

Chase Meadow

HEALTH CENTRE

The Heart of Healthcare in Warwick

★★★★★ rated on NHS Choices

2 Alder Meadow, Chase Meadow, Warwick, CV34 6JY
01926 400010

www.chasemeadowhcnhs.uk



@WarwickGPs



Opening Times

Closed Bank Holidays

Monday 8.30 - 18.00*

Tuesday 8.30 - 18.00*

Wednesday 8.30 - 18.00*

Thursday 8.30 - 18.00*

Friday 8.30 - 18.00*

*Open 8.00 - 8.30 and 18.00 - 18.30 for emergencies

All information is correct at the time of printing

Welcome to Chase Meadow Health Centre

Chase Meadow Health Centre has been delivering high quality health care for over thirty years. Previously known as The New Dispensary, the Practice moved into its current purpose-built premises in April 2008. We are an award-winning Practice; working within the community and training the next generation of doctors and GPs to ensure a supportive environment for both our patients and our staff. Our doctors are complemented by a team of health professionals including nurses, clinical pharmacists and allied health professionals who play an active role in managing our patients health needs.

We have ample free parking in our on-site car-park with full disabled access to the Practice.

Training The Future Generation of Doctors

We take pride in the development of our future doctors; from medical students, junior and foundation training and GP Registrar training. We have successfully trained doctors for over 10 years and have an excellent relationship with Warwick Medical School and West Midlands Deanery. Some of our students and juniors are now qualified GPs themselves and have worked at the Practice from training through to post-qualification. Although our patients are regularly consulted by doctors furthering their training, this is under the supervision of the GP Partners so you can ensure you are in safe hands. We also actively participate in research, and are members of the National Institute for Health Research.

Our Vision

To work in a warm, friendly and professional environment and empower our patients by enabling them to make informed choices regarding their personal care to manage and improve their own health.

Are you up to date with your Vaccinations & Health Checks?

Call to book an appointment if you are due

Cervical Screening (Smear Test) - available for all women aged 25 to 64. If you're aged between 25 to 49 you are due for screening every 3 years, and every 5 years if you are aged 50 to 64.

Due:

Booked:

NHS Health Check - available to persons aged 40 to 74 every 5 years who do not have a current diagnosis of cardiovascular disease. Based on straightforward questions and measurements such as age, sex, family history, weight, height, blood pressure and cholesterol to assess your risk of developing heart disease, stroke, kidney disease or diabetes. If there are warning signs, then together we can do something about it.

Due:

Booked:

Flu vaccine - available between September and February to everyone over the age of 65, and everyone aged 16 to 64 at risk including carers. Make sure you have informed us if you are a carer by submitting a carers form on our website.

Due:

Booked:

Pneumococcal vaccine - if you are aged 65 or over you can receive a pneumococcal vaccine.

Due:

Booked:

MenACWY vaccine - if you are aged 17 to 24 you can receive the MenACWY vaccine, which protects against 4 strains of meningococcal disease (A, C, W & Y).

Due:

Booked:

Shingles vaccine - if you are aged 70 or 78 you are eligible to receive the Shingles vaccine, or if you were previously eligible but missed your vaccine you can still have it if you are in your 70s and born after 2nd September 1942.

Due:

Booked:

Your Award-Winning GP Practice

We continually strive for excellence, and we have won the following awards:

July 2020 - Gold Standards Framework Accreditation

We are the only GP Practice in South Warwickshire to have national accreditation. To be accredited with the Gold Standards Framework Framework demonstrates that a GP Practice has evidenced a high standard of care and attention towards patients in the latter stages of their lives.



June 2019 - Primary Care Awards Evening

We won two awards and a high commendation at the 2019 Primary Care Awards ceremony. Our Clinical Pharmacist won an award in prescribing safety, and the Practice won an award for Best Work in Healthy Lifestyle for our work in social prescribing and production of our Wellbeing Menu (downloadable on our website). Dr Sharma was also awarded a high commendation for Best Modernisation.



