



Brook Street

Belle Vue

Shrewsbury

SY3 7QR

www.marysville.co.uk

mp.marysville@nhs.net

Opening Times

Monday - Friday

08:30 - 18:00

Tel: 01743 276000*

Emergency Out of Hours—NHS Direct: 111

January 2020

**Please note that all calls are recorded*

THIS PRACTICE IS A MEMBER OF:

DARWIN
HEALTH LTD 

SHREWSBURY
PRIMARY CARE NETWORK

Surgery Times - Appointments Only

GPs & Nurses

Monday to Friday

Routine bookable appointments following telephone triage: 09:00—17:30

Urgent on the day appointments are available following telephone triage

Extended Access Appointments—GPs, Nurses, HCAs

Monday to Friday

18:00—20:30

Saturday & Sunday

08:00—12:30

Please note that evening appointments are held at various practices in Shrewsbury, and weekend appointments are held at Marden Medical Practice. Appointments can be booked in the normal way via reception. There is an Monday evening session at Marysville every other week.

One of our Doctors or Clinical Team may speak to you over the telephone to offer advice and answer any concerns.

This will normally be at the end of morning or afternoon surgery.

When booking your appointment the Receptionists may ask you what your appointment is regarding in order to direct you to the most appropriate clinician. Any information you can give to help them is appreciated.

E-consult:

On our website www.marysville.nhs.uk you will find a simple form to get advice and treatment instead of having to ring the practice. Once you have filled out the form, which you can do at a time convenient to you, it will be sent to the practice where upon one of our clinicians will triage and decide how best to treat you or deal with your query. Please use E-consult in the first instance where you can—if a face to face appointment is needed we will be able to book this in once we received your E-consult form. You are able to ask for sick notes, test results and doctors letters through E-consult.



Patient Participation Group

Do you have ideas about how to improve our practice?

Would you like to help shape the services we offer?

The patient group is an initiative run by our patients and has been set up to:

- Help the practice to improve services we offer
- Offer support to other patients
- Provide information
- Develop a good working relationship with the GPs and practice staff

Some of the group activities will be to:

- Carry out surveys on various matters
- Implement ideas wherever possible
- Arrange special health events
- Explore the changing needs of patients

If you would like to become part of the group either by active participation or via email and be part of the reference group use any of the following methods:

- Telephone Viv Botfield (*group representative*) on 01743 232784
- Email Roy Hope (royhope@hotmail.co.uk)

**For more information and current news
please look at our webpage**

www.marysville.co.uk



Find us on Facebook
[@MarysvilleMP](https://www.facebook.com/MarysvilleMP)



Follow us on Twitter
[@marysvillemp](https://twitter.com/marysvillemp)

Test Results

Either look online for test results or phone after 2pm to get them. The receptionist will be able to tell you the comments the GP has made on seeing the result – but cannot do more than this. If it is unclear, you wish to discuss with us or the result needs further action this will be arranged (often a telephone call appointment). Due to the huge number of test results we will only contact you about those that need any ACTION. However we will always suggest you contact the surgery or look on line to check the results as this is a safer approach.

Fit Notes

A certificate from the doctor is required if you are absent from work for seven days or longer. Shorter periods of illness are covered by a self– certificate , which are available from your employer or reception. If you need a sick certificate you will need to see your GP, or you can request it through E-Consult on the website.

Prescriptions

Marysville Medical Practice offers the Electronic Prescription Service, which allows you to choose or "nominate" a pharmacy to get your medicines or appliances from. Your GP then sends your prescription electronically to the place you nominated.

How you can order Repeat/Acute Prescriptions

NHS Prescription Ordering Direct (POD) System which means your medication can be ordered through a simple phone call.

The POD is staffed by dedicated and full trained prescription clerks who have access to all your repeat prescription records. We feel this will satisfy many patients who want to phone for their repeat medication, as well as being safer, as properly trained call handlers are used. The aim is not only convenience but to ensure patients are receiving the correct quantity of medication. It reduces unnecessary medication being dispensed and has saved a huge amount of NHS money so far.

For those who want the freedom to order any time of day—this can still be done through the **online EMIS access**—ask for a leaflet or see our website, but we will no longer be accepting emails for repeat medications.

Online access can also allow you to look at results, and documents on your record!

The Doctors

'The doctors work as a partnership which is not limited,' this is a statutory declaration required by HMG.



