health Visitors and Community Midwives who work closely with the Practice.

## SERVICES AVAILABLE UNDER THE CONTRACT

The Practice holds a PMS Contract and provides all core services, all Direct Enhanced Services, the majority of Local Enhanced Services, and a selection of National Enhanced Services.

## HOW TO USE OUR SERVICES

### RECEPTION

All our Receptionists are here to help all of our patients at all times. As Reception is the first contact with the Surgery, it would be helpful if you would share details of your problem so that you can be directed to the most appropriate person to answer your queries. Reception work covers a wide, complex range of tasks including answering queries, tests investigations, taking messages, booking ambulances, generating prescriptions etc as well as making your appointments. We ask that you treat our Reception Staff with respect and in a manner that you would like to be treated.

Physically or verbally violent, aggressive or abusive people will be removed from the Practice List.

## DO YOU REALLY NEED TO SEE A DOCTOR?

You may need to see a health professional but there are several options within the Surgery to access treatment of problems or conditions as well. Your problem may be dealt with more appropriately and more quickly by a member of our clinical team other than a Doctor.

We have a range of staff for you to see as an alternative to a Doctor:

\* Nurse Practitioners

\* Practice Nurses

\* Healthcare Assistants

Our clinical team works closely together; any causes for concern are passed on to the Doctors. When you make an appointment, please discuss with the Receptionist the most appropriate person for you to see. This will probably help us to give you quicker access to an appointment.

We would encourage you to provide information to our Reception Staff as they will be able to assist in offering quicker alternative appointments.

## NURSE PRACTITIONERS

Our Nurse Practitioners work complementary to the Doctors in that they are qualified to examine, and treat, patients with minor illnesses and injuries.

Usually they can see patients on the same day or offer them professional advice over the telephone.

They are able to provide care and prescribe for patients that are suffering from minor, but uncomfortable, illnesses or injuries in the daily 'emergency' clinics. These operate in the mornings and are a joint Doctor/Nurse Practitioner service. Nurse Practitioners are qualified to offer help and treatment to patients whose conditions fall within their area of practice.

Examples of the types of problems Nurse Practitioners can advise on and treat are:

### Upper Respiratory Tract

- sore throat
- earache
- colds
- cough
- chest infection
- fever
- hayfever
- nosebleed

### Eyes and Skin

- sore eyes
- styes
- conjunctivitis
- rashes
- eczema
- nappy rash
- cold sores
- shingles
- boils
- infected wound
- head lice
- insect bites
- sunburn
- mouth problems

### Abdomen

- abdominal pain
- indigestion
- diarrhoea
- vomiting
- constipation
- rectal problems
- urine infections
- cystitis
- threadworms

### Head, Neck and Back

- acute headache
- dizziness
- acute neck pain
- acute back pain

### Gynaecology

- vaginal discharge
- emergency oral contraception

They are all able to prescribe for these conditions where appropriate.

For the latest information click to: [www.brookmedicalcentre.co.uk](http://www.brookmedicalcentre.co.uk)

All Nurse Practitioners are Independent Nurse Prescribers which means they are able to sign their own prescriptions.

By seeing patients with less complex problems the Nurse Practitioners are helping to promote better access to the Doctors' appointments, thus allowing the Doctors more time to care for patients with more complicated and serious conditions.

Finally, they are also able to give advice to patients over the phone if all that is required is reassurance, and perhaps self-medication, which again may save an unnecessary visit to the Doctor.

## PRACTICE NURSES

Our Practice Nurses offer a wide range of services including health promotion and prevention clinics to facilitate regular management of conditions such as:

- diabetes
- hypertension
- COPD
- travel vaccinations
- weight-loss clinics
- cervical smear
- heart disease
- asthma
- child and adult immunisations
- stop smoking clinics
- stitch removal
- sexual health

It is very important that patients attend specialised clinics, eg diabetes, asthma, etc when requested to do so. Failure to do so may result in medication being withheld until you do.

If you have problems or concerns that relate to any of these then you can make an appointment with the appropriate Nurse to discuss it.

## HEALTHCARE ASSISTANTS

Our HCAs are able to provide a range of services including:

- blood pressure
- dressings clinics
- well person checks
- ECGs
- phlebotomy
- new patient health checks

## THE APPOINTMENTS SYSTEM

The appointment system for all clinical staff works both for your convenience and to aid the clinical team.

Please do not walk in without an appointment, as we do not have the resources of a Walk-in Centre.

We operate a four-week booking system with Clinical Staff to prevent long waiting times.

- Whenever possible we hope to have a doctor's appointment available for you to be able to book one straight away in that period.
- Holidays, sickness or study leave will inevitably place extra strain on our appointments system. Nonetheless, we try hard to give you convenient appointments.