The GP Partners



Dr Nilesh Vara

MB ChB 2002 Leicester

GP Partner at Chase Meadow Health Centre
since August 2008

Special Interests: Minor Surgery



Dr Peter Gregory

MBBS MRCGP DCH 1987 London

GP Partner at Chase Meadow Health Centre
since April 2009

Special Interests: Minor Surgery, Contraceptive
Implants, Musculoskeletal Medicine & Lifestyle
Medicine



Dr Neelam Gill

MB ChB MRCGP DRCOG DFSRH 2005
Leicester

GP Partner at Chase Meadow Health Centre
since September 2012

Special Interests: Minor Surgery & Family
Planning



Dr Neha Sharma

MB ChB MRCGP DRCOG 1998 Birmingham
GP Partner at Chase Meadow Health Centre
since April 2014

Special Interests: Dermatology, End of Life
Care/Frailty & Lifestyle Medicine

Nursing Team & Allied Health Professionals



Kerry Roderick
(Practice Nurse)

Chronic Disease Management, Child
Immunisations, Travel Vaccinations



Sarah Pettipher
(Practice Nurse)

Chronic Disease Management, Child
Immunisations, Travel Vaccinations



Mary Scott
(Practice Nurse)

Family Planning, Child Immunisations, Travel
Vaccinations



Serena Slater
(Phlebotomist)

Smoking Cessation

We also have a team of Oken's nurses who provide home visits, and a team of Clinical Pharmacists, Social Prescribers and Junior Doctors who are all here to help you. We also have an Active Monitoring Practitioner in conjunction with the Oken's Project and Springfield MIND.

Clerical Team



Sarah Hargreaves
(Operations Manager)

Reception:

Rachel Spurgeon (Reception Team Leader)
Mo, Anne, Trish, Chris,
Geraldine

Administration:

Baljit (Practice Secretary)
Nicola, Elaine, Carole & Michelle



Some of the team receiving a Public Health Award at the June 2019 General Practice Awards Ceremony

Registering

We are pleased to accept all patients from Warwick and parts of Leamington. The easiest way to register is via our website at www.chasemeadowhc.nhs.uk and click 'Join The Practice' - you will need to provide proof of identity. You can also pick up a form from the Practice.

Once registered we will write to you informing you of your named GP, however you can request to see another GP if you would like to.

Once registered you can download the NHS App (www.nhs.uk/NHS-App) which will allow you to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this).

If you change any of your personal details (such as address, name or phone number) please ensure you contact the Practice as soon as possible to enable us to update your records.

If you have any queries about registering please speak to Carole in the administration team.

Opening Hours

The Practice is open 8.30 - 18.00 Monday to Friday (8.00 - 8.30 and 18.00 - 18.30 for emergencies). We are also an Extended Access hub until September 2021, providing routine evening and weekend appointments for South Warwickshire patients. Please contact the Practice on 01926 400010 to book in.



Appointments & Home Visits

Please be aware that GP appointments are ten minutes long. Should you have complex or multiple health concerns please ask reception to book a double appointment for you. This helps us to adhere to our appointment schedule and avoid any undue delays to other patients.

Appointments with the nursing team are available 8.30 - 17.00 Monday to Friday.

In order to ensure allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment.

You can also book a variety of appointments via the NHS App, including Medication Reviews, Cervical Screenings, Blood Tests and Doctors Appointments. This saves time but also leaves phone lines clear for patients without internet access.

Your can also submit a consultation online for a response within two working days. See our website for more details.



Home Visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please call the Practice before 11am. A clinician will then phone you to discuss you request.

Our Services

Along with routine appointments, our Practice offers the following services:

Family Planning - all our GPs and Practice Nurses offer a range of family planning services

Immunisations - the nursing team administer both child and adult vaccinations. Please contact reception for more information

Blood Tests - our Phlebotomist Serena provides in-house blood testing

Travel Immunisations - the nursing team can offer a range of advice regarding travelling abroad and the required vaccinations. There will be a charge associated with travel vaccinations. Please visit <http://chasemeadowhc.nhs.uk/clinics> or book an appointment with a nurse to discuss your requirements.