Dr Julia Visick MBCHB, MRCGP, DRCOG

Dr Visick has now individually taken on the GMS Contract for the Practice as the Lead GP, and has had to relinquish her previous role as Associate Medical Director of Shropdoc in order to devote 100% of the week to Marysville. This involves not only seeing patients but also making decisions about the running of the practice and the building with the Practice Manager. As part of this role she is also the lead for Safeguarding, Information Governance and complaints. Dr Visick sees patients mainly on Mondays, Tuesdays, some Wednesday mornings and Thursdays. Leaving the other days for administration and practice development. Dr Visick has continued her interest in contraception and does coil fitting and implants for the surgery. She is the main trainer for the trainee GP's called ST2/ST3 Drs.



Dr Catherine Goodwin MBChB, BMedSci (psychological medicine), MRCGP, DFRH, LoC SDI/IUT

Graduated from Birmingham in 2009 and trained in General Practice in Shropshire. Joined Marysville in April 2016. Works on Mondays, Wednesdays and alternate Thursday/Friday. Interested in contraception and is qualified to fit coils and implants. Also able to give steroid joint injections for shoulder and knee problems if indicated.



Dr Marta Jackowiak Lekarz medycyny (Medical doctor), MRCGP, MRCPC (2012), DRCOG (2015)

Qualified at Pomeranian Medical University, Poland 2006. Introduces herself as Dr Marta. Originally trained in Paediatrics before going into General Practice. Dr Marta's working days at the practice are Wednesdays and Fridays, however part of her work in the week involves role of a speciality doctor in Dermatology in Royal Shrewsbury Hospital. Special interests include Paediatrics, women's health, palliative care and skin problems. Has additional skills in minor surgery, joint injections and dermoscopy (which refers to the examination of the skin using skin surface microscopy). Dr Marta has taken on the minor operations in the surgery.



Dr Pippa Hine MBBS

Graduated from the University of East Anglia in 2009 and trained in General Practice in Shropshire. Joined Marysville in May 2018. Works on Mondays, Tuesdays and Thursdays. Excited to become a member of the forward thinking Marysville Practice team and will be helping to support the teaching of trainee GPs and working on areas of Specialist Interest.

The Clinical Team



Liz Starkie
**Advanced
Clinical
Practitioner**

Doug Blundred
**Urgent
Care
Practitioner**



Starting Feb 2020



**Sister Diane
Foster**
Practice Nurse



**Sister Sarah
Bailey**
Practice Nurse



**Sister Bethany
Stevens**
Practice Nurse



**Sister Hilary
Davies**
Practice Nurse



Jane Cox
**Healthcare
Assistant**

Anna Webb
**Healthcare
Assistant**

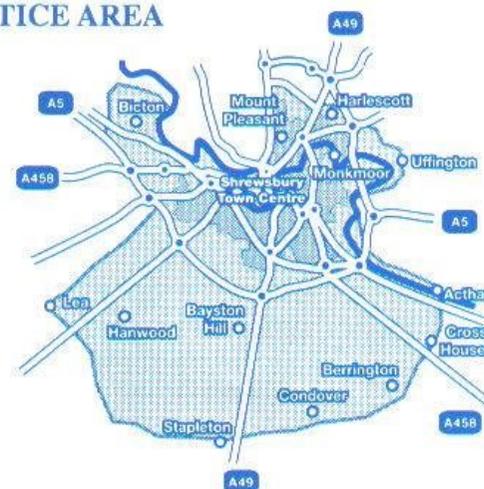


Counsellors - Mike Flinn, Kim Pritchard, Leanne Rimmer

We are a teaching practice and at any time may have trainee Registrar GPs, trainee Nurses, Apprentice receptionists or trainee Counsellors.

Patient Information

PRACTICE AREA



To Register

To register with the practice, patients are requested to complete a registration form, which is available from reception or online via the website. The receptionist will make you an appointment with a clinician, who will then complete the registration process. We have disabled access to all the rooms in the surgery.

If you are not fluent in English please inform the receptionist when registering

Confidentiality

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies unless we have your written consent.

Data Protection

The Data Protection Act covers the information held at the surgery both in paper records and on the computer system. No information will be given to a third party without the patients written consent. All results etc will only be given to the patient unless under the age of 16 or as agreed with the GP. We have the right to ask questions to ascertain the patient's identity. Anonymous clinical data may be shared across the NHS either through automated data collection from the surgery computers or via questionnaires.

Patients Rights and Responsibilities

It is the patient's responsibility to contact the surgery at their earliest convenience if they are unable to keep an appointment.

We ask patients to respect staff working in the practice. We operate a **zero tolerance** in the case of aggression or abuse. The Doctors will remove patients from the list at their discretion if they feel patients have not adhered to this policy.

Patients are responsible for ordering their medication in plenty of time to ensure they do not run out and it is their responsibility to arrange collection. Patients are ultimately responsible for their own health and are asked to attend any clinics when requested to do so.