We operate a daily morning 'emergency' clinic which is a joint Doctor/Nurse Practitioner service.

PLEASE RING BEFORE 10.00am FOR EMERGENCY APPOINTMENTS ON THE DAY.

For the latest information click to: [www.brookmedicalcentre.co.uk](http://www.brookmedicalcentre.co.uk)

## APPOINTMENTS

- Appointments with the Practice Nurses and Healthcare Assistants can be made at any time in advance.
- As the Nurse Practitioners deal with urgent problems their appointments are usually only booked on the day itself.
- Appointments can be made in person or by telephone.

Patients are now registered with the Practice rather than individual Doctors. This does not prevent patients expressing a preference for their choice of GP when requesting an appointment, but please be advised that you may experience a longer waiting time for an appointment if a specified GP is requested.

Appointment slots are for 10 minutes each and we urge you to keep to this timescale to avoid long waits. If you feel you may need more time please ask for a double appointment. There should only be one patient per appointment. Please ensure that you arrive for your appointment on time. Late arrival may mean that you will be asked to re-book.

If you cannot keep your appointment please contact the Surgery as soon as possible so that the time can be used for someone else. **Missed appointments and late cancellations can waste up to one day's appointments each month per GP.**

Our Practice has a very large list size of 14,000 patients. We need your co-operation and understanding for things to run smoothly.

## APPOINTMENT TIMES

There is a range of appointments available through the day.

There are GP appointments between 8.00 to 11.40am, and 2.00 to 5.20pm, but please note that not all GPs have appointments at these times.

There are Nurse and HCA appointments available between 8.10am to 12.30pm, and 1.30 to 5.30pm, but please note that not all Nurses/HCAs have appointments at these times.

## URGENT APPOINTMENTS

**Telephone the Surgery between 8.00 and 10.00am** and, if the Nurse Practitioner thinks it appropriate, an urgent appointment will be given for the same morning. If this is not convenient, a routine appointment will have to be made. Abuse of this facility will lead to considerable inconvenience to other patients.

## HOME VISITS

Telephone the surgery between 8.00 and 10.00am.

All requests for a home visit are managed by a Nurse Practitioner. She will normally speak to you on the phone, or return your call if she is not available at the time. Severity is determined and urgent actions can be advised.

Most patients requesting a home visit will be urged to come to the Surgery. Home visits are intended only for those people who are too ill to be transported to the Surgery. Attending the Surgery can reduce the length of time waiting to see a clinician and allow any appropriate tests to be performed straight away and treatment started.

Any request for a home visit should be made before 10.00am. Please be prepared to give some details of the symptoms since this will help decide the urgency and priority of visits.

**For the latest information click to: [www.brookmedicalcentre.co.uk](http://www.brookmedicalcentre.co.uk)**

# Honey Bears Day Nursery Ltd



**Open 07.30 to 18.00**  
**Catering for ages 6 weeks to 15 years**  
**Before and after-school service**  
**Fully qualified staff**  
**Outdoor facilities**  
**CCTV**  
**Ofsted registered**  
**Separated age groups**

**North Road, Burslem, Stoke-on-Trent, Staffordshire ST6 2ED**  
**Tel: 01782 814300**  
**email: [angela.johnson@unicombox.co.uk](mailto:angela.johnson@unicombox.co.uk)**

## Quality care is child's play

CHOOSING the right nursery care for their children is one of the most important decisions a parent has to make, and it's a decision the experienced team at Honey Bears Day Nursery fully support.

"We provide nursery care for children aged up to five years that really is centred around each individual child," said owner and qualified nursery nurse Angela Johnson.

"We never forget that each child is unique, and so provide nursery care tailored to their specific needs. As a nursery nurse myself I also see the nursery from a child's perspective."

It's an approach that works in partnership with parents to produce happy and confident children that have developed personally, socially and educationally. "We want them to enjoy their time with us and be prepared for the transition into school life," Angela added.

"We encourage each child to interact with others in our age-appropriate rooms, and we vary our schedule of activities so the children are always entertained and challenged both inside and outside the nursery."

Wholesome and nutritious meals are prepared daily on the premises, with menus featuring the types of food that children love. All of the ingredients are freshly delivered and prepared by the resident chef daily.

The nursery has two outdoor play areas alongside bright and inviting play rooms. "We offer flexible attendance packages, too, that take into account busy modern lifestyles," said Angela. "We will happily accommodate any changes at short notice wherever possible."

For more information or to arrange a visit, call (01782) 814300 or click onto [www.honeybearsdaynurseryltd.co.uk](http://www.honeybearsdaynurseryltd.co.uk).