Minor Surgery - simple minor surgery such as the removal of skin lesions, joint and soft tissue injections etc can be performed by your GP. At Chase Meadow Health Centre Dr Nilesh Vara, Dr Peter Gregory and Dr Neelam Gill perform minor surgery. Please discuss your requirements with your GP who may recommend a minor operations; this will be carried out at the Practice.

Cervical Screening (Smear Test) - this is carried out every three years for women aged 25 to 49, and every five years for women aged 50 to 64. The tests are undertaken by the nursing team, and you will be contacted when you are due a test. This is a preventative test, aimed at stopping cancer before it starts. Please contact the Practice if you think you are overdue your cervical screening.

NHS Health Checks - performed by the nursing team, the NHS Health Check is a proactive 'well person check' offered to people aged between 40 and 74 who do not have a current diagnosis of cardiovascular disease. The check is free and takes about 20 minutes. If there are any warning signs, then together we can do something about it. Contact us to book in.



Prescriptions



The quickest and easiest way to order your repeat prescriptions is online through the NHS App. To register for online services go to www.nhs.uk/nhsapp. Please allow seven working days for your prescription to be processed, as this allows time for the pharmacy to safely process your request.



Carers



If you are a carer we have a wealth of information for you on our website at www.chasemeadowhc.nhs.uk/carerinformation. There is also a form on this page so you can let us know if you are a carer. Carers are entitled to receive a free flu jab, so it is important that we know if you are a carer so we can invite you for your annual vaccination.

Patient Participation Group (PPG)

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the Practice. Our PPG have been instrumental in shaping the Practice, and working with the Practice ran our Healthy Living Event in 2018, our relaunch and health education event in 2019, and also developed our Wellbeing Menu (see our website for an electronic copy of local services to help with your wellbeing). If you are interested in joining our PPG please complete our form at www.chasemeadowhc.nhs.uk/patientgroup



Out of Hours



When the Practice is closed, we would advise you to contact NHS 111 for all non-life-threatening cases. In an emergency dial 999 for the ambulance service.

Complaints & Comments

We strive to offer an excellent service but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Operations Manager (Sarah Hargreaves) alongside the Reception Team Leader (Rachel Spurgeon), who will talk to you about the complaints procedure. We aim to resolve all complaints in a timely manner and we will aim for a local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well we would very much appreciate your feedback. You can provide both feedback and complaints by visiting our website at <https://chasemeadowhwc.nhs.uk/feedback>

Patient Responsibilities & Zero Tolerance

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your requested clinician. However this may not always be possible, but our team will do their best to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please phone us as soon as you know so that the appointment can be offered to another patient. Non-attendances are recorded in your health record and three non-attendances in a twelve month period are discussed with the management team and may result in you being asked to register at another Practice.

We operate a zero-tolerance policy, and will not tolerate physical or verbal abuse towards our staff under any circumstances. Abusive patients will be asked to leave and may be removed from the Practice list.

Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Clinical Commissioning Group (CCG)

The local CCG for this area is:

NHS South Warwickshire CCG
Westgate House
Market Street
Warwick
CV34 4DE



01926 353700

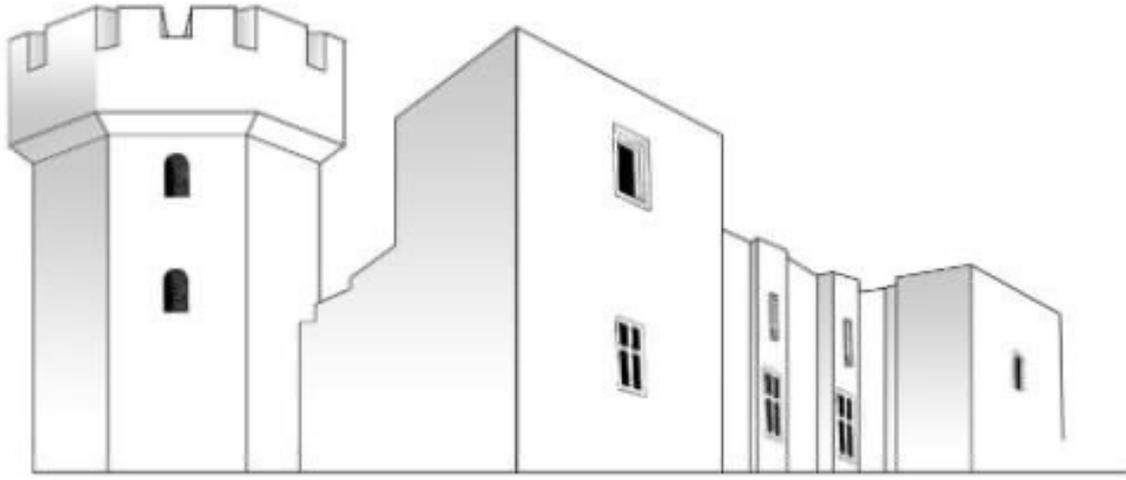


www.southwarwickshireccg.nhs.uk



contactus@southwarwickshireccg.nhs.uk





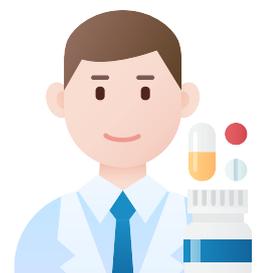
Kenilworth and Warwick Primary Care Network

We are part of the Kenilworth and Warwick Primary Care Network (PCN), which also includes Priory Medical Centre, Avonside Health Centre, Abbey Medical Centre and Castle Medical Centre. Together we work to better meet the needs of our local patient population. Dr Nick Yeats is the Clinical Director of our PCN. Our PCN has recruited a team of Allied Health Professionals who help us to achieve these goals. Together we are running the Covid Vaccination programme for our patients.

Staff within the Kenilworth & Warwick PCN

Amanda Jerman (Social Prescriber)
Snay Gohil (Social Prescriber)
Prabhjot Mahal (Clinical Pharmacist)
Zainab Mohamed (Clinical Pharmacist)
Bhumisha Parekh (Clinical Pharmacist)
Cheryl Scott (First Contact Practitioner)
Sally Boon (First Contact Practitioner)
Justine Gordon (Physician Assistant)

Charlotte Tayte (Social Prescriber)
Michelle Murphy (Social Prescriber)
Rachel Baker (Clinical Pharmacist)
Jaspal Shergill (Clinical Pharmacist)
Kam Dhillon (Clinical Pharmacist)
Bandna Rai (Pharmacy Technician)
Prabjot Flora (Physician Assistant)



Patient Feedback

December 2020

The ladies on reception are always really helpful and great with advice. I here about issues people have with other doctors but you guys are amazing we are so lucky. *Patient Feedback via Website*

November 2020

I just wanted to say a huge thank you to ALL the staff. There's no specific event leading to this, it's a general appreciation of the work you do :) Remaining in the catchment is right at the top of our list if we move house. It's great for our family to feel supported and looked after by a top team, if ever we get in touch. *Patient Feedback via Website*

I have been a patient at this practice for 10 years now and have only ever had outstanding service. This has continued despite COVID -19. Please pass on my grateful thanks to the team. *NHS Choices Review*

September 2020

I continue to be impressed with the quality of care and treatment I receive in spite of all the current difficulties. Also the professionalism of all the staff is exemplary. The online consultation process is a great initiative. Thank you. *Patient Feedback via Website.*

5 Star Review "First Class Service" *Google Review*



We welcome all feedback. You can provide feedback via NHS Choices, our website, Google and social media pages.