We ask that you notify us of any change to your address or telephone numbers. If we don't have up to date details we may not be able to contact you when necessary.

Comments, Suggestions and Complaints

We strive at all times to provide a service of the highest standard. If you wish to make a comment or complaint, this should be made to the Practice Manager initially in writing. You will receive a response within 10 days. A full written response will be offered. If you are unhappy at that point, you can arrange to come in and discuss the problem further with a doctor and/or Practice Manager. If it is still not resolved, you have the right to take the complaint to the Health Commissioner.

Medical Students

We are an accredited Training Practice which means that we will often have medical students with us for up to 12 months at a time as part of their Vocational Training. They will need to video some of their consultations and your permission will always be sought before this is done and no offence will be taken if you decline; please note that the ceiling mounted video camera cannot see anything inside the curtained area and that all video consultations can be monitored in real time by Dr Julia Visick who has overall responsibility for VTS doctors training whilst they are at Marysville. For more details of the VTS scheme go to

<http://www.shropshirevts.com/contact.htm>

Chaperones

Chaperones are available during consultations. Please ask at reception if you would like a chaperone present.

The Practice Team



Izzy Culliss
Practice
Manager



Semra Dunn
Deputy Practice
Manager



Heather Willis
Community &
Care
Co-Ordinator



Sue Llewellyn
Secretary



Patient Services Supervisor
Lucy Davis



Reception Team:
Shell Humphreys, Toni Inman, Claire Ball



Admin Team:
Sarah Tromans, Fiona Macpherson,
Lucie Bishop



Apprentice Receptionists:
Scarlet Griffiths, Aysha Dunn

Phoning the Doctor

The doctors are happy to discuss straightforward matters over the telephone. Please speak to the receptionists who will give you a telephone consultation time—this may not be available on the same day. If the Doctor feels they need to see you they will arrange an appointment for you through the receptionist.

Home Visits

Home Visits are primarily for housebound patients. However if you feel you are unable to attend the surgery please ring before 10.30am if possible and the doctors will see you after their morning surgery or early afternoon.

Urgent Appointments

Patients who have an urgent problem can always be seen the same day. If it is an urgent problem please telephone as soon after 8.30am as possible and the doctor will see you at the end of their morning surgery.

Your doctor will only have time to deal with a single problem.



Out of Hours - Telephone 111

Shropshire Doctors Co-operative Ltd provides urgent medical services for patients when their own surgery is closed and whose needs cannot safely wait until the surgery is next open, i.e. evenings, weekends and bank holidays.

The Shropshire Walk in Centre has moved to the Urgent Care Centre, Royal Shrewsbury Hospital which is open 8.00am to 8.00pm – 365 days a year – including Bank Holidays. By having an urgent care facility, such as the Walk-in Centre, co-located alongside A&E, patients will immediately benefit by being seen by the most appropriate health professional the first time. They are a GP led service for those people who have acute problems and require urgent non-emergency care. The centre allows people to see a GP or nurse without an appointment. They can see patients for most minor injuries and illnesses. The centre is staffed with GPs, Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants.

Practice Nurses

Our Nurses are capable of dealing with many aspects of medical care. As well as wound advice, dressings and smear taking they are also able to carry out asthma reviews and blood pressure checks.

If you are travelling abroad you may need a travel vaccination depending on the country or countries that you intend to visit. To help us advise you on the protection that you need, please see a Practice Nurse at least 8 weeks before you travel and ideally 12 weeks ahead. Please make a double appointment with our Practice Nurses and they will inform you of your requirements and any payment if appropriate.

Advanced Clinical Practitioner (ACP) Liz Starkie is able to deal with complex and minor illnesses and is able to prescribe and refer to secondary care if required.

Urgent Care Practitioner (UCP) Doug Blundred will deal with urgent on the day problems and triage phone calls and E-Consults for appointments.

Phlebotomist and Health Care Assistant HCA

Our team of Phlebotomists are trained to take blood samples. If patients require anything other than blood tests an appointment should be made with our Practice Nurses. Our HCA is able to undertake a number of nursing support duties as well as take blood.

Counsellors

Mike, Kim and Leanne are available to help with emotional and stress related difficulties. Your doctor will be able to offer advice on this service and may offer you a related 'Book on Prescription' to help you understand your condition better.

Health Visitors

Our Health visitors are experienced trained nurses with further specialist training in all aspects of child care and development in the under 5's. Patients can contact the Health Child Programme Team on 0333 358 3328 if they have any concerns about the health and wellbeing of the under 5's.