## FREE PRESCRIPTION COLLECTION & DELIVERY SERVICE

Request your repeat prescriptions from your surgery and ask for it to be collected by Graham's. We will dispense it and have it ready for you to collect or we will deliver it to your home

### OPENING HOURS

Mon, Tues, Wed	9am to 1pm – 2pm to 6pm
Thur	9am to 1pm – closed
Fri	9am to 1pm – 2pm to 6pm
Sat	9am to 1pm – closed



WE COVER ALL AREAS

To advertise your business in our booklet call 0800 612 1516



[www.grahamspharmacy.com](http://www.grahamspharmacy.com)

Services available online

**TRY OUR  
NEW WEBSITE**

#### OTHER SERVICES

- Order perfumes
- Order medicines
- Order repeat prescriptions
- Browse health information
- Check travel information

#### SERVICES AVAILABLE AT THE PHARMACY

- Morning after pill FREE
- Stop smoking support with FREE patches
- Minor Ailment scheme with FREE paracetamol, FREE headlice lotions etc.
- Instant passport photos
- Free delivery service

[www.grahamspharmacy.com](http://www.grahamspharmacy.com)

**TELEPHONE: 01782 834094**

99 FORD GREEN ROAD • SMALLTHORNE • STOKE-ON-TRENT • ST6 1NT

To feature your business in our booklet call 0800 612 1516

## SUPPORT YOUR LOCAL PHARMACY

Good independent neighbourhood pharmacies are an invaluable asset to the communities they serve. Take Graham's Pharmacy, for example, first established in Smallthorne back in the 1920s, and owned and operated for the last 15 years by husband and wife team Rajen and Hema Morjaria - both of them highly trained and experienced pharmacists. Hema also works at PCT.

Naturally, in addition to dispensing prescriptions, they also stock everything from toothpaste to painkillers. A passport photo service is also available, as is instant digital photo processing and a blood pressure and pulse monitoring machine. There is a free prescription collection and delivery service – particularly valuable for the elderly and housebound; click on their new website for details - [www.grahamspharmacy.com](http://www.grahamspharmacy.com)

But that's just the tip of the iceberg. The pharmacy is an active participant in a number of health promotion initiatives, including smoking cessation (with the highest number of quitters in the whole of Stoke!) and emergency contraception. It is one of the few pharmacies that are open on Saturday. Further services also include general healthcare and lifestyle advice, and medication reviews. There's even a separate consulting room for more confidential discussions. The most recent service is a minor ailments incentive, which includes free paracetamol, headlice lotions and many other medicines for children and adults with exempt certificates. And all this in a friendly family-orientated environment. Small wonder that Mr Graham himself - son of the original founder - still drops in from time to time!

### FREE PRESCRIPTION OR ELECTRONIC TRANSFER PRESCRIPTION COLLECTION SERVICE

Dear Doctor,  
I am authorising Graham's Pharmacy to pick up my repeat prescription from the surgery and have them ready for me to collect.

<b>Patient's Name</b>	
<b>Address</b>	
<b>Telephone no</b>	
<b>Signature</b>	
<b>Doctor's Name</b>	
<b>Address</b>	

To advertise your business in our booklet call 0800 612 1516

## EXTENDED OPENING HOURS

Extended hours are now available on Tuesday and Wednesday evenings, and Saturday mornings. These are primarily aimed at people who work and so if you have difficulty attending in normal hours, please ask for this service. These hours are for appointments only. There will be no telephone access, and all routine requests, eg prescriptions, test results, appointments, will NOT be handled at these times. Please do not ask as refusal may offend.

## TEST RESULTS

If you undergo tests and/or investigations, please ask for an indication of when the results may be available so that you know when to contact the Surgery. When enquiring about test results, please ring between 11.00am and 3.00pm to enable us to keep our telephone lines free for urgent calls in the morning. In the majority of cases a message will be passed on to the Doctor asking them to comment on the result and add a message to your records on the computer screen, so you will normally be asked to ring again later.

To ensure continuity of care, routine result requests will be added to the diary of the Doctor who requested the tests. You may be asked to ring back in a few days for the Doctor to give their reply, as they may not be in surgery on that day.

## MEDICAL REPORTS

The provision of reports by a Doctor is a private contract between yourself and the Doctor, which is why there is a fee attached. It is not an NHS requirement and they are done at the Doctor's discretion where time and NHS commitments allow. As such, it is not a function of the Practice and is in the Doctor's control, although reports etc are logged into the computer system to aid Reception staff in responding to queries. The Reception staff and Karen Stanway, the Reception Manager, do their best to answer queries on these matters but because this is a private service between the Doctor and patient, they may not be able to respond as satisfactorily as you would like and can only act in the role of messenger in these circumstances.

## IN-HOUSE CLINICS

*These Include:*

- CHD clinic - primary and secondary
- COPD clinic
- Coil fitting
- Family planning/sexual health
- Diabetic clinic
- Asthma clinic
- Smoking cessation
- Contraceptive implants
- Dressings clinics

## MINOR SURGERY CLINICS

*These Include:*

- Cryotherapy for warts and verrucae
- Ingrowing toenail removal
- Skin tag removal
- Joint injections
- Excision of moles, etc.
- Sebaceous cyst removal

For the latest information click to: [www.brookmedicalcentre.co.uk](http://www.brookmedicalcentre.co.uk)

## REPEAT PRESCRIPTIONS

We need 48 working hours' notice for repeat prescriptions. 'Repeat' items are those that appear printed on the right-hand side of your prescription. Any requests for items not listed here are passed to the Doctors so please be aware that it is possible they may take a little longer or even refused altogether.

Requests must be made in writing or using the tear-off slip from your previous prescription. Requests will not be accepted via telephone, e-mail (other than using the EMIS Access system) or fax in order to ensure patient security and accuracy of the items needed. Completed prescriptions can be posted to you if you send a stamped self-addressed envelope with your request.

You are now also able to order Repeat Prescriptions online using the EMIS Access site. You are only able to request **Repeat Medication** items using this system, and we still require **two working** days to process requests. Non-repeat items need to be requested in writing in the normal way. It is your responsibility to check that items requested online have been actioned or rejected. Reasons for rejections will be given.

The Practice has the right to refuse registration or cancel registration to the EMIS Access site. You can book repeat prescriptions online but they **MUST** be collected from the Bradeley site, unless you have nominated a collecting chemist. Please ask at Reception for details.

Please ensure that you pick up your prescriptions from the site at which you requested it.

Arrangements for collection and delivery by any pharmacy must be made with that pharmacy, not the Surgery. The Practice will require a copy of the signed declaration between yourself and the pharmacist confirming this arrangement.

**It is very important that you attend for Medication Reviews when requested to do so, or to undertake the tests or reviews requested by the Doctor indicated on the Review Slip, which may be stapled to your prescription. Failure to do so may result in medication being withheld until you do.**

## WHEN THE SURGERY IS CLOSED

We do not shut at lunchtime except on Thursdays between 1.00 and 2.30pm for staff training and for half-day closure at 1.00pm at the Smallthorne site on Thursdays. When the Surgery is closed always phone the Surgery number 838355 (Bradeley) or 834288 (Smallthorne). An answermachine will give you clear instructions on how to contact a Doctor. Urgent Care based in Basford provides the out-of-hours service.

In the event of an acute emergency, eg chest pain, **ring 999 immediately.**

## OTHER SERVICES AVAILABLE TO YOU ARE:

### Haywood Walk-In Centre

Haywood Hospital, High Lane, Burslem - 581112

7.00am - 10.00pm each weekday and 9.00am - 10.00pm during weekends and Bank Holidays.

Staff at the Walk-in Centre are able to treat minor injuries and illnesses.

### Accident and Emergency Unit

Royal Infirmary, Princes Road, Hartshill - 715444 (hospital switchboard)

This should only be used if your injuries or illness cannot safely be treated by the Walk-in Centre.

### Local Pharmacist

They can help with many minor ailments.

## Dentist

Dental problems cannot be treated appropriately within General Practice. You should always approach your own dentist for emergency treatment. If you are unsuccessful or not registered with a dentist, you can contact the local Dental Access clinic on 834836.

## NHS Direct

NHS Direct is a 24-hour nurse-led telephone advice and information service and is part of the National Health Service.

0845 4647 (24 hours a day)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## REGISTERING WITH THE PRACTICE

On requesting to join the Panel, it will be checked if the address is inside our practice area, and you will be asked to complete a New Patient Questionnaire. Please ensure this form is filled out completely and any requested items are brought to the surgery so that registration can be completed swiftly (eg NHS number, repeat prescription request slip, etc.). Incomplete information may delay your registration. You may need to have a simple health check with our HCA who will ask about medical history, etc.

You must attend for the health check, and you must bring the completed paperwork with you.

**You will not be registered with the Practice until you do.**

Part of the information needed is your NHS number. The 10-digit number is on your NHS card.

**As NHS registration is now done electronically we will not be able to accept you onto the panel until we have this number as it is part of the requirements.** This will also help your medical records to arrive at the Practice more quickly.

If you do not know your number your current GP will have it on record so please contact them first to request it.

It is important that you inform us of any changes of address or telephone number as soon as possible, to maintain up-to-date records, as we may need to contact you at some stage, or use the information in hospital referral letters, etc.

Registered patients who move outside the Practice boundary must register with a new practice within that area. If you have difficulties registering with a practice in the Stoke-on-Trent area please contact the Health Authority on 01782 298000 and ask for Registrations.

## SPECIAL FACILITIES FOR PATIENTS

There are reserved parking spaces at the Bradeley and Smallthorne sites and the entrances to both Surgeries are suitable for all patients. There are no steps and there are automatic electronic entrance doors. All consulting rooms are on the ground floor level, allowing easy access. Most rooms are suitable for disabled patients and wheelchair access, and most are fitted with adjustable examination couches. Please inform us if you will need wheelchair access.

At the Bradeley site there is a disabled toilet, and wheelchair users can access a low-level Reception counter in the Confidentiality Suite. The Waiting Room is fitted with a hearing aid loop system. We have access to a Language Line scheme for patients who do not speak English, but please bring an interpreter if possible as this should ensure an improved consultation for you.

This Practice Booklet is also available in a larger type; please ask at Reception if you would prefer one.

## TRAINING

From time to time, the Practice enables people to undertake part of their training at our Surgery. This may be student District Nurses, Midwives, other Practice Nurses, etc. On occasions, it may be members of our existing staff sitting in with Doctors or colleagues for training purposes. On these occasions, we hope that you will consent to allowing these persons to be present during your consultation. However, you will always be asked for your consent, usually at Reception, before your consultation to avoid you feeling obliged to take part.

## FEES

The NHS remit does not cover certain items. Private medicals, HGV licences, completion of forms and certificates, etc attract a fee. These are done at the Doctors' agreement.

## CONFIDENTIALITY

All our staff are trained in keeping information strictly confidential. Laboratory results will only be given to patients themselves or the parents/guardians of minors.

Staff are unable to give out any information to people other than the patient themselves, unless we have that patient's consent. This includes any medical information, whether the person has an appointment, etc.

Patients under 16 have the right to medical treatment without parents'/guardians' knowledge if they are felt to be competent by the clinician involved.

We have a Confidentiality Suite where you can talk to a member of staff in private. Please ask at Reception if you would like to use it.

## PATIENT PARTICIPATION GROUP

In August 2008, Brook Medical Support Group was formed from a group of volunteer patients and representation from the Practice. Its constitution is to provide support to patients and the Practice alike, and act as a bridge between the two. There is information in the Waiting Room if you would like to contact them. This Group is not a vehicle for individual complaints.

## COMMENTS OR COMPLAINTS

Please contact the Practice Manager with any ideas on our services, or if you are unhappy with our service. All serious complaints must be made in writing.

## ZERO TOLERANCE

Abusive or threatening behaviour or actual physical harm to any member of the team, or any person on the Practice premises, will not be tolerated and may result in immediate removal from our list. It may also be reported to the Police and lead to subsequent prosecution.

For the latest information click to: [www.brookmedicalcentre.co.uk](http://www.brookmedicalcentre.co.uk)

## HOW THE PRACTICE USES PERSONAL HEALTH INFORMATION

Personal health information is only used internally to monitor disease registers, look at drug prescribing in order to ensure standards are being maintained and prescribing is appropriate, etc. We also share information with hospitals and other health professionals when appropriate, eg referrals to hospital.

Information is only shared with non-clinical personnel, eg solicitors, on receipt of a consent form signed by you.

We, and other practices, also provide information to research bodies such as Keele University that may be used to improve specific services or treatments. This information is anonymised so that your identity is protected.

## ACCESS TO RECORDS

You have the right to view your medical records under the Data Protection Act. There is a charge for viewing computerised or paper records, or for copying paper records. You will need to make an appointment to view your records. Please ask at Reception.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available.

This scheme is available from Reception.

## PALS - PATIENT ADVICE AND LIAISON SERVICE

This is an organisation which can give you information about health services. You can contact them confidentially on 0800 783 2865 if you have any concerns about your health care.

## NHS STOKE PRIMARY CARE TRUST

Brook Medical Centre is a member of NHS Stoke. Their contact details are:

NHS Stoke  
Heron House  
Grove Road  
Fenton  
Stoke-on-Trent  
ST4 4LX  
Tel: 01782 298000

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for Drs Parkinson, Gilby, Vellenoweth, Joscelyne, Blaxter, Valasapalli, Young & Sill of Bradeley & Smallthorne

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# PRACTICE BOUNDARY